



**Tri-Counties  
Regional Center**

# ATTACHMENT C

**TRI-COUNTIES REGIONAL CENTER**  
**FY 2014/2015 POS Data Expenditure Presentation & Informational Night**

**DATE: Tuesday, March 22, 2016**  
**505 East Montecito Street, Santa Barbara, CA 93103**

**MINUTES**

<b>ITEM</b>	<b>RECORD</b>
<b>I. Opening Remarks</b> – Mary Beth Lepkowsky	<p>Mary Beth Lepkowsky, TCRC Assistant Director of Training and Organizational Development, began the meeting by welcoming participants and leading introductions. Spanish translators were introduced, and all materials for the meeting were made available in English and Spanish.</p> <p>In attendance were parents, a person receiving services, two vendor staff, and several TCRC staff, in addition to representatives from the State Council on Developmental Disabilities, Clients’ Rights Advocates, Family First Family Resource Center, and a staff person from the office of California State Assemblymember Das Williams.</p> <p>Ms. Lepkowsky shared the agenda for the evening and next introduced Omar Noorzad, Ph.D., TCRC Executive Director. Dr. Noorzad welcomed the participants.</p>
<b>II. Introduction</b> - Diva Johnson	<p>Ms. Johnson provided an introduction for the POS expenditure data presentation and mentioned that two handouts were provided. The first being a copy of the PowerPoint presentation and the second being the required demographic data reports. The second handout also includes the full language of the law and limitations of the POS expenditure data that reviewers should be aware of. Ms. Johnson continued to provide a brief summary of TCRC demographics, counties covered, number of individuals served, POS funding for FY 2014/15 and the number of service coordinators and number of bilingual Spanish service coordinators.</p> <p>Next, Ms. Johnson explained why this information was being presented, the specific Lanterman Act requirements and what key information was important about the data. This included the date expenditures were incurred (FY 2014-15), and that data was provided by DDS for regional centers to access and utilize the same report format. TCRC’s reports were generated and posted on TCRC’s website by December 31, 2015, as required by law.</p>
<b>III. Data Overview</b> – Eulalia Apolinar & Pam Crabaugh	<p>Eulalia Apolinar, Assistant Director of Services &amp; Supports for Santa Barbara and San Luis Obispo Counties, explained the ethnic and primary language data in some detail, and advised that variances in expenditures is occurring throughout the regional center system. Ms. Apolinar stated that people receiving services self-identify according to the categories provided by the State of California on all intake documents.</p> <p>Overall, POS expenditures for FY 14/15 for those who identified as White were higher than those who identified as</p>

	<p>Hispanic, although the total number of people served in both categories was roughly the same. This year also marked the first time that the number of persons in the Hispanic category exceeded the number, just slightly, in the White category for all persons who receive TCRC services.</p> <p>Ms. Apolinar continued by sharing data on per capita expenditures by ethnicity. The highest per capita expenditures for all ethnicities was for persons age 22 and over. It was concluded that for Early Start and the age category of 3-21 years POS expenditures were similar across ethnicities. The next bar chart showed that TCRC’s per capita expenditures were significantly higher when compared to all regional centers for the majority of ethnicities.</p> <p>Ms. Apolinar then presented data on persons served by primary language and per capita spending by primary language. Over 75% of people served by TCRC indicated their primary language is English, followed by approximately 23% for Spanish and the remainder for other languages. Per capita expenditures for persons with English as their primary language were higher than those with Spanish as their primary language.</p> <p>Pamela Crabaugh, Director of Services &amp; Supports, presented data reflecting total individuals served and per capita expenditures by diagnosis. Ms. Crabaugh noted that those who have an Intellectual Disability and those who have Cerebral Palsy make up the largest categories of persons receiving TCRC services. The per capita costs ranged from \$14K to slightly more than \$24K for persons across all diagnosis categories.</p> <p>Ms. Crabaugh continued to explain where people live in TCRC’s catchment area and advised that most people receiving services live in the family home with a parent or guardian. The next largest categories of residence type were for independent/supported living (ILS/SLS) and Community Care Facilities (CCF). The remaining people receiving services from TCRC are divided among other residence categories.</p> <p>Ms. Crabaugh stated that spending for persons by residence indicates that costs for persons living in the family home are significantly less than ILS/SLS, CCF/FHA, ICF or the category identified as “Other”, but more importantly, people have reported greater overall satisfaction when living in their family environment.</p>
<p><b>IV. Closing</b> – Mike Nagel &amp; Mary Beth Lepkowsky</p>	<p>Mike Nagel, Director of Human Resources and Organizational Development, shared information about what the data presented tells us. POS spending variances exist but the data does not answer why variances exist. More information is needed. The data does not indicate that people’s needs are not being met. TCRC honors personal choice and follows a stringent person centered planning process with persons needs identified in the IPP.</p> <p>Mr. Nagel went on to share TCRC’s commitments, the first being person centered in all we do. TCRC is committed to meeting the needs of people it serves regardless of age, ethnicity, language, diagnosis or residence. Mr. Nagel also shared a variety of activities TCRC has been involved with to support and strengthen cultural and linguistic competency for TCRC’s Board of Directors, staff and service providers.</p> <p>Ms. Lepkowsky advised attendees that TCRC used the feedback garnered from previous POS Data Expenditure events, along with results obtained through the annual TCRC Satisfaction Survey and other methods, to identify key areas of</p>

