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# KERN REGIONAL CENTER

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Striving to Achieve Equality, Independence and Empowerment

June 9, 2023

Ernie Cruz  
Department of Developmental Services  
1215 O Street, MS 8-20  
Sacramento, CA 95814

Dear Mr. Cruz:

Enclosed is a copy of the Kern Regional Center (KRC) report on stakeholder feedback relating to our purchase of service expenditure and utilization public meetings for FY 2021/2022.

KRC conducted two (2) public information meetings on March 29, 2023 and March 30, 2023, respectively, for the purpose of sharing KRC's Purchase of Service and Expenditure Data for Fiscal Year 2021/2022 and to engage consumers, family members, our vendor community, and other stakeholders in conversation to obtain feedback and recommendations to resolve the issues around purchase of service inequality.

The presentation was conducted in two sessions: one in English and the second in Spanish via Zoom. The meetings allowed for discussion during the presentations and were followed by question-and-answer sessions to obtain feedback from the attendees. KRC engaged in meaningful discussion with participants and was able to obtain meaningful feedback.

The findings from this meeting demonstrate the need to enhance KRC's outreach efforts and engagement and to continue to monitor the service needs of the communities throughout Kern, Inyo, and Mono counties to promote equity in service delivery and utilization.

It is KRC's mission and commitment to provide comprehensive, person-centered, and excellent services to our consumers and their families. We look forward to any feedback from the Department.

Respectfully,

**Enrique Roman**

Enrique Roman  
Director of Community Services

cc: Michi Gates, Ph.D. Executive Director, Kern Regional Center  
Celia Pinal, Director of Client Services



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# KERN REGIONAL CENTER

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Striving to Achieve Equality, Independence and Empowerment

## **Kern Regional Center 2021/2022 Disparity Report**

The Kern Regional Center (KRC) was founded in 1971 and our mission is striving to achieve equality, independence, and empowerment for the individuals we serve. KRC coordinates resources and collaborates with other agencies to develop the best, most appropriate and person-centered services for consumers and their families. KRC values diversity, respects individual rights and choices, and is committed to excellence and cost-effective service delivery. KRC respects, supports, and collaborates with public and private agencies to carry out our mission.

KRC's service area includes Kern, Mono and Inyo counties. During fiscal year 2021/2022, KRC served approximately 11,000 individuals across these three counties. The main office is in Bakersfield with outlying offices in Lamont, Delano, Tehachapi, Taft, Ridgecrest, and Bishop.

## **Acknowledgements**

Kern Regional Center wishes to acknowledge the stakeholders including consumers/families and service providers who participated in the meetings and who offered their time and insights to support this effort.

## **Table of Contents**

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- II. Summary of KRC Purchase of Service (POS) and Expenditure Data
- III. Community Stakeholder Meetings
- IV. Finding and Recommendations
- V. Action Plan moving forward

## **Attachments**

- I) Graphics for Community Stakeholder Meetings
- II) Summary of meeting notes

## **I. Purpose of the Report**

The purpose of this report is to share the findings from stakeholder meetings held by Kern Regional Center (KRC) regarding differences in expenditures and service utilization among different races and ethnicities. The meeting was held amongst various subgroups served by KRC. This report meets the requirements of the Department of Developmental Services as determined by changes made in the Lanterman Act (Welfare and Institutions Code section 4519.5) effective June 27, 2012.

## **II. Summary of KRC Purchase of Service (POS) and Expenditure Data**

Consistent with guidance provided by the Department of Developmental Services, KRC prepared a report on KRC Purchase of Service Expenditure and Demographic Data, Fiscal Year 2021/2022. The report focuses on ethnic groups, African American, Hispanic, White, Asian and Other (encompasses all other ethnic groups not listed). The report provides data based on the identified ethnic groups for Fiscal Year 2021/2022:

- Caseload Growth
- Total Annual Expenditures and Authorized Services by Ethnicity or Race
- Total Annual Expenditures for clients living at home by ethnicity.
- Total Annual Expenditures for clients living out-of-home by ethnicity.
- Total Annual Expenditures by language

KRC summarized and presented the expenditure data by use of a PowerPoint presentation in English and Spanish.

Please note that although the English language and Spanish language presentations contain the same information, the order of the slides are different. The Spanish language presentation was changed, based on feedback provided during the English language meeting.

## **III. Community Stakeholder Meetings**

KRC's Director of Community Services and KRC's Director of Client Services, presented the purchase of service data to consumers, families, and stakeholders by a Zoom video conference due to continued concerns related to the COVID-19 pandemic. Additionally, at the request of a KRC Latino Community stakeholder group, Padres Unidos, KRC made its facilities available at its main office in Bakersfield for the group to participate in-person for the Spanish language meeting on March 30, 2023.

KRC initial notification of these stakeholder meetings was posted on the KRC's website on or about February 22, 2023. To improve public attendance and participation at these stakeholder meetings, KRC, in addition to posting the meeting information on its website, also sent notification via KRC's social media outlets and mass email blasts. Padres Unidos was also instrumental in publicizing the meeting and increasing participation of KRC's Spanish speaking community.

Instructions were provided to the participants on how to use functions on Zoom to make comments. Participation from attendees was encouraged.

The data was shown in graphs and charts for FY 2021/2022. The graphs and charts presented to the community members can be found in the attachments to this report.

#### **IV. Findings**

Attendees provided feedback to increase utilization and identified barriers to accessing services.

KRC, like other regional centers, has rural and metropolitan communities in its catchment area. Each geographic location has challenges, especially the rural areas where the number of vendors is limited and is also impacted by transportation needs of consumers to gain access to services in neighboring communities. For a vendor who provides in-home services, the challenges have been the hiring and retention of qualified staff at the median rates. For families and consumers, the challenges have included forming and establishing trusting relationships with service providers and their staff/employees.

The common concern expressed at both presentations was the low utilization of purchase of service among the Hispanic community, high regional center caseload numbers, the need for well-trained and knowledgeable Service Coordinators to assist families with navigating the regional center system, a need for more community outreach to increase attendance in public meetings, and the availability of technology for consumers and families.

#### *Feedback and Recommendations:*

When reviewing the data and incorporating feedback to improve utilization, there appears to be two driving factors:

- Systemic institutional driver – these are things an agency can change or address.
- Independent/Personal driver – these are stigmas; trust in the system, attitudes, beliefs/practices, financial status, self-made barriers, etc.

The feedback on data will be addressed based on one of the two above drivers.

#### **Systemic institutional drivers:**

1. Enhanced training for staff to assess thoroughly the needs of the consumer and families and to follow through with the referral process essential to access the correct service. Service Coordinators will also be monitoring closely to review the utilization of services for the clients on their caseloads on a periodic basis and identify barriers to the accessibility of services.

2. Ensure that families and consumers fully understand that the services they receive are part of entitlement afforded through the Lanterman Act and that they will never be billed for an authorized regional center service. Families are requesting more information and written materials on the type of services that are available and the importance of the services, as they want to know the types of services available across all age groups from Early Start to adult and how to access the services by means of the traditional service delivery system, the Self-Determination Program and/or Participant Directed services.
3. Insufficient outreach and engagement especially for Hispanic families who are reluctant to request and accept services due to immigration status and political climate. There are also cultural and language concerns that need consideration.
4. Enhanced training for staff to assess thoroughly the needs of the consumer and families and to follow through with the referral process essential to access the correct service. Service Coordinators will also be monitoring closely to review the utilization of services for the clients on their caseloads on a periodic basis and identify barriers to the accessibility of services.
5. Observe vendor data trends for encumbrance vs. utilization and establish a threshold for appropriate encumbrance vs. utilization. If utilization falls under standard, review the current practices that are in place when submitting a POS.
6. Work closely with vendors when consumers have not utilized any service(s) for a specified period. Service Coordinators would then contact the consumer or family to assess for any barriers in receiving services.
7. Work with consumers and families on how to access and utilize technology.

**Independent/Personal drivers:**

1. Life circumstances relating to work demands, lack of transportation if vendor transportation is not available or community resources are lacking due to the geography of where consumers/families reside.
2. Barriers and competing priorities other than transportation needs continue to interfere with families' ability to access services or keep scheduled appointments for services.
3. Consumer's poor health preventing participation in services.
4. Consumer's unstable housing due to barriers other than regional center diagnosis.
5. Consumer and/or family not accessing public assistance program for fear of being reported to immigration and deportation.
6. Consumer and/or family substance abuse or domestic violence.

7. Perceived stigma of regional center diagnosis.
8. COVID 19 pandemic adversely impacting utilization from consumers and families due to fear of exposure, health concerns, and illness. Additionally, providers experienced staffing shortage related to illness and turnover during the pandemic.

## **V. Action Plan**

Kern Regional Center continues its commitment to working with consumers, families, vendors, and community partners to improve equity in service delivery. KRC's action plan includes:

1. Ongoing education to Service Coordinators and families/consumers regarding regional center service options; this will include how to have access to services through the traditional service delivery system, through the Self-Determination Program, and Participant Directed service delivery option.
2. Increased community outreach efforts especially to communities outside the metropolitan area where service options are limited.
3. Education about the IPP/IFSP process including funding for identified services.
4. Improve trust between KRC and its stakeholders.
5. Ongoing training to KRC staff on disparity, service equity, and cultural competency. KRC would also require for all case management and assessment staff to participate in implicit bias training once it becomes available.
6. Apply for grant monies via the Department's Service Access and Equity Program to assist KRC with implementing strategies to reduce disparities and increase equity in regional center services.

It is KRC's mission and commitment to help individuals with developmental disabilities and children at risk to reach their goals. By implementing the above action plan, KRC hopes to achieve this goal to deliver services in a more equitable manner and strive toward reducing disparity across ethnic groups especially where services are needed most.



Kern Regional Center  
Fiscal Year 2021/2022  
Report on Purchase of Service Expenditure and Demographic Information

# Special Acknowledgement

- ▶ KRC would like acknowledge and express our gratitude to the members of the Padres Unidos parent group who assisted in the development of this presentation.





# Purpose of Purchase of Service Expenditure Report

## The Consumer/Family

- The IFSP/IPP
- SC, consumer and family assess needs and identify resource options.
- Consumers receive a yearly Cost Statement

## The Regional Center

- Ensures the correct POS for the right reason is submitted
- Helps identify areas of training for staff
- Helps identify unmet service needs for consumers and families

## DDS

- Fiscal projections for each of the 21 centers

## Vendors

- Budgeting
- Staffing projection

# Key Points to Consider



DATA REPRESENTS THE COST OF SERVICES KRC AUTHORIZED FOR CLIENT'S SERVICES VS. WHAT WAS SPENT ON SERVICES AND PRESENTED BY VARIOUS DEMOGRAPHICS.



REVIEWING HIGHLIGHTED DATA FROM FY 2021/22 (THE FISCAL YEAR IS JULY 1, 2021 TO JUNE 30, 2022)



THE WORD, "ENCUMBERED" MEANS KRC MADE THE MONEY AVAILABLE FOR THE SERVICE.



"ACTUAL USAGE" MEANS WHAT WAS REALLY SPENT.



THE CONSUMER COUNT REFLECTS ALL CONSUMERS WHO RECEIVED A PURCHASED SERVICE. THE TOTAL NUMBER OF CONSUMERS IS HIGHER THAN THE ACTUAL NUMBER OF ACTIVE CASES.



TRANSPARENCY. THE MONEY SPENT ON SERVICES IS OUR TAX PAYER MONEY. REGIONAL CENTERS NEED TO BE GOOD STEWARDS OF THE TAX PAYER'S MONEY, SPEND IT WITHIN THE LAW AND ON WHAT IS NECESSARY.



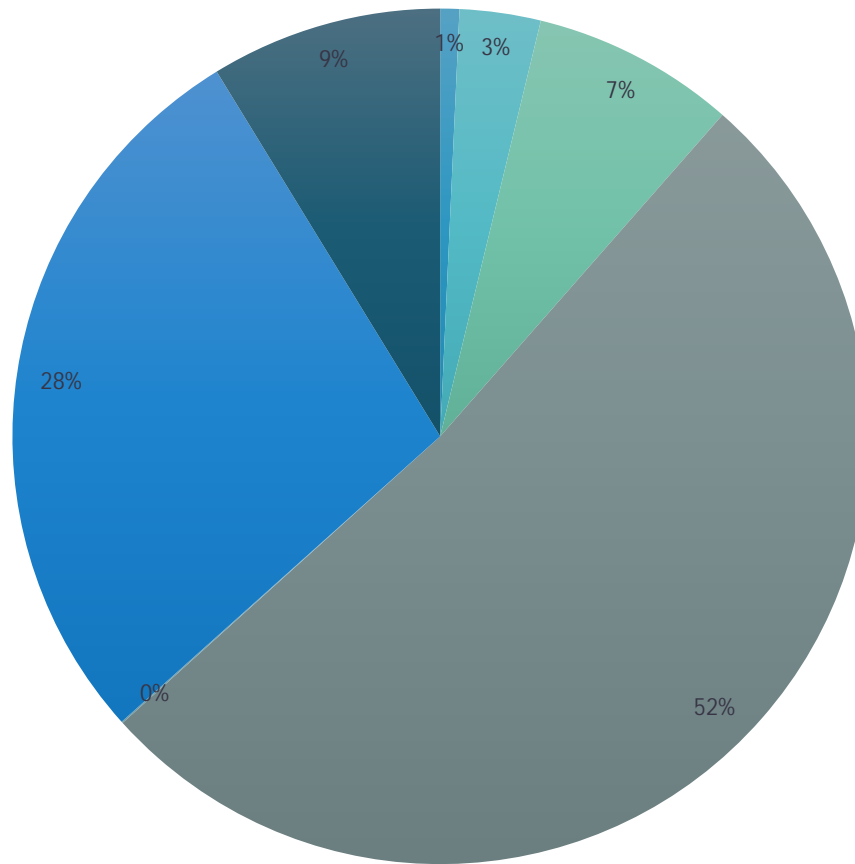
WE ALL NEED TO THINK ABOUT HOW TO IMPROVE SERVICE ACCESS AND EQUITY AND UTILIZATION OF POS.



INFORMATION GATHERED DURING THE MEETING WILL BE DOCUMENTED IN A REPORT THAT IS SENT TO DDS.

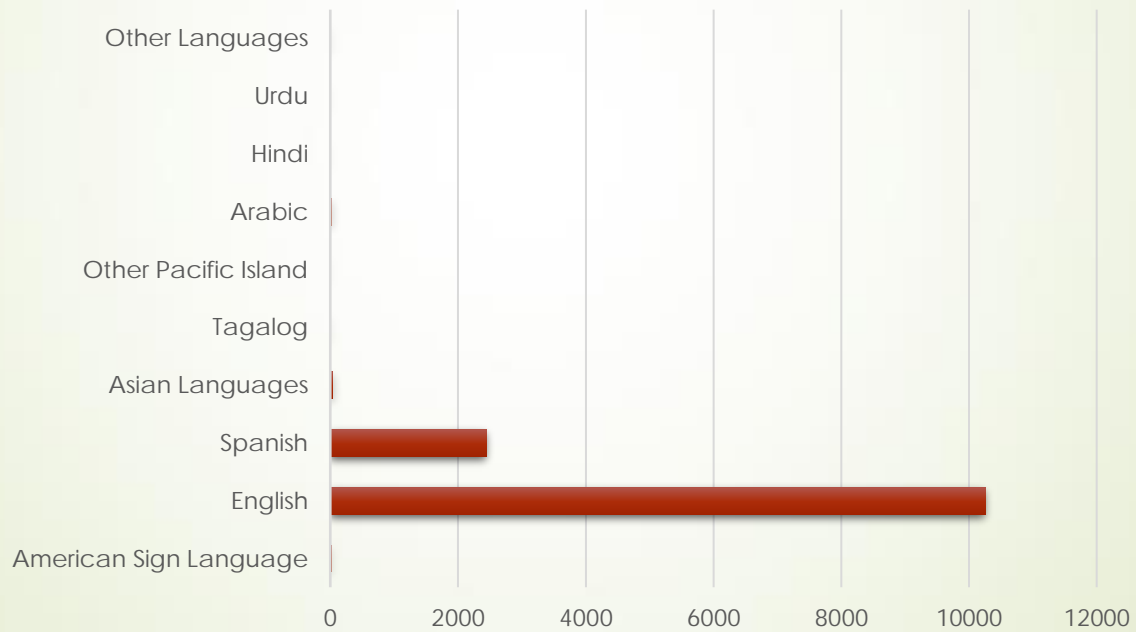
Why should we know about this data?

# Consumers by Race and Ethnicity

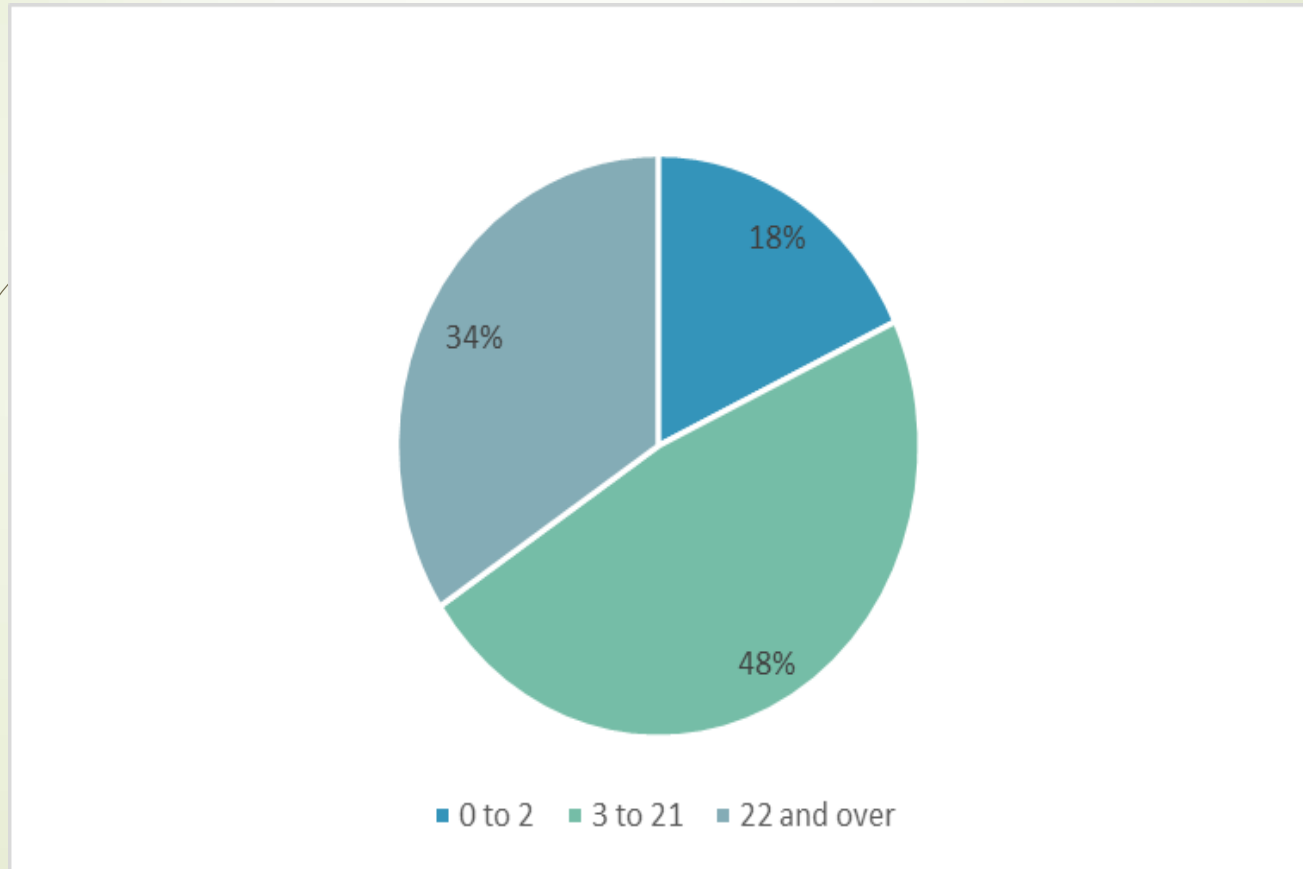


- American Indian or Alaskan Native
- Asian
- Black/African American
- Hispanic
- Native Hawaiian or Other Pacific Islander
- White
- Other

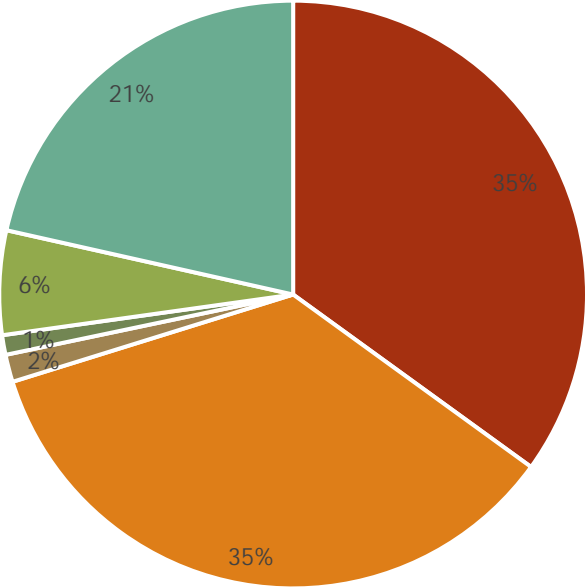
# Consumers by language



# Consumers by age

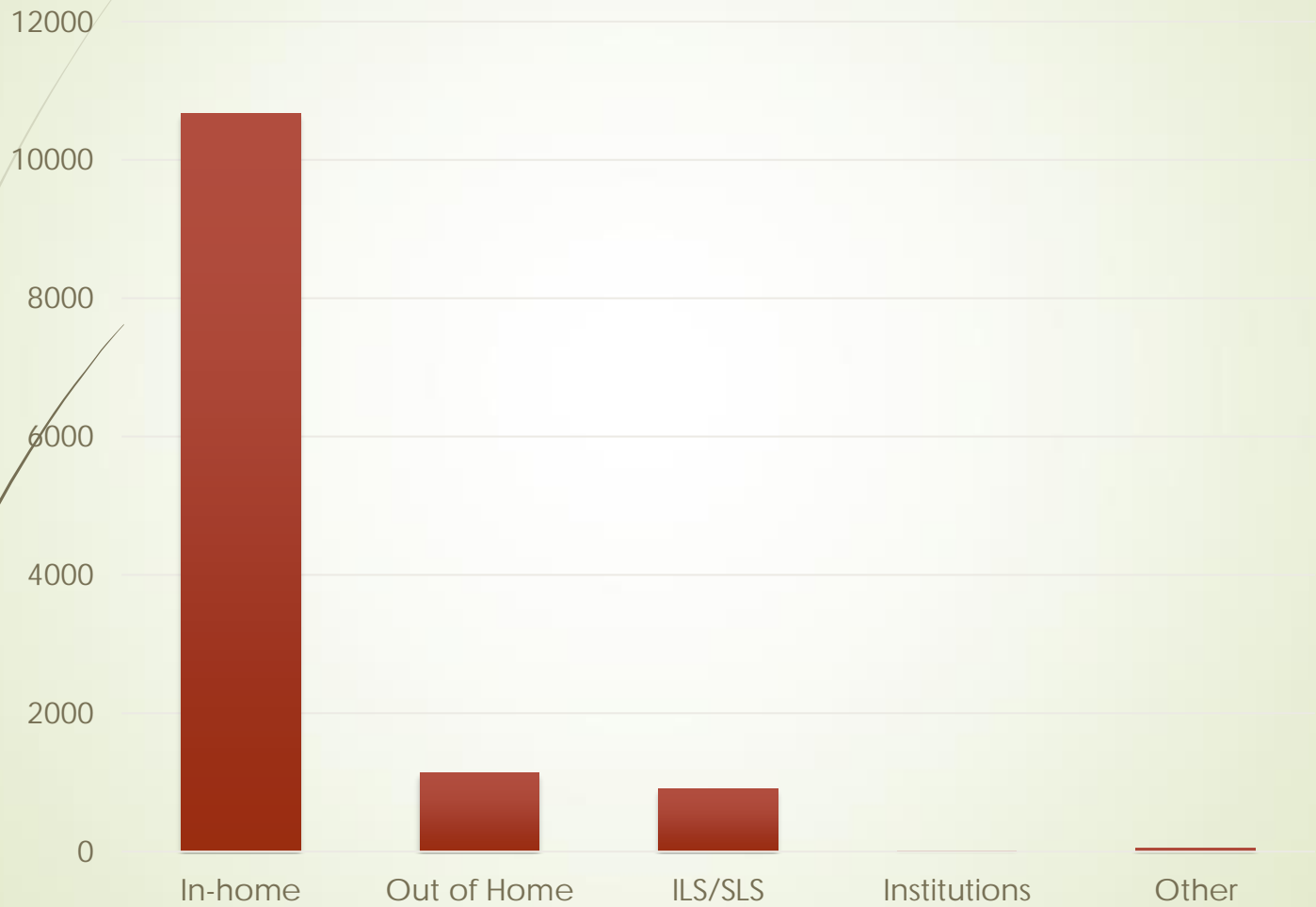


# Consumers by Diagnosis



■ Autism ■ Intellectual Disability ■ Cerebral Palsy ■ Epilepsy ■ Category 5 ■ Other

# Consumers by Residence Type





# Data Limitations on Purchase of Service

- ▶ Services purchased are based on the Individual Program Planning (IPP) process, so expenditures will be different from client to client. For example, choices clients and families make, such as out-of-home placement drive cost differences.
- ▶ This Data does not include services that are provided by generic agencies.
- ▶ Disparities across ethnic and language groups do exist, but these differences do not mean that individual needs are not being met.



# National Core Indicator Survey

The National Core Indicators (NCI) Survey gives individuals with intellectual/developmental disabilities and their families the opportunity to voluntarily and confidentially participate in surveys to share their experiences on access to and use of regional center and community services.

Survey responses help California learn how it is doing compared to other states.

Survey responses help the regional centers see what they are doing well and what they can improve.