	<p>importance to people receiving services, families, service providers, and community members, to guide the development of TCRC’s Strategic Performance Plan 2016 – 2018. She provided information about TCRC’s Strategic Performance Plan that included the hiring of a bi-lingual employment coordinator, developing a TCRC orientation for new families in Spanish and implementing several activities dedicated to enhancing TCRC’s already strong commitment to providing services and supports in a culturally competent manner.</p> <p>In closing, Mr. Nagel said the next steps are obtaining more information and conducting research. System wide qualitative studies will be conducted by the Association of Regional Center Agencies (ARCA) to determine why variances exist, if such variances indicate disparity and what informed actions need to be taken. Also, TCRC is committed to continue evaluating its person centered thinking processes to improve services.</p>
<p><b>V. Question and Answers – Mary Beth Lepkowsky</b></p>	<p>Ms. Lepkowsky opened up the meeting for questions and answers. Several questions were asked and TCRC responded as follows:</p> <p>Q. How often does the family/parent orientation occur?  A. TCRC is starting with transition ages. Several FRCs do this and have curriculum based on TCRC’s last Strategic Plan. There are also brochures for each stage of services. Bilingual SCs spend time helping monolingual families to understand services.</p> <p>Q. What are our thoughts on why Native American expenditures have dropped so much in the last year?  A. There are a very small number of Native American people served. There could be a change for one or two people with a big impact that could skew the numbers. Further research would be needed.</p> <p>Q. Is our vendorization packet in Spanish or other languages?  A. No, but this can be done. SCs will assist Spanish families with understanding the packet for family member services.</p> <p>Q. What is the “Fifth Category”?  A. Dr. Steven Graff, Assistant Director of Clinical Services, explained the criteria that make up the Fifth Category and provided background. The developmental trajectory and needs of persons in the Fifth Category must be similar to persons diagnosed with a developmental disability.</p> <p>Q. Do we have data on people impacted by mental health services?  A. Data for these reports is focused on standard categories of TCRC’s expenditures but some people may be getting mental health services as well.</p> <p>Q. How uniform is our service coordination training, especially for transition ages?  A. All new SCs go through a 12 week training course. They also shadow other SCs and are introduced to resources during this time. Ventura County transition team has brown bag lunches with lectures for families, persons supporting, vendors, and SCs. SCs learn a lot from these meetings and share information with peers. Local community colleges are currently having discussions on transition services. Also, there are questions on our</p>

	satisfaction survey about generic resources. Most SCs have goal to research generic resources and keep a log.
<b>VI. Group Discussions -</b> Mary Beth Lepkowsky & Facilitators	<p>Meeting participants gathered at tables for smaller discussions. Each table had a facilitator and a note taker. Ms. Lepkowsky asked table participants to discuss answers to two questions:</p> <ol style="list-style-type: none"> <li>1. What are your initial comments or questions about the POS Expenditure Data?</li> <li>2. What more can be done to better understand and address variances in POS expenditures?</li> </ol> <p>The responses to these questions and related comments are summarized in Attachment D.</p>
<b>XII. Adjournment</b>	Ms. Lepkowsky concluded the meeting at approximately 7:30pm and invited the participants to meet with the informational representatives as desired.