There are four types of NCI surveys used in California:

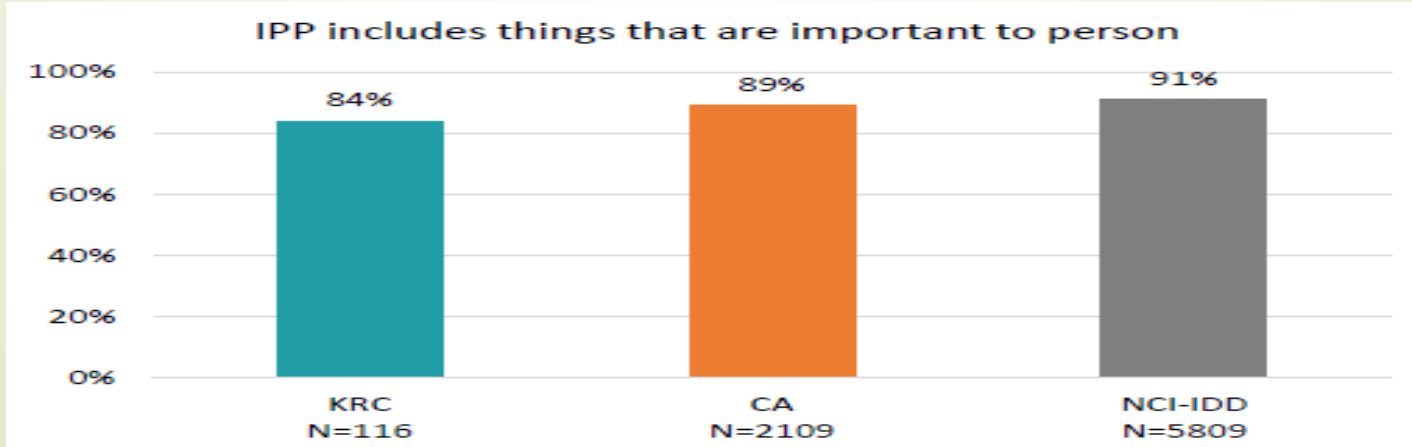
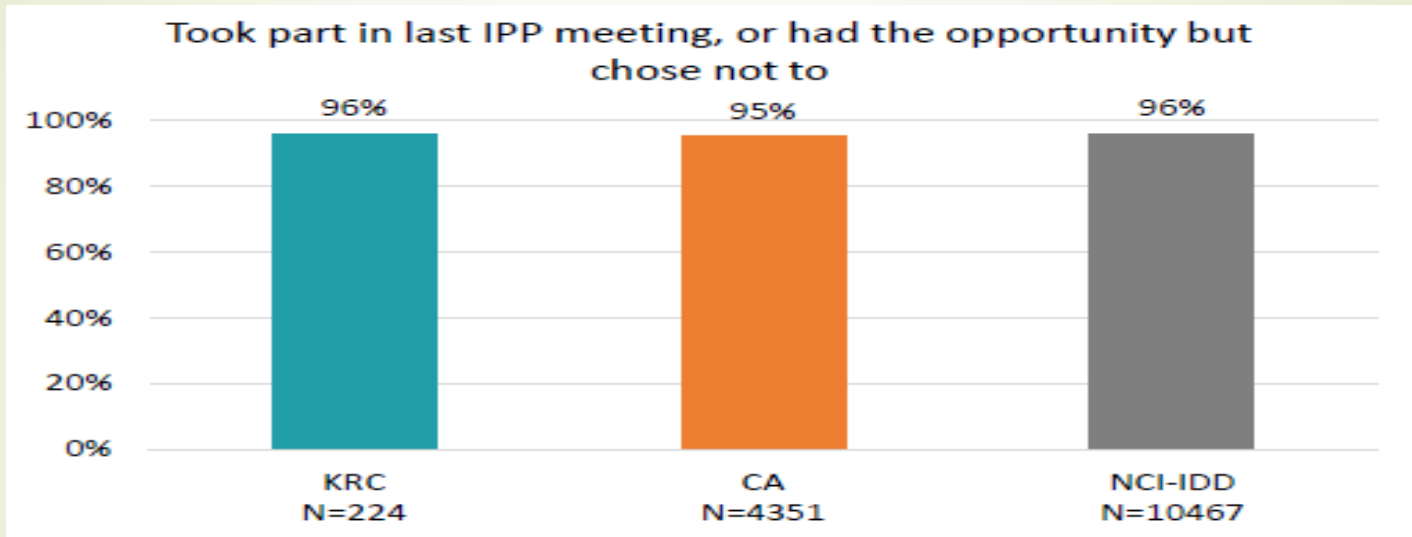
Adult in-person survey  
(KRC's Survey: FY  
2020/2021)

Child Family Survey  
(KRC's Survey: FY  
2018/2019)

Adult Family Survey  
(KRC's Survey: FY  
2019/2020)

Family Guardian  
Survey (KRC's Survey:  
FY 2019/2020)

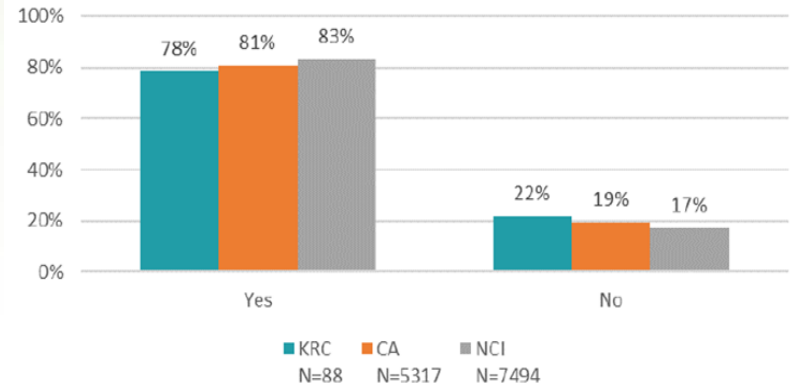
# Adult In-Person Survey



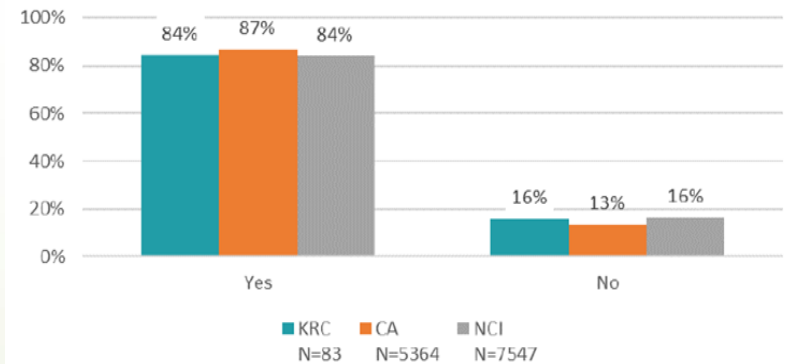
# Child Family Survey



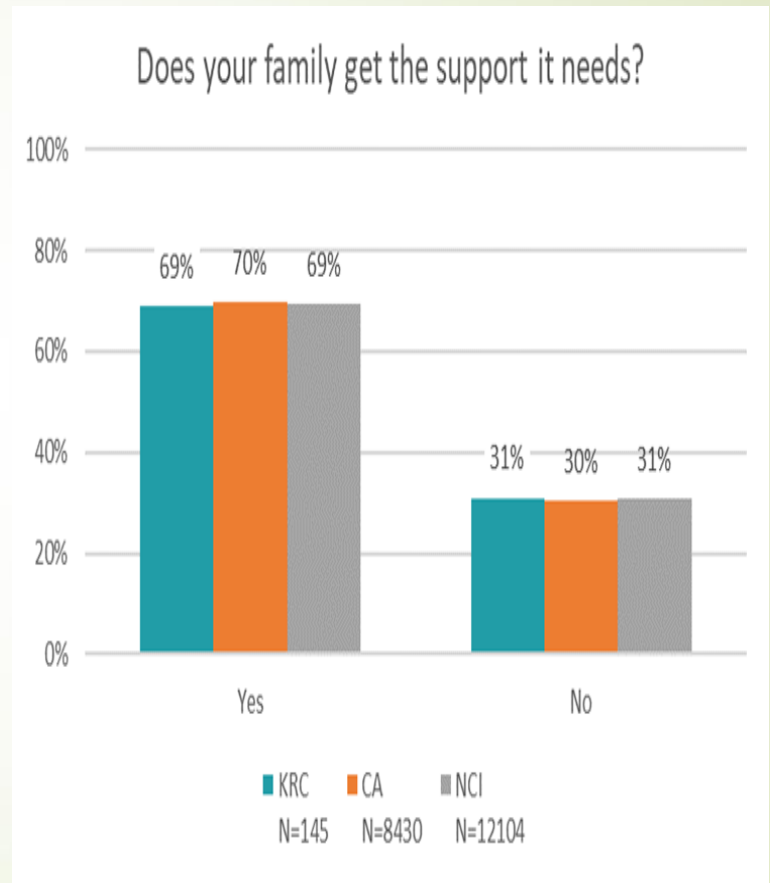
Does the IPP/IFSP include all the services/supports your child needs?



Does your child get all services listed in the IPP/IFSP?

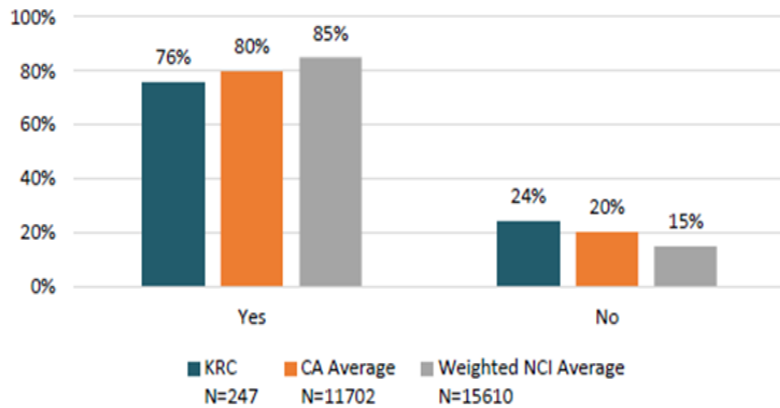


# Child Family Survey

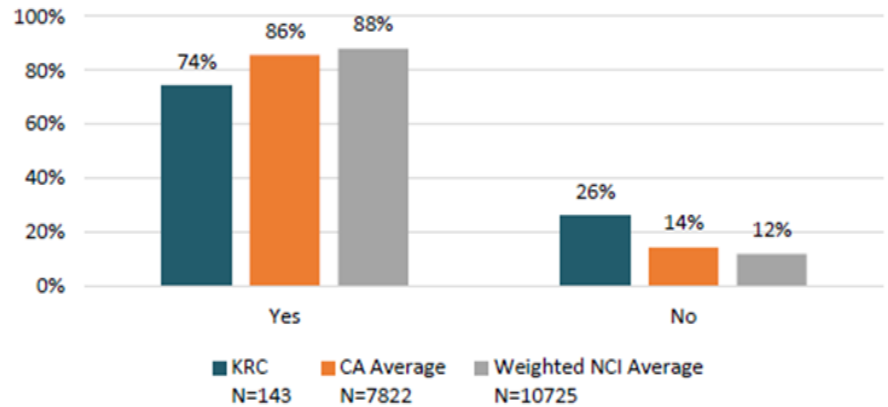


# Adult Family Survey

Does your family member have an individual program plan (IPP)?



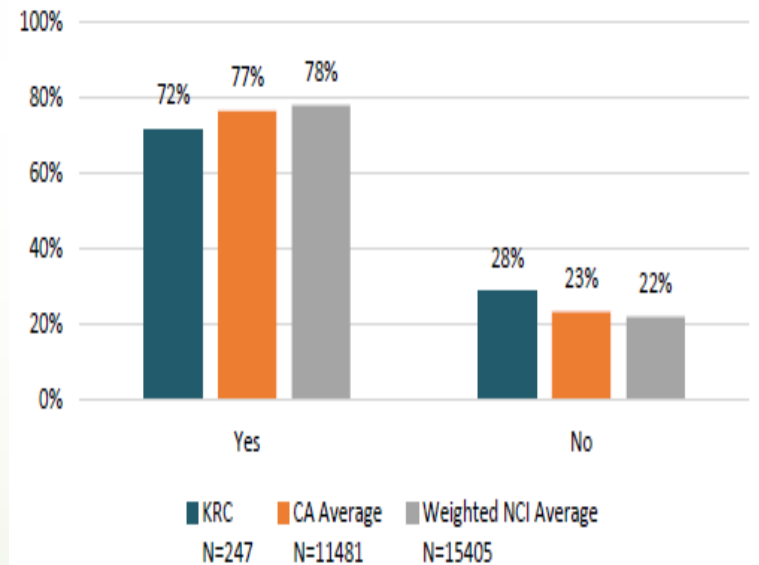
Does the IPP include all the services and supports your family member needs?



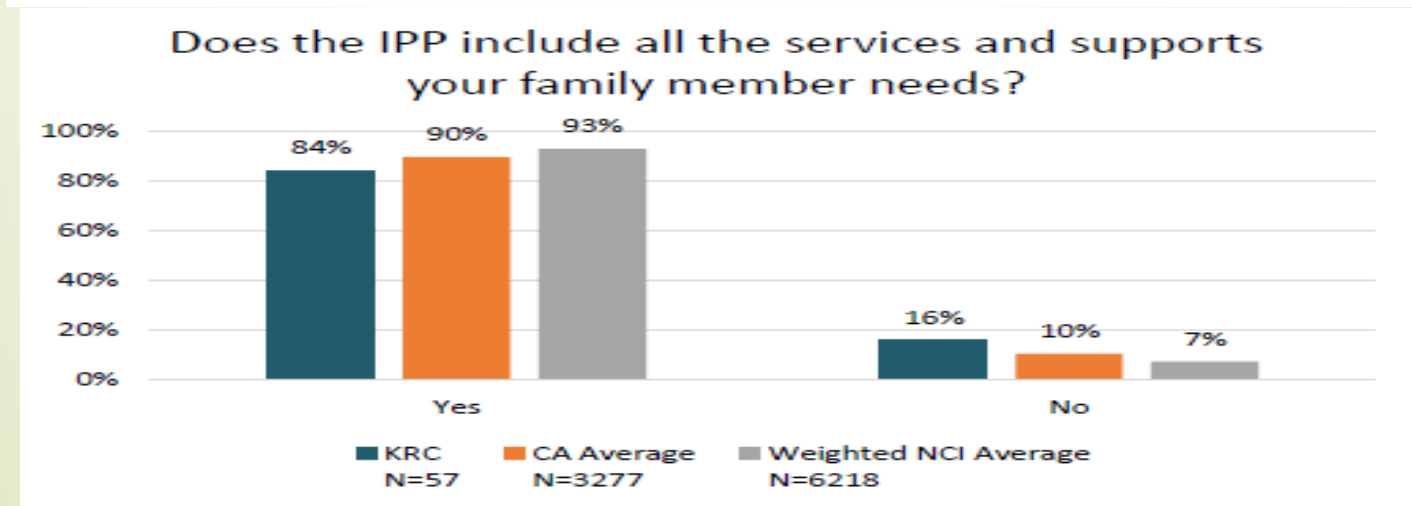
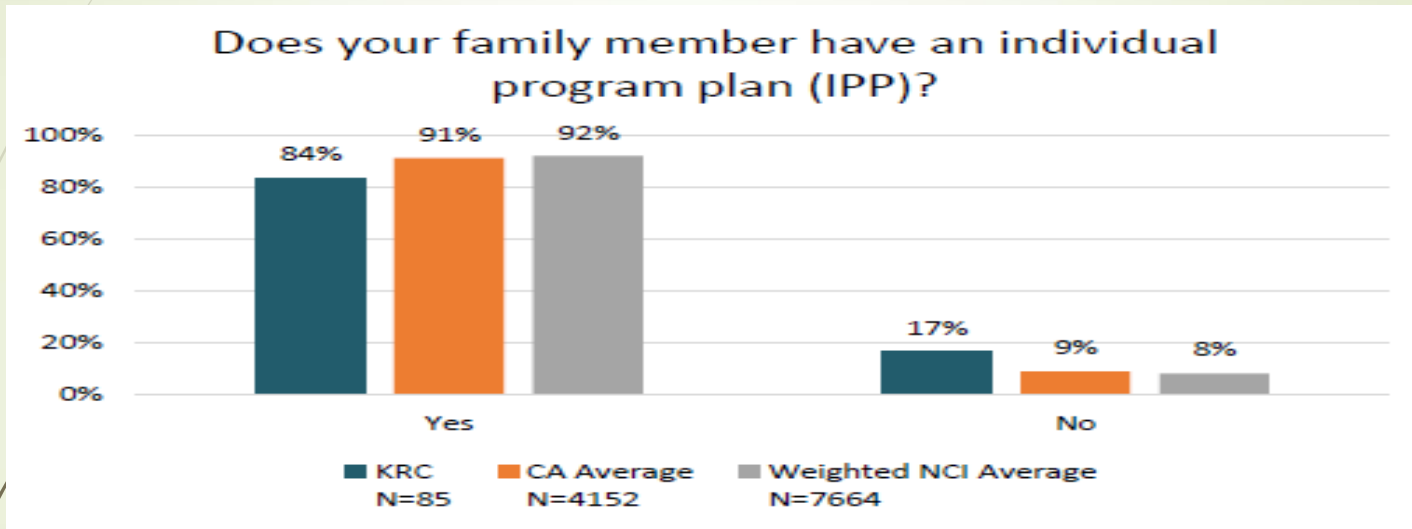
# Adult Family Survey



Does your family get the supports and services it needs?



# Family Guardian Survey

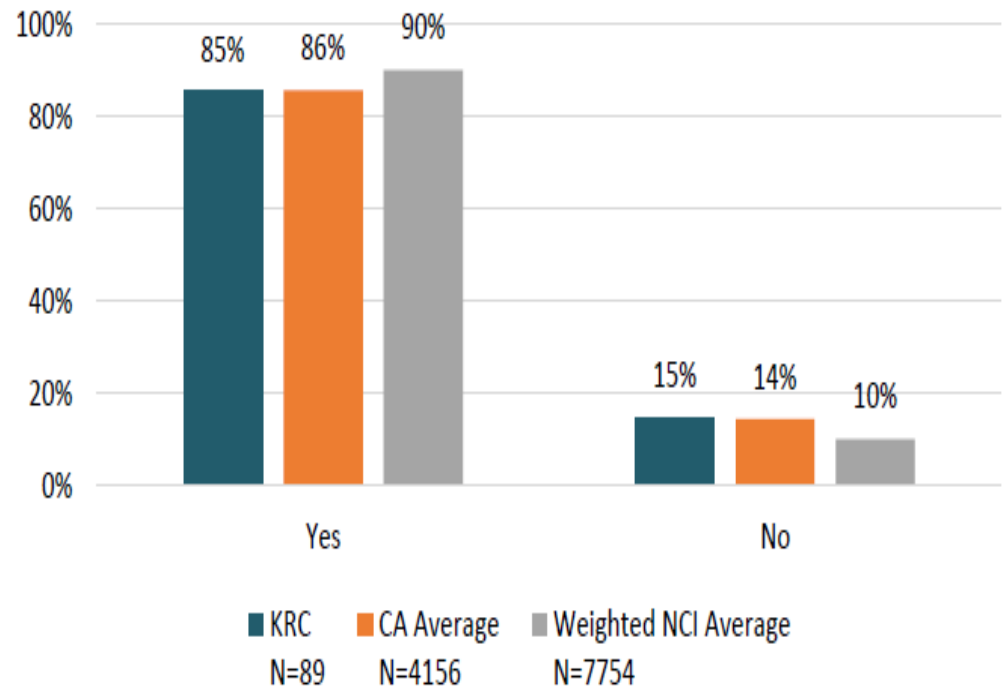




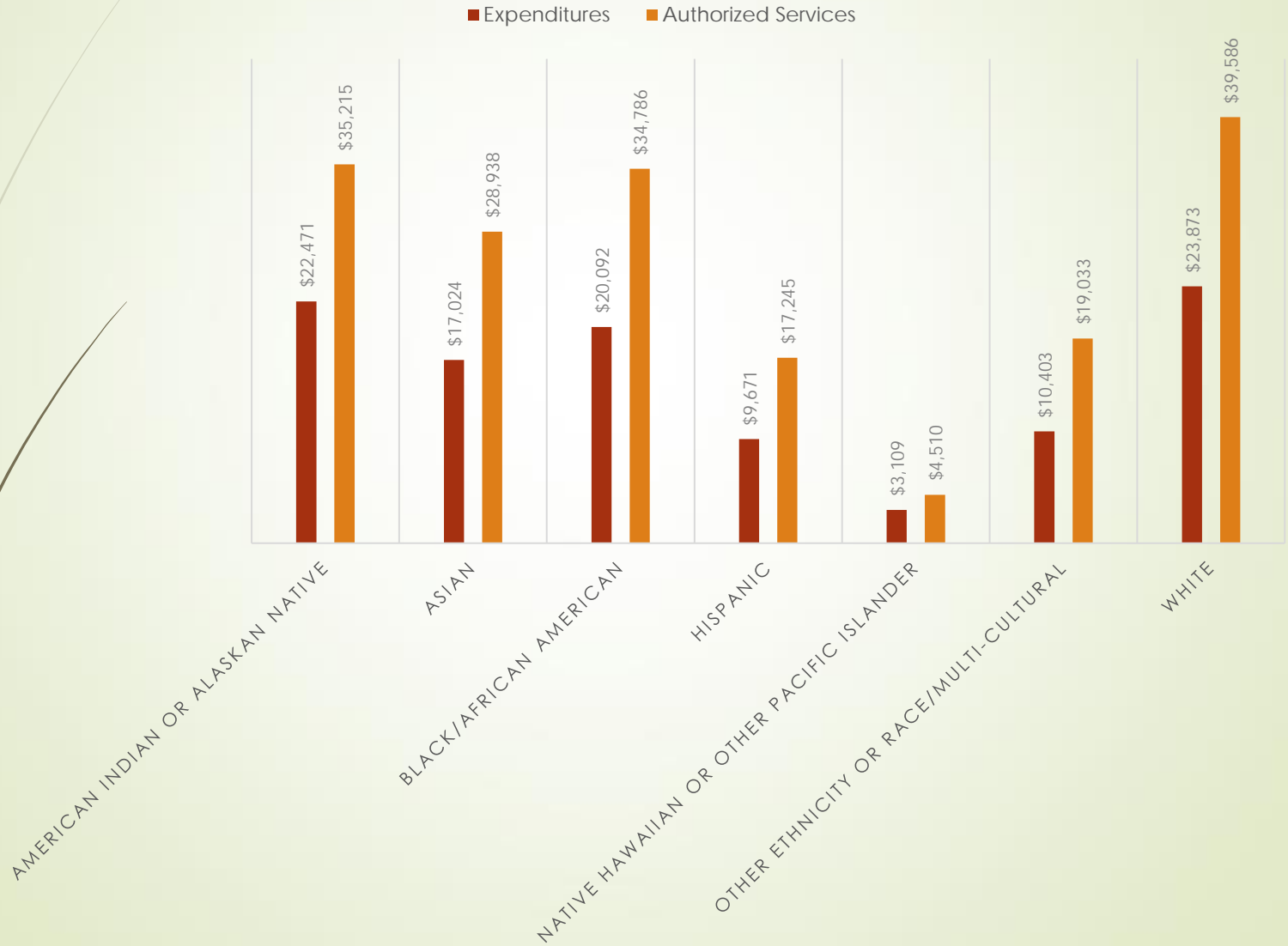
# Family Guardian Survey



Does your family get the supports and services it needs?