**TRI-COUNTIES REGIONAL CENTER**  
**FY 2014/2015 POS Data Expenditure Presentation & Informational Night**  
**DATE: Thursday, March 24, 2016**  
**2401 East Gonzales Road, Oxnard, CA 93036**

**MINUTES**

<b>ITEM</b>	<b>RECORD</b>
<b>I. Opening Remarks</b> – Mary Beth Lepkowsky	<p>Mary Beth Lepkowsky, TCRC Assistant Director of Training and Organizational Development, began the meeting by welcoming participants and leading introductions. Spanish translators were introduced, and all materials for the meeting were made available in English and Spanish.</p> <p>In attendance were persons receiving services, parents, vendor staff, and several TCRC staff, in addition to representatives from the State Council on Developmental Disabilities, Clients’ Rights Advocates, Rainbow Family Resource Center, and a staff person from the office of California State Assemblymember Das Williams.</p> <p>Ms. Lepkowsky shared the agenda for the evening and next introduced Omar Noorzad, Ph.D., TCRC Executive Director. Dr. Noorzad welcomed the participants.</p>
<b>II. Introduction</b> - Diva Johnson	<p>Ms. Johnson provided an introduction for the POS expenditure data presentation and mentioned that two handouts were provided. The first being a copy of the PowerPoint presentation and the second being the required demographic data reports. The second handout also includes the full language of the law and limitations of the POS expenditure data that reviewers should be aware of. Ms. Johnson continued to provide a brief summary of TCRC demographics, counties covered, number of individuals served, POS funding for FY 2014/15 and the number of service coordinators and number of bilingual Spanish service coordinators.</p> <p>Next, Ms. Johnson explained why this information was being presented, the specific Lanterman Act requirements and what key information was important about the data. This included the date expenditures were incurred (FY 2014-15), and that data was provided by DDS for regional centers to access and utilize the same report format. TCRC’s reports were generated and posted on TCRC’s website by December 31, 2015, as required by law.</p>
<b>III. Data Overview</b> – Sha Azedi & Pam Crabaugh	<p>Sha Azedi, Assistant Director of Services &amp; Supports for Ventura County, explained the ethnic and primary language data in some detail, and advised that variance in expenditures is occurring throughout the regional center system. Mr. Azedi stated that people receiving services self-identify according to the categories provided by the State of California on all intake documents.</p> <p>Overall, POS expenditures for FY 14/15 for those who identified as White were higher than those who identified as</p>

	<p>Hispanic, although the total number of people served in both categories was roughly the same. This year also marked the first time that the number of persons in the Hispanic category exceeded the number, just slightly, in the White category for all persons who receive TCRC services.</p> <p>Mr. Azedi continued by sharing data on per capita expenditures by ethnicity. The highest per capita expenditures for all ethnicities was for persons age 22 and over. It was concluded that for Early Start and the age category of 3-21 years POS expenditures were similar across ethnicities. The next bar chart showed that TCRC’s per capita expenditures were significantly higher when compared to all regional centers for the majority of ethnicities.</p> <p>Mr. Azedi then presented data on persons served by primary language and per capita spending by primary language. Over 75% of people served by TCRC indicated their primary language is English, followed by approximately 23% for Spanish and the remainder for other languages. Per capita expenditures for persons with English as their primary language were higher than those with Spanish as their primary language.</p> <p>Pamela Crabaugh, Director of Services &amp; Supports, presented data reflecting total individuals served and per capita expenditures by diagnosis. Ms. Crabaugh noted that those who have an Intellectual Disability and those who have Cerebral Palsy make up the largest categories of persons receiving TCRC services. The per capita costs ranged from \$14K to slightly more than \$24K for persons across all diagnosis categories.</p> <p>Ms. Crabaugh continued to explain where people live in TCRC’s catchment area and advised that most people receiving services live in the family home with a parent or guardian. The next largest categories of residence type were for independent/supported living (ILS/SLS) and Community Care Facilities (CCF). The remaining people receiving services from TCRC are divided among other residence categories.</p> <p>Ms. Crabaugh stated that spending for persons by residence indicates that costs for persons living in the family home are significantly less than ILS/SLS, CCF/FHA, ICF or the category identified as “Other”, but more importantly, people have reported greater overall satisfaction when living in their family environment.</p>
<p><b>IV. Closing</b> – Mike Nagel &amp; Mary Beth Lepkowsky</p>	<p>Mike Nagel, Director of Human Resources and Organizational Development, shared information about what the data presented tells us. POS spending variances exist but the data does not answer why variances exist. More information is needed. The data does not indicate that people’s needs are not being met. TCRC honors personal choice and follows a stringent person centered planning process with persons needs identified in the IPP.</p> <p>Mr. Nagel went on to share TCRC’s commitments, the first being person centered in all we do. TCRC is committed to meeting the needs of people it serves regardless of age, ethnicity, language, diagnosis or residence. Mr. Nagel also shared a variety of activities TCRC has been involved with to support and strengthen cultural and linguistic competency for TCRC’s Board of Directors, staff and service providers.</p> <p>Ms. Lepkowsky advised attendees that TCRC used the feedback garnered from previous POS Data Expenditure events, along with results obtained through the annual TCRC Satisfaction Survey and other methods, to identify key areas of</p>