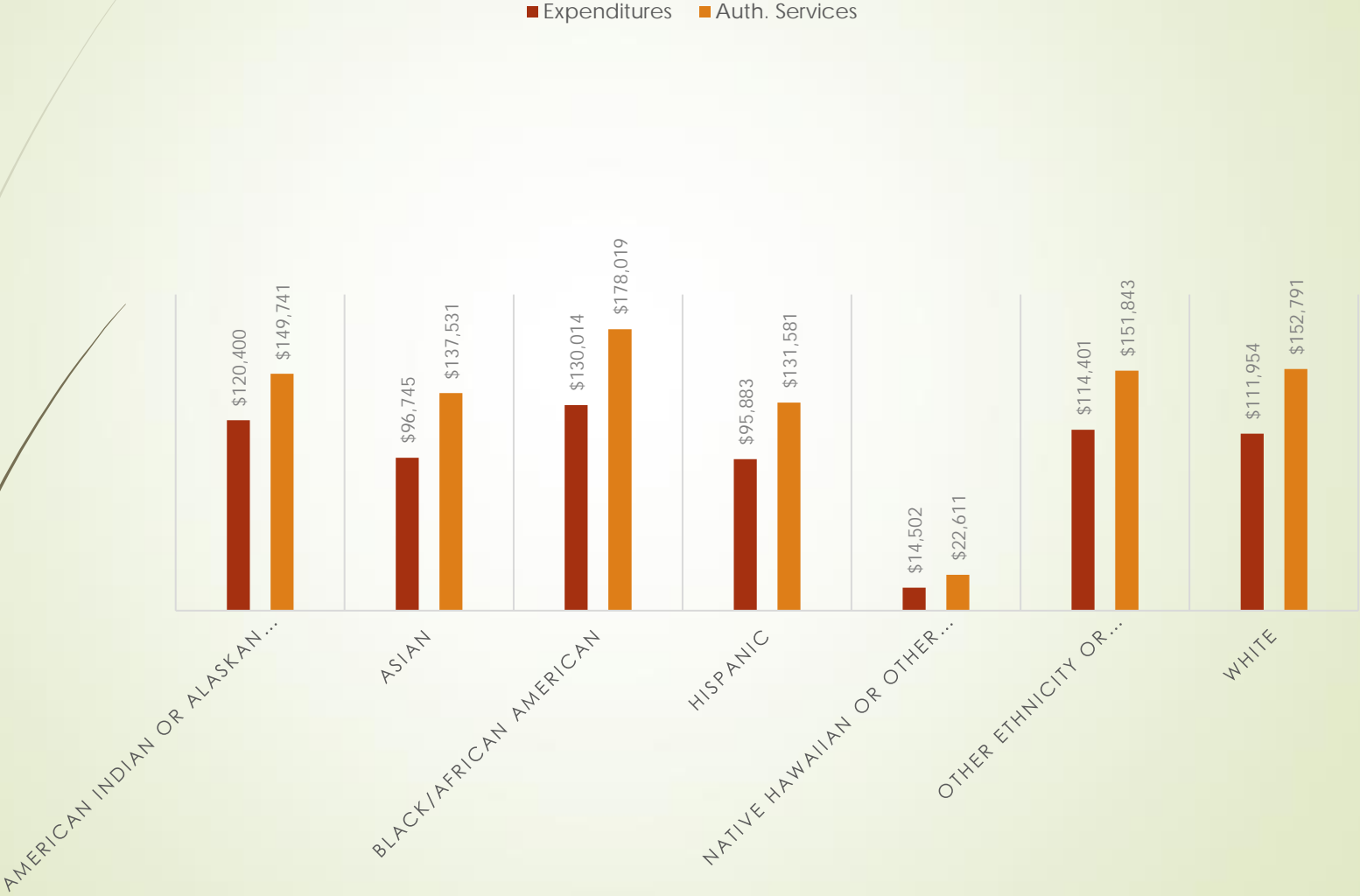
## Total per capita expenditures



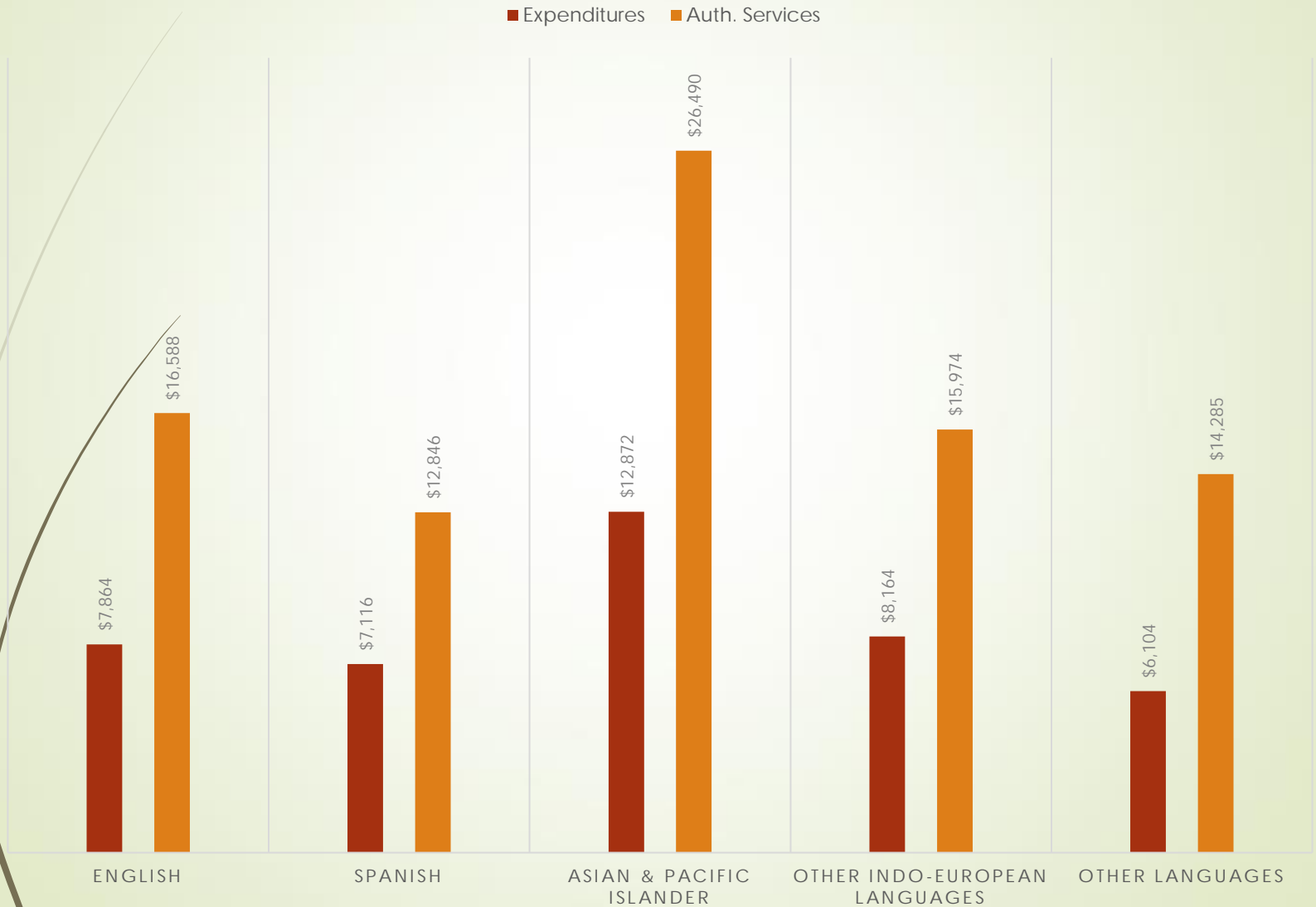
## Expenditures for clients living at home by ethnicity



# Expenditures for clients living out-of-home by ethnicity

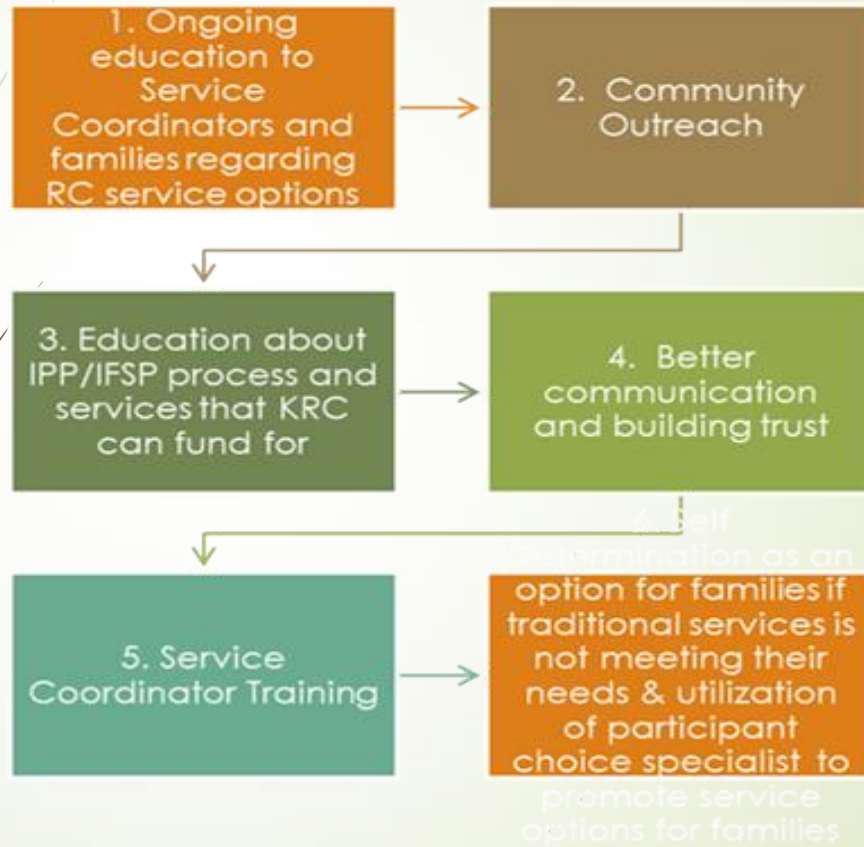


# Expenditures by Language





# Plan of Action



# Activities Aimed At Addressing Disparities





# Activities Aimed At Addressing Disparities

Language Access/Cultural Competency (LACC):

Received monies to hire a full-time position to develop informational flyers and videos in the following languages:

Spanish, ASL, Arabic, Hindi, Tagalog, and Vietnamese.

Alternative service delivery methods to traditional service delivery

- - Self-Determination
- - Participant Directed Services

- Newly developed service: Coordinated Family Services

Provider rate study



Appeals: Clients/families have the right to appeal an unfavorable decision with regards to purchase of service.

WHERE CAN I FIND MORE INFORMATION ABOUT THE APPEALS PROCESS?

[The Lanterman Act Appeals Information Packet - CA Department of Developmental Services](#)



Office of Clients Rights. OCRA for KRC is Adeyinka Glover 2104 24th Street, Suite 4 Bakersfield CA, 93301 Toll Free: (866) 833-6712 TTY: (877) 669-6023

Complaints: 4731 Complaints: WHAT IS THE DEFINITION OF A 4731 COMPLAINT? A 4731 Complaint is a process by which a written complaint can be filed by a client or his or her authorized representative against a regional center, development center or service provider in circumstances where there is a sincere belief that a client's rights have been abused, punitively withheld, or improperly or unreasonably denied.

WHERE CAN I FIND MORE INFORMATION ABOUT THE 4731 COMPLAINT PROCESS?

<https://kernrc.org/your-rights/4731-complaints/> or

<https://www.dds.ca.gov/general/appealscomplaints-comments/consumer-rights-complaint/> for more information

# Conti...

## Whistleblower Complaints

What is a whistleblower complaint:

Regional Center or Vendor/Contractor Whistleblower complaints are defined as the reporting of an "improper regional center or vendor/contractor activity."

WHERE CAN I FIND MORE INFORMATION ABOUT THE WHISTLEBLOWER COMPLAINT PROCESS?

A complaint may be filed by contacting:

Community Services Division

1215 O Street (MS 8-20) Sacramento, CA 95814

Voice: 916-651-6309

Fax: 916-654-3641

[Regional Center or Vendor/Contractor Whistleblower Complaints - CA Department of Developmental Services](#)





Questions/inputs





Kern Regional Center  
Fiscal Year 2021/2022  
Informe sobre el gasto en compras de servicios e información demográfica

# Reconocimiento especial

- ▶ KRC desea reconocer y expresar nuestra gratitud a los miembros del grupo de Padres Unidos que ayudaron en el desarrollo de esta presentación.



# Propósito del informe de gastos de compra de servicios

## Consumidor/Familia

- The IFSP/IPP
- SC, la consumidora y la familia evalúan las necesidades e identifican las opciones de recursos.
- Los consumidores reciben una declaración de costos anual

## El Centro Regional

- Asegura que se envíe el POS correcto por el motivo correcto
- Ayuda a identificar áreas de capacitación para el personal
- Ayuda a identificar las necesidades de servicio no satisfechas para los consumidores y las familias

## DDS

- Proyecciones fiscales para cada uno de los 21 centros

## Poveedores

- Presupuestación
- Proyección de personal

# Puntos clave a considerar



LOS DATOS REPRESENTAN EL COSTO DE LOS SERVICIOS AUTORIZADOS POR KRC PARA LOS SERVICIOS DEL CLIENTE FRENTE A LO QUE SE GASTÓ EN SERVICIOS Y PRESENTADO POR VARIOS GRUPOS DEMOGRÁFICOS.



REVISIÓN DE LOS DATOS DESTACADOS DEL AÑO FISCAL 2021/22 (EL AÑO FISCAL ES DEL 1 DE JULIO DE 2021 AL 30 DE JUNIO DE 2022)



LA PALABRA "GRAVADO" SIGNIFICA QUE KRC PUSO EL DINERO A DISPOSICIÓN DEL SERVICIO.



"USO REAL" SIGNIFICA LO QUE REALMENTE SE GASTÓ.



EL CONTEO DE CONSUMIDORES REFLEJA TODOS LOS CONSUMIDORES QUE RECIBIERON UN SERVICIO COMPRADO. EL NÚMERO TOTAL DE CONSUMIDORES ES MAYOR QUE EL NÚMERO REAL DE CASOS ACTIVOS.



TRANSPARENCIA. EL DINERO GASTADO EN SERVICIOS ES NUESTRO DINERO DE CONTRIBUYENTE. LOS CENTROS REGIONALES DEBEN SER BUENOS ADMINISTRADORES DEL DINERO DEL CONTRIBUYENTE, GASTARLO DENTRO DE LA LEY Y EN LO QUE SEA NECESARIO.



TODOS DEBEMOS PENSAR EN CÓMO MEJORAR EL ACCESO AL SERVICIO Y LA EQUIDAD Y LA UTILIZACIÓN DE POS.

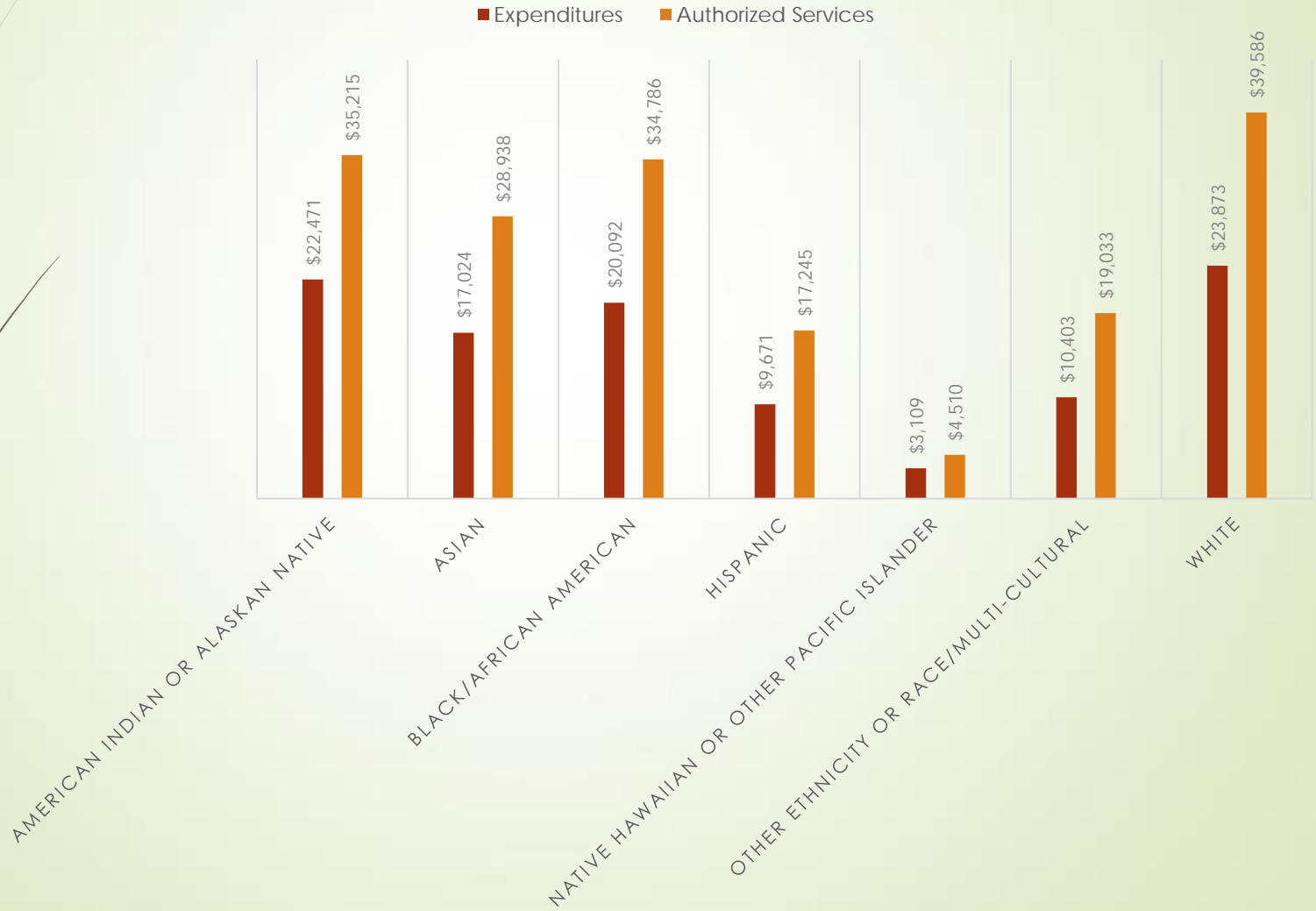


LA INFORMACIÓN RECOPIADA DURANTE LA REUNIÓN SE DOCUMENTARÁ EN UN INFORME QUE SE ENVÍA AL DDS.

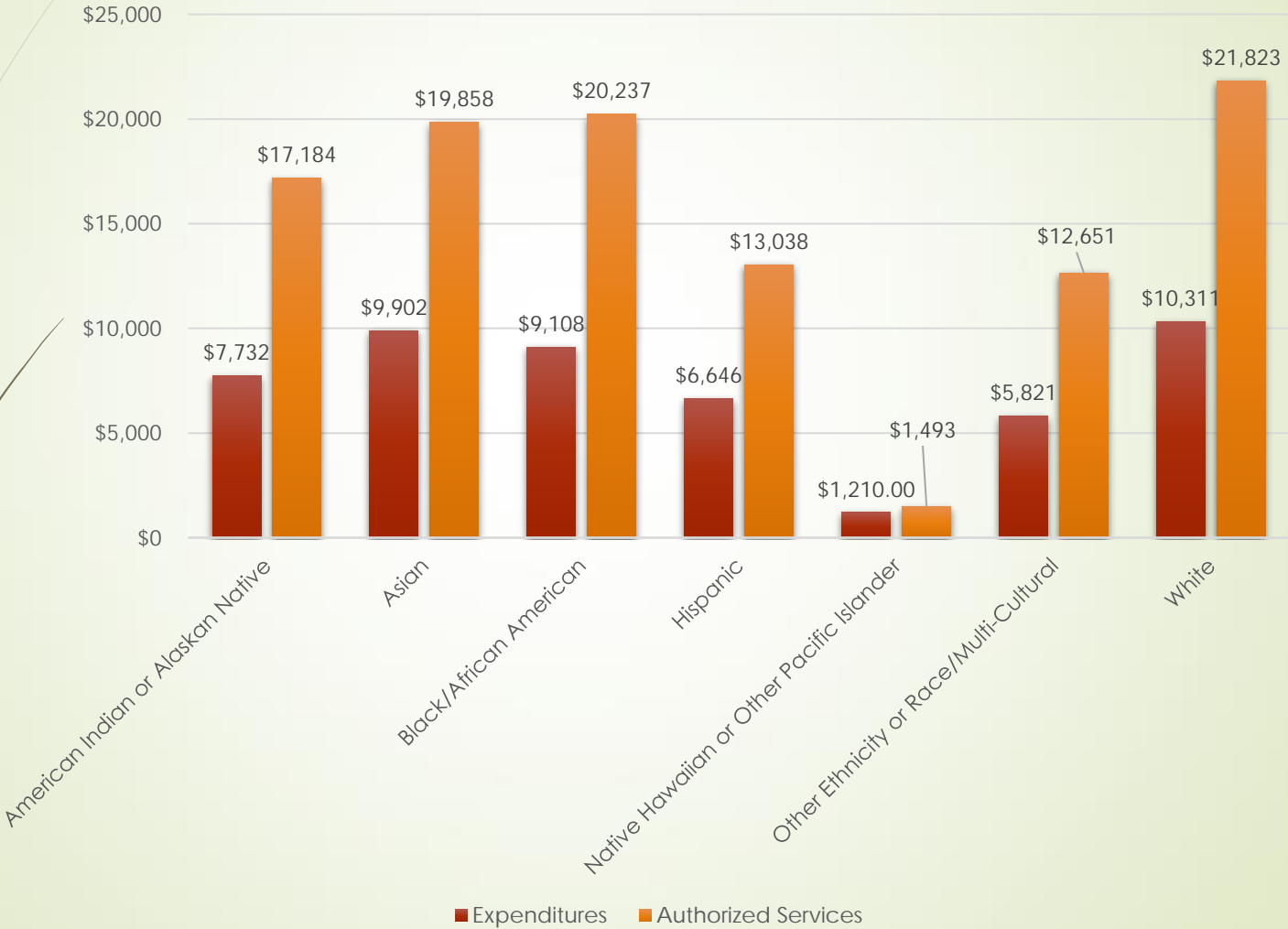
¿Por qué deberíamos conocer estos datos?



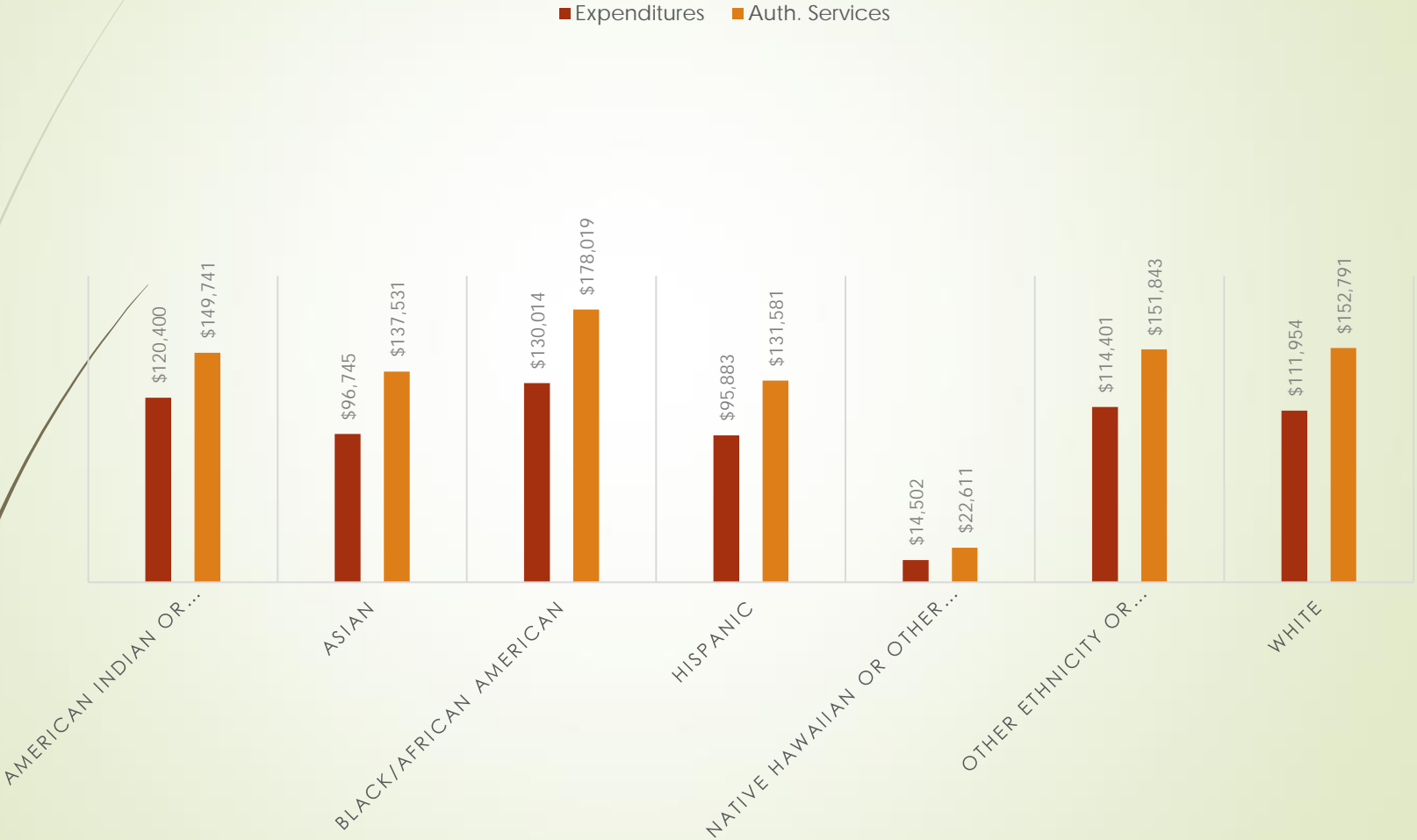
## Gasto total per cápita



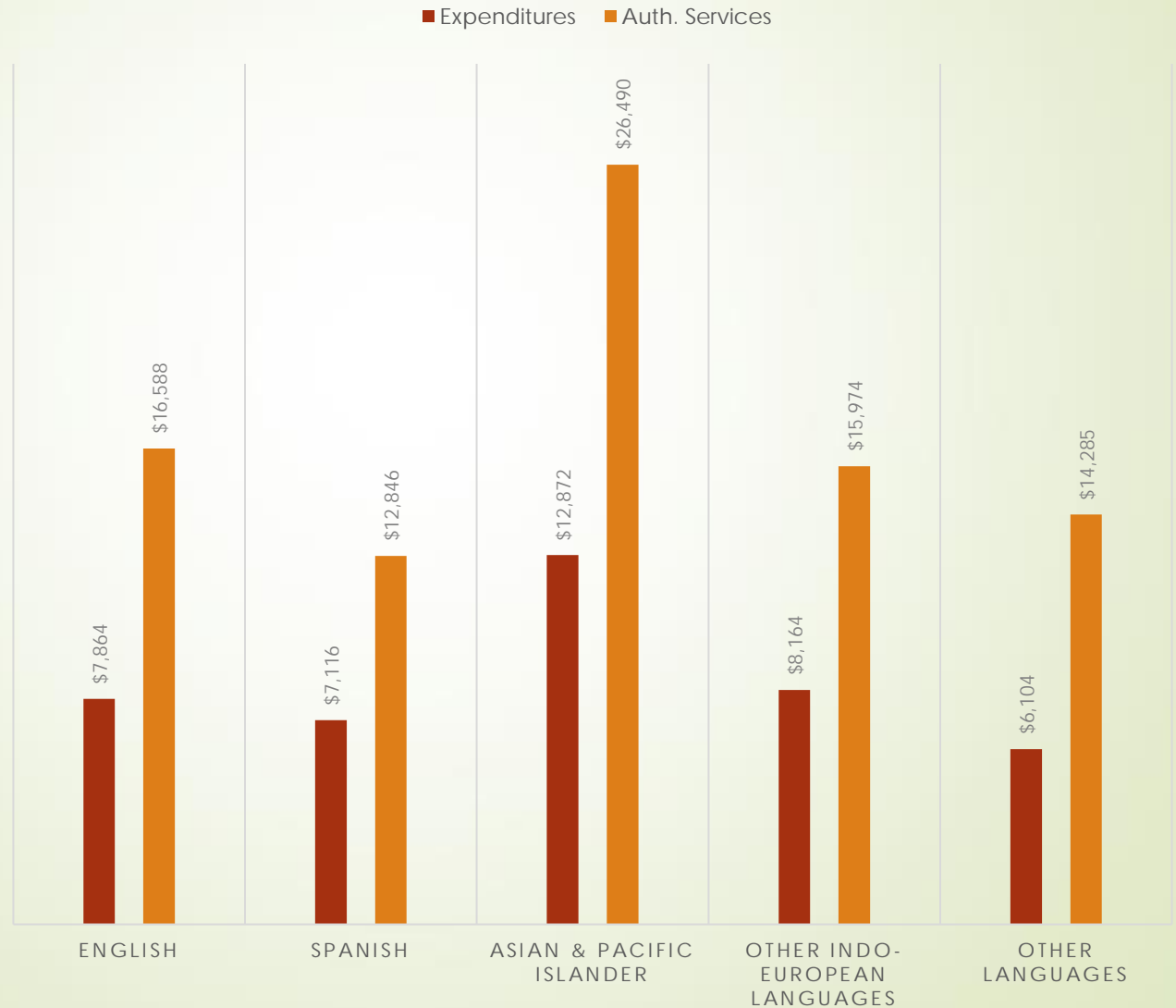
# Gastos para clientes que viven en casa por etnia



# Gastos para clientes que viven fuera del hogar por origen étnico



Gastos anuales totales y servicios autorizados por idioma para el tipo de residencia: hogar para todas las edades.

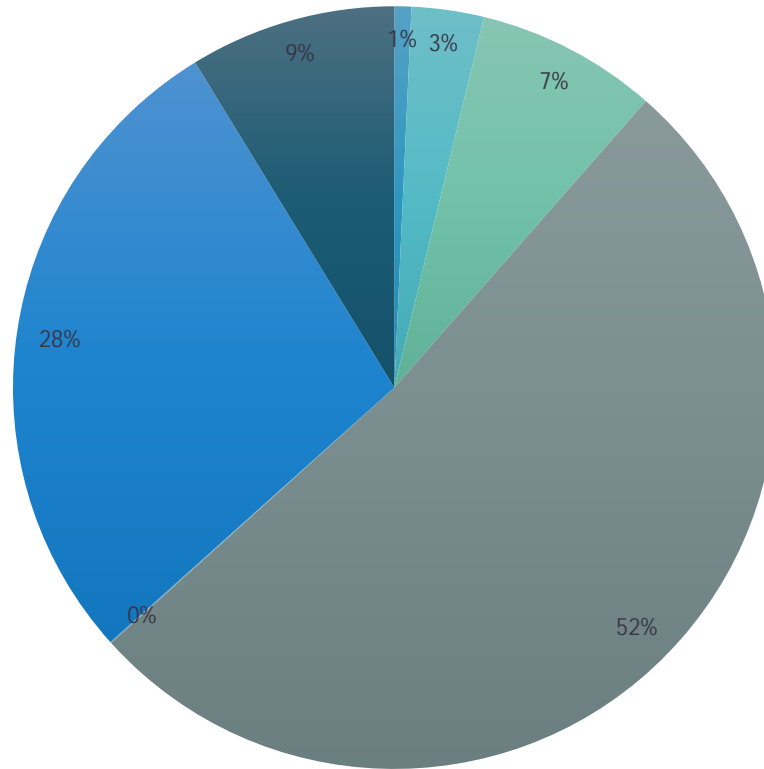


# Limitaciones de datos en la compra de Servicios

- ▶ Los servicios adquiridos se basan en el proceso de planificación de programas individuales (IPP), por lo que los gastos serán diferentes de un consumidor a otro. Por ejemplo, las elecciones que hacen los consumidores y las familias, como la colocación fuera del hogar, generan diferencias de costos.
- ▶ Estos datos no incluyen los servicios prestados por agencias genéricas.
- ▶ Existen disparidades entre los grupos étnicos y lingüísticos, pero estas diferencias no significan que no se satisfagan las necesidades individuales.