	<p>importance to people receiving services, families, service providers, and community members, to guide the development of TCRC's Strategic Performance Plan 2016 – 2018. She provided information about TCRC's Strategic Performance Plan that included the hiring of a bi-lingual employment coordinator, developing a TCRC orientation for new families in Spanish and implementing several activities dedicated to enhancing TCRC's already strong commitment to providing services and supports in a culturally competent manner.</p> <p>In closing, Mr. Nagel said the next steps are obtaining more information and conducting research. System wide qualitative studies will be conducted by the Association of Regional Center Agencies (ARCA) to determine why variances exist, if such variances indicate disparity and what informed actions need to be taken. Also, TCRC is committed to continue evaluating its person centered thinking processes to improve services.</p>
<p><b>V. Question and Answers – Mary Beth Lepkowsky</b></p>	<p>Ms. Lepkowsky opened up the meeting for questions and answers. No questions were asked.</p>
<p><b>VI. Group Discussions - Mary Beth Lepkowsky &amp; Facilitators</b></p>	<p>Meeting participants gathered at tables for smaller discussions. Each table had a facilitator and a note taker. Ms. Lepkowsky asked table participants to discuss answers to two questions:</p> <ol style="list-style-type: none"> <li>1. What are your initial comments or questions about the POS Expenditure Data?</li> <li>2. What more can be done to better understand and address variances in POS expenditures?</li> </ol> <p>The responses to these questions and related comments are summarized in Attachment D.</p>
<p><b>XII. Adjournment</b></p>	<p>Ms. Lepkowsky concluded the meeting at approximately 7:10pm and invited the participants to meet with the informational representatives as desired.</p>

**TRI-COUNTIES REGIONAL CENTER**  
**FY 2014/2015 POS Data Expenditure Presentation & Informational Night**

**DATE: Wednesday, March 30, 2016**  
**3450 Broad Street, San Luis Obispo, CA 93401**

**MINUTES**

<b>ITEM</b>	<b>RECORD</b>
<b>I. Opening Remarks –</b> Mike Nagel	<p>Mike Nagel, TCRC’s Director of Human Resources and Organizational Development, began the meeting by welcoming participants and leading introductions. Mr. Nagel shared the agenda for the evening. Spanish translators were introduced, and all materials for the meeting were made available in English and Spanish.</p> <p>In attendance were persons receiving services, parents, vendor staff, and several TCRC staff, in addition to representatives from the State Council on Developmental Disabilities, Clients’ Rights Advocates, and the Parents Helping Parents Family Resource Center.</p>
<b>II. Introduction -</b> Diva Johnson	<p>Ms. Johnson provided an introduction for the POS expenditure data presentation and mentioned that two handouts were provided. The first being a copy of the PowerPoint presentation and the second being the required demographic data reports. The second handout also includes the full language of the law and limitations of the POS expenditure data that reviewers should be aware of. Ms. Johnson continued to provide a brief summary of TCRC demographics, counties covered, number of individuals served, POS funding for FY 2014/15 and the number of service coordinators and number of bilingual Spanish service coordinators.</p> <p>Next, Ms. Johnson explained why this information was being presented, the specific Lanterman Act requirements and what key information was important about the data. This included the date expenditures were incurred (FY 2014-15), and that data was provided by DDS for regional centers to access and utilize the same report format. TCRC’s reports were generated and posted on TCRC’s website by December 31, 2015, as required by law.</p>
<b>III. Data Overview –</b> Eulalia Apolinar & Pam Crabaugh	<p>Eulalia Apolinar, Assistant Director of Services &amp; Supports for Santa Barbara and San Luis Obispo Counties, explained the ethnic and primary language data in some detail, and advised that variance in expenditures is occurring throughout the regional center system. Ms. Apolinar stated that people receiving services self-identify according to the categories provided by the State of California on all intake documents.</p> <p>Overall, POS expenditures for FY 14/15 for those who identified as White were higher than those who identified as Hispanic, although the total number of people served in both categories was roughly the same. This year also marked the first time that the number of persons in the Hispanic category exceeded the number, just slightly, in the White category for all persons who receive TCRC services.</p>