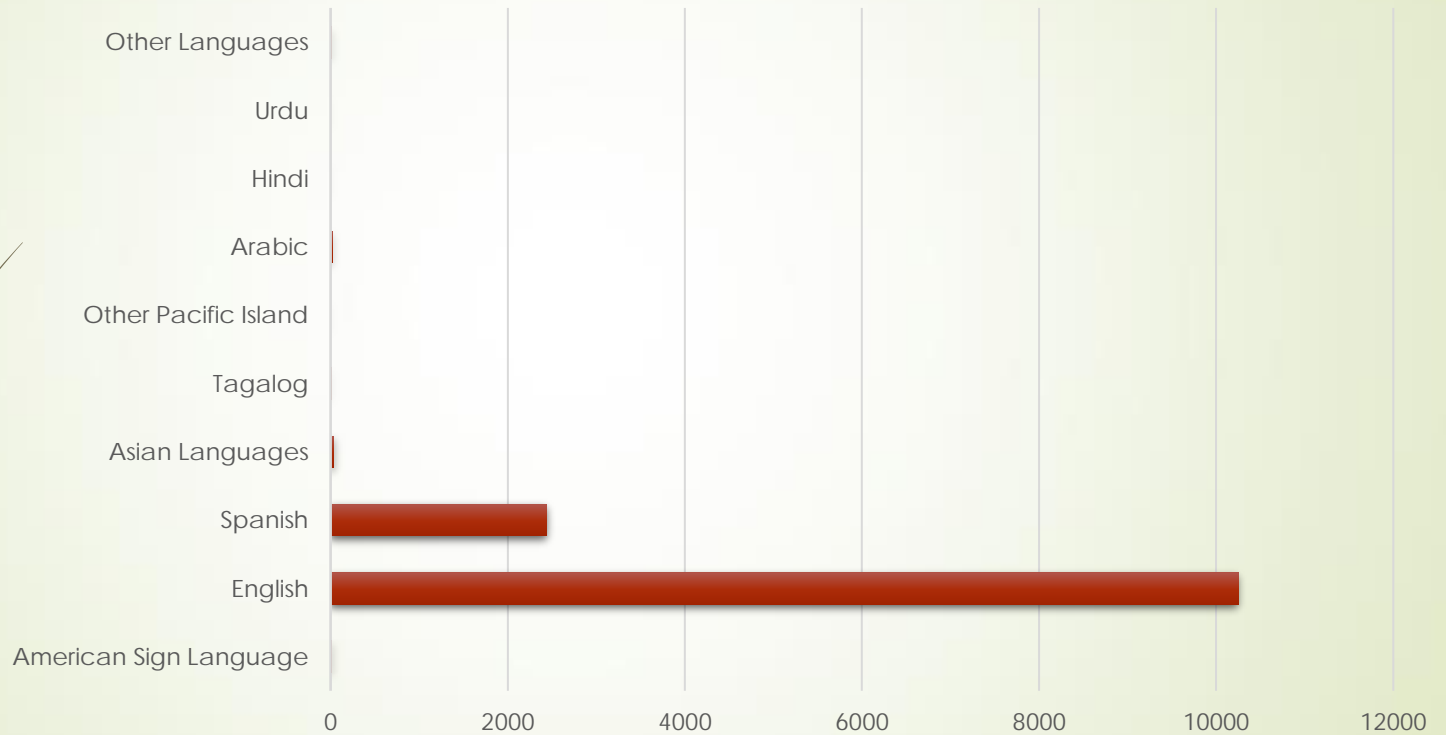


# Consumidores por raza y etnia

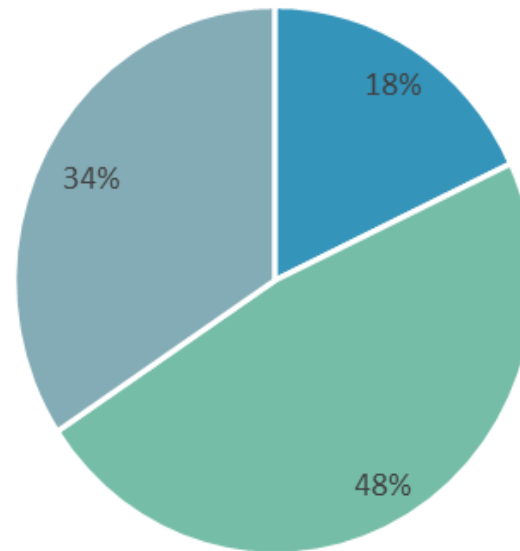


- American Indian or Alaskan Native
- Hispanic
- Other
- Asian
- Native Hawaiian or Other Pacific Islander
- Black/African American
- White

# Consumidores por idioma



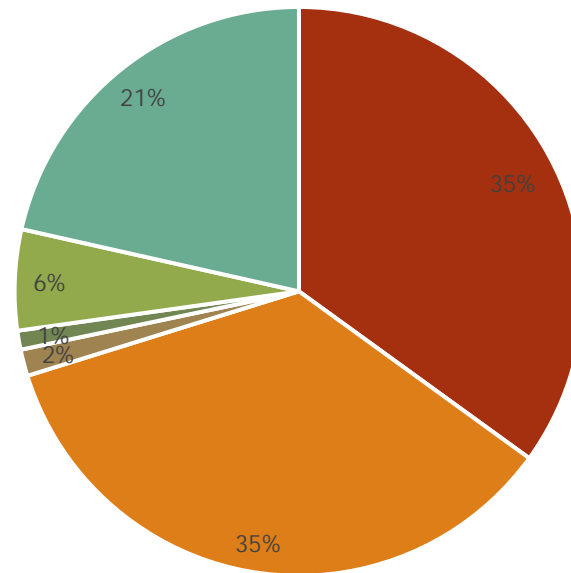
# Consumidores por edad



■ 0 to 2 ■ 3 to 21 ■ 22 and over

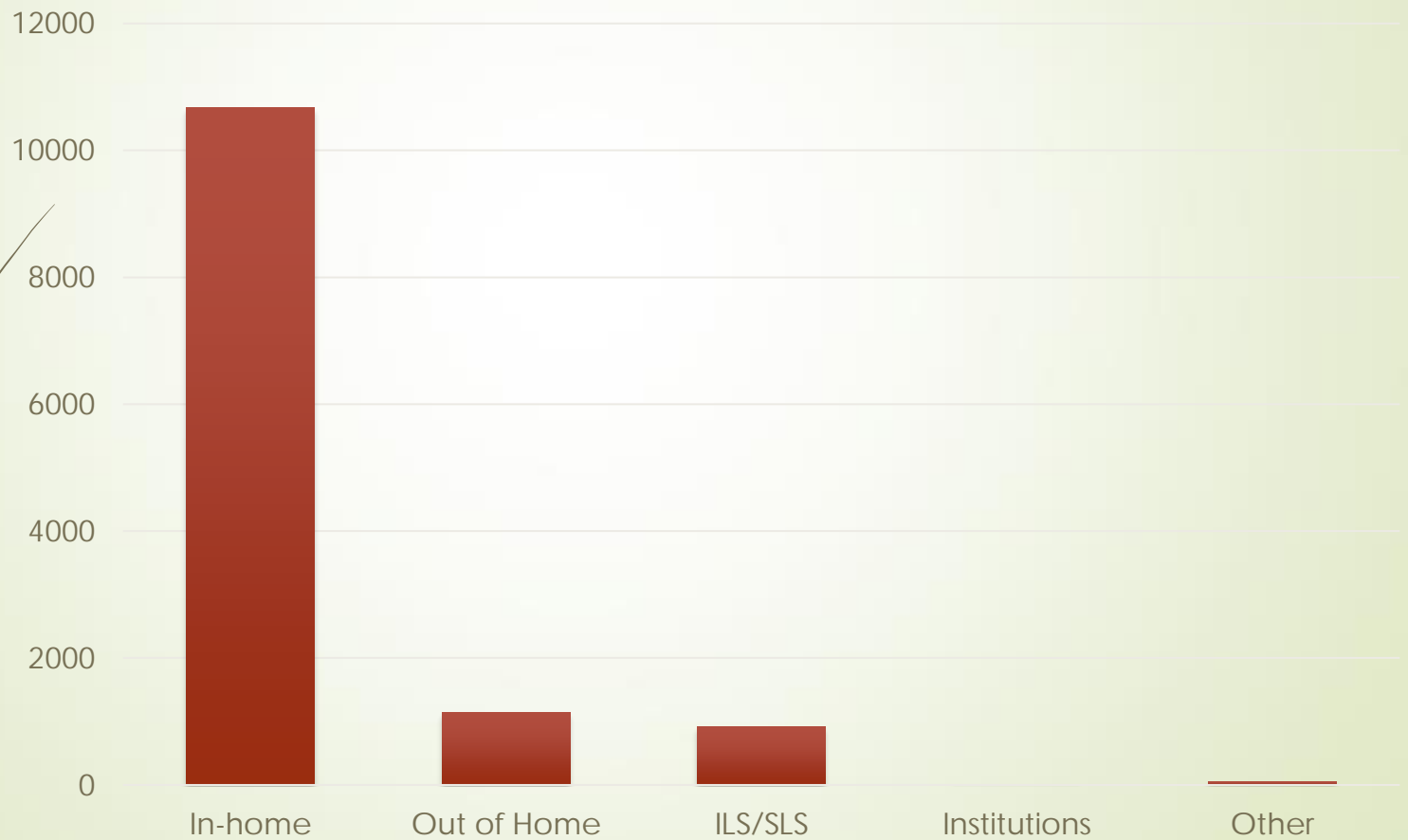


## Consumidores por diagnóstico



■ Autism ■ Intellectual Disability ■ Cerebral Palsy ■ Epilepsy ■ Category 5 ■ Other

# Consumidores por tipo de residencia



# Encuesta nacional de indicadores básicos

La Encuesta Nacional de Indicadores Básicos (NCI, por sus siglas en inglés) brinda a las personas con discapacidades intelectuales/del desarrollo y a sus familias la oportunidad de participar voluntaria y confidencialmente en encuestas para compartir sus experiencias sobre el acceso y uso de los servicios comunitarios y del centro regional.

Las respuestas de la encuesta ayudan a California a aprender cómo le está yendo en comparación con otros estados.

Las respuestas de la encuesta ayudan a los centros regionales a ver lo que están haciendo bien y lo que pueden mejorar.

Hay cuatro tipos de encuestas del NCI utilizadas en California:

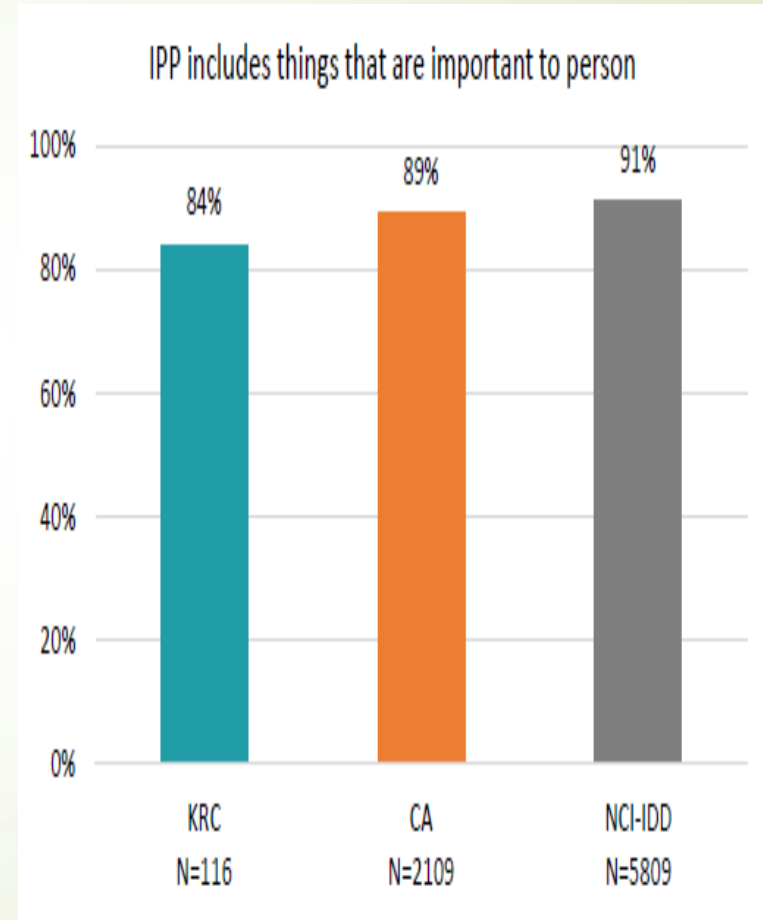
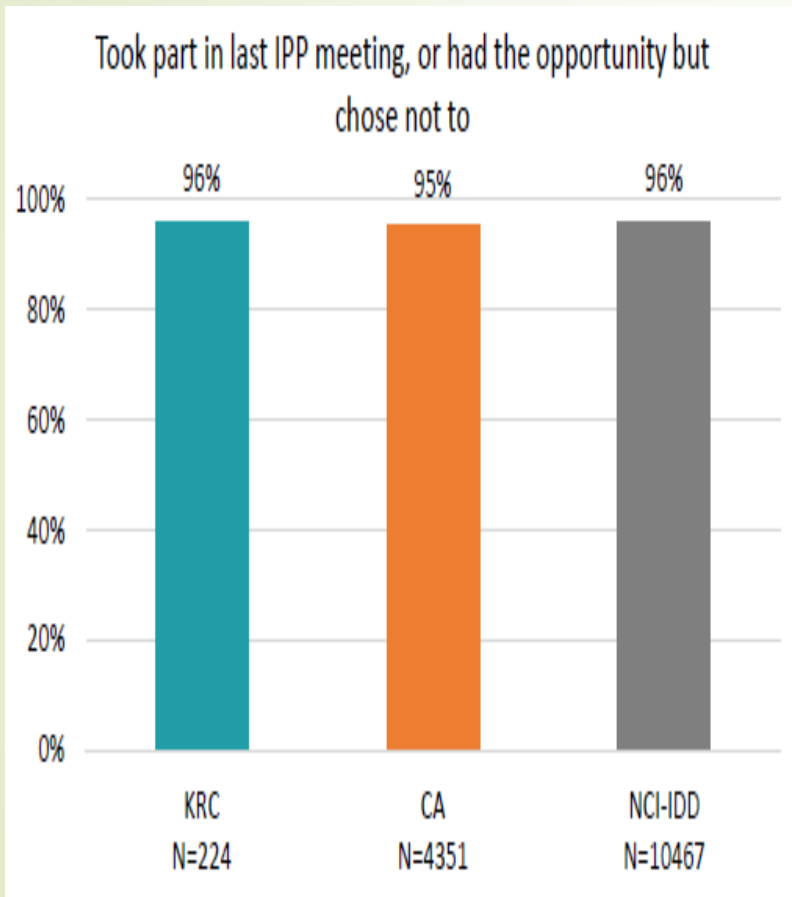
Encuesta en persona para adultos (KRC's Survey: FY 2020/2021)