	<p>Ms. Apolinar continued by sharing data on per capita expenditures by ethnicity. The highest per capita expenditures for all ethnicities was for persons age 22 and over. It was concluded that for Early Start and the age category of 3-21 years POS expenditures were similar across ethnicities. The next bar chart showed that TCRC’s per capita expenditures were significantly higher when compared to all regional centers for the majority of ethnicities.</p> <p>Ms. Apolinar then presented data on persons served by primary language and per capita spending by primary language. Over 75% of people served by TCRC indicated their primary language is English, followed by approximately 23% for Spanish and the remainder for other languages. Per capita expenditures for persons with English as their primary language were higher than those with Spanish as their primary language.</p> <p>Pamela Crabaugh, Director of Services &amp; Supports, presented data reflecting total individuals served and per capita expenditures by diagnosis. Ms. Crabaugh noted that those who have an Intellectual Disability and those who have Cerebral Palsy make up the largest categories of persons receiving TCRC services. The per capita costs ranged from \$14K to slightly more than \$24K for persons across all diagnosis categories.</p> <p>Ms. Crabaugh continued to explain where people live in TCRC’s catchment area and advised that most people receiving services live in the family home with a parent or guardian. The next largest categories of residence type were for independent/supported living (ILS/SLS) and Community Care Facilities (CCF). The remaining people receiving services from TCRC are divided among other residence categories.</p> <p>Ms. Crabaugh stated that spending for persons by residence indicates that costs for persons living in the family home are significantly less than ILS/SLS, CCF/FHA, ICF or the category identified as “Other”, but more importantly, people have reported greater overall satisfaction when living in their family environment.</p>
<p><b>IV. Closing</b> – Mike Nagel</p>	<p>Mike Nagel shared information about what the data presented tells us. POS spending variances exist but the data does not answer why variances exist. More information is needed. The data does not indicate that people’s needs are not being met. TCRC honors personal choice and follows a stringent person centered planning process with persons needs identified in the IPP.</p> <p>Mr. Nagel went on to share TCRC’s commitments, the first being person centered in all we do. TCRC is committed to meeting the needs of people it serves regardless of age, ethnicity, language, diagnosis or residence. Mr. Nagel also shared a variety of activities TCRC has been involved with to support and strengthen cultural and linguistic competency for TCRC’s Board of Directors, staff and service providers.</p> <p>Mr. Nagel advised attendees that TCRC used the feedback garnered from previous POS Data Expenditure events, along with results obtained through the annual TCRC Satisfaction Survey and other methods, to identify key areas of importance to people receiving services, families, service providers, and community members, to guide the development of TCRC’s Strategic Performance Plan 2016 – 2018. He provided information about TCRC’s Strategic Performance Plan that included the hiring of a bi-lingual employment coordinator, developing a TCRC orientation for new families in Spanish and</p>

	<p>implementing several activities dedicated to enhancing TCRC’s already strong commitment to providing services and supports in a culturally competent manner.</p> <p>In closing, Mr. Nagel said the next steps are obtaining more information and conducting research. System wide qualitative studies will be conducted by the Association of Regional Center Agencies (ARCA) to determine why variances exist, if such variances indicate disparity and what informed actions need to be taken. Also, TCRC is committed to continue evaluating its person centered thinking processes to improve services.</p>
<p><b>V. Question and Answers – Mike Nagel</b></p>	<p>Mr. Nagel opened up the meeting for questions and answers. No questions were asked.</p>
<p><b>VI. Group Discussions – Mike Nagel &amp; Facilitators</b></p>	<p>Meeting participants gathered at tables for smaller discussions. Each table had a facilitator and a note taker. Mr. Nagel asked table participants to discuss answers to two questions:</p> <ol style="list-style-type: none"> <li>1. What are your initial comments or questions about the POS Expenditure Data?</li> <li>2. What more can be done to better understand and address variances in POS expenditures?</li> </ol> <p>The responses to these questions and related comments are summarized in Attachment D.</p>
<p><b>XII. Adjournment</b></p>	<p>Mr. Nagel concluded the meeting at approximately 7:15pm and invited the participants to meet with the informational representatives as desired.</p>