Encuesta sobre familias infantiles (KRC's Survey: FY 2018/2019)

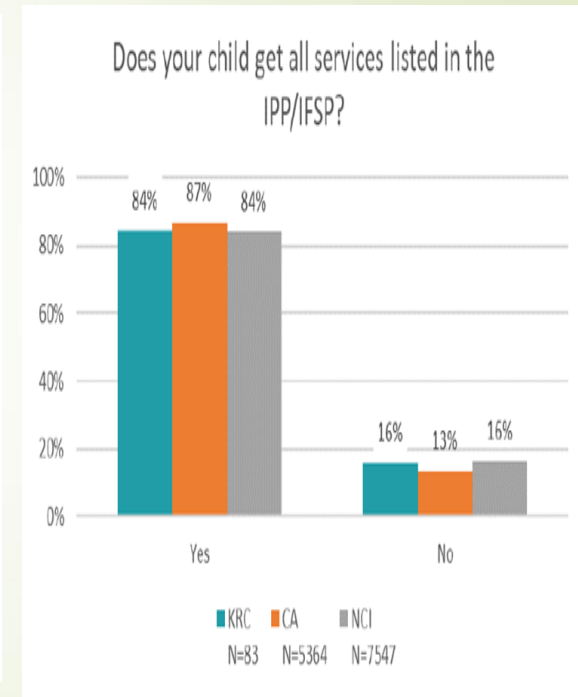
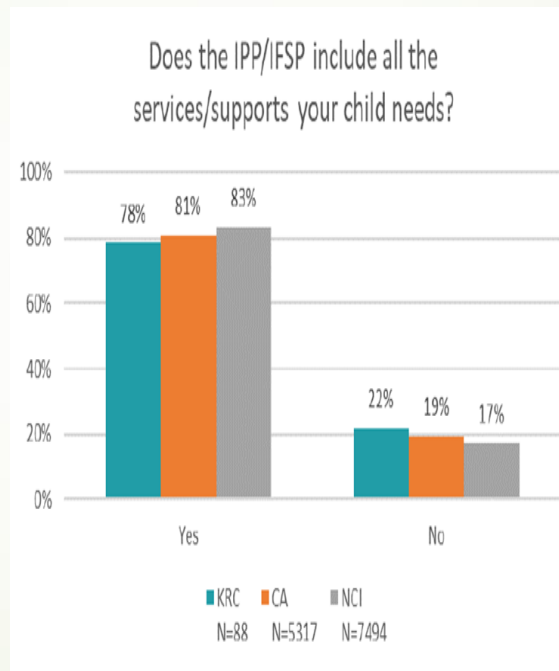
Encuesta de familias adultas (KRC's Survey: FY 2019/2020)

Encuesta de tutores familiares (KRC's Survey: FY 2019/2020)

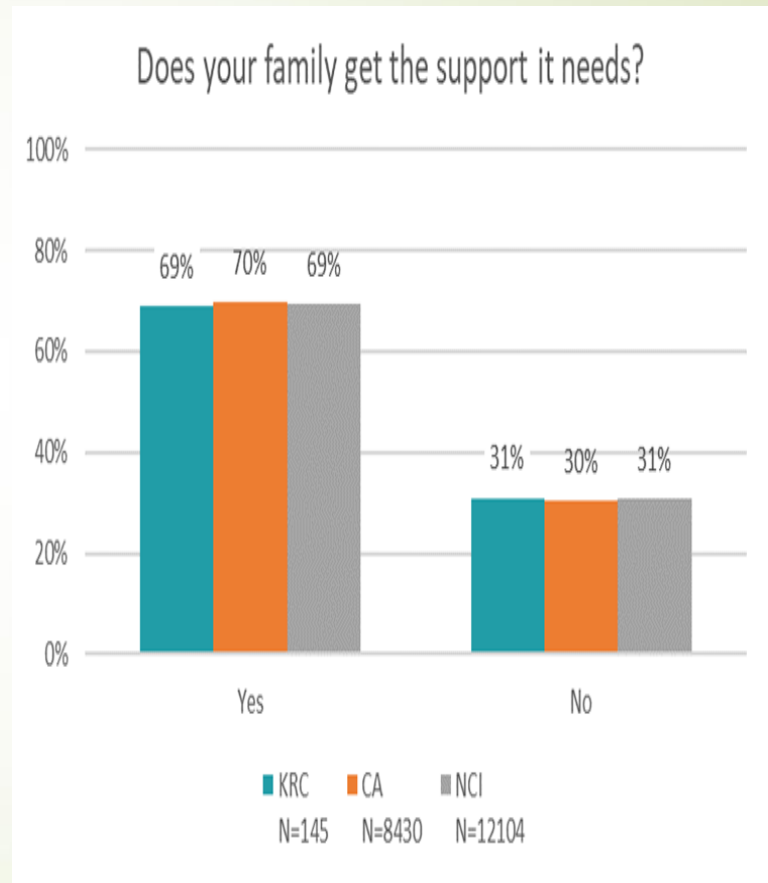
# Encuesta en persona para adultos



# Encuesta sobre familias infantiles

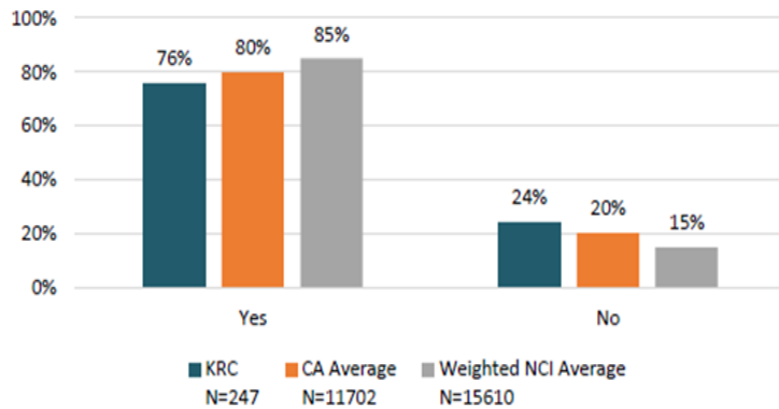


# Encuesta sobre familias infantiles

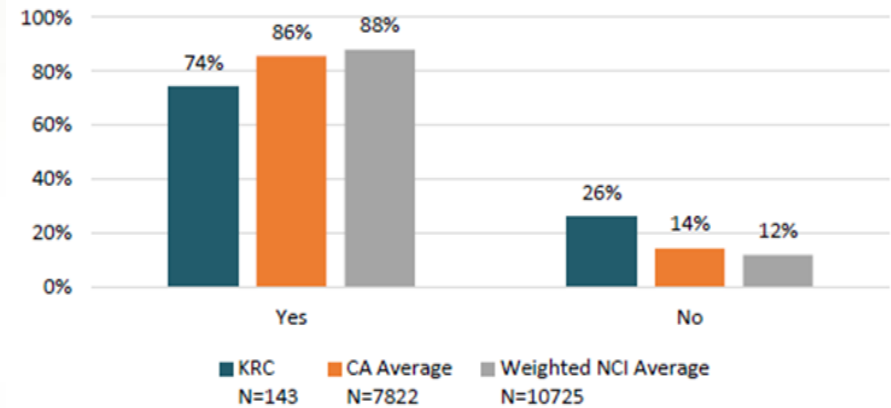


# Encuesta de familias adultas

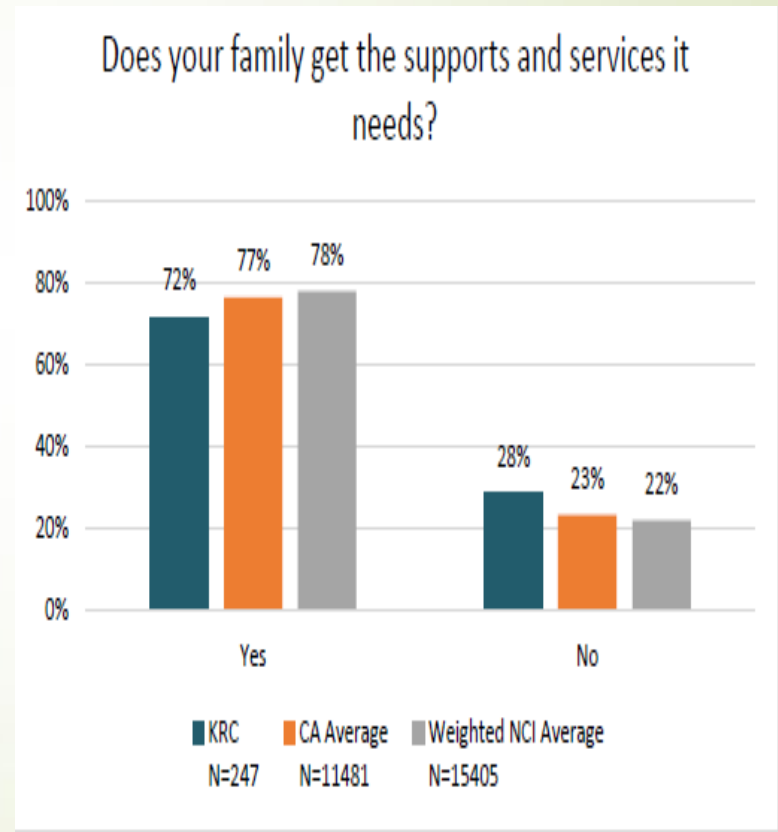
Does your family member have an individual program plan (IPP)?



Does the IPP include all the services and supports your family member needs?



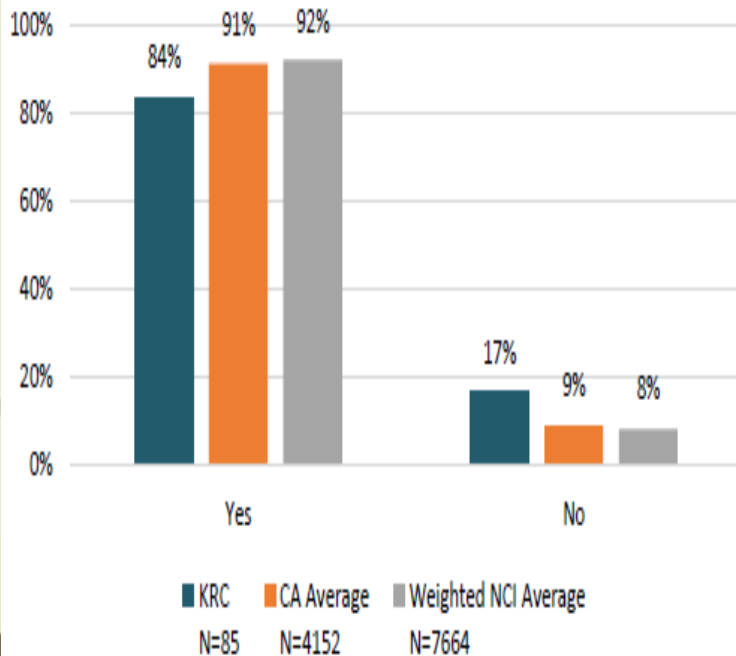
# Encuesta de familias adultas



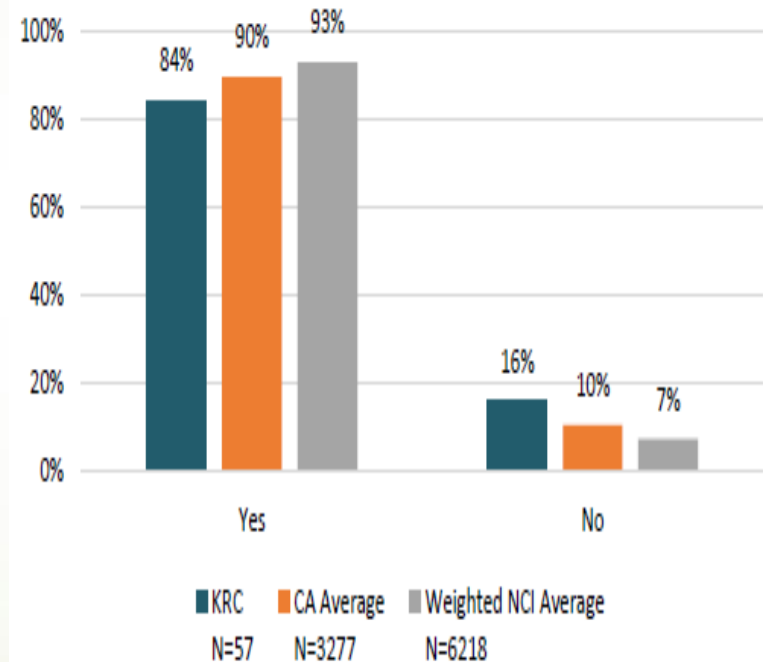


# Encuesta de tutores familiares

Does your family member have an individual program plan (IPP)?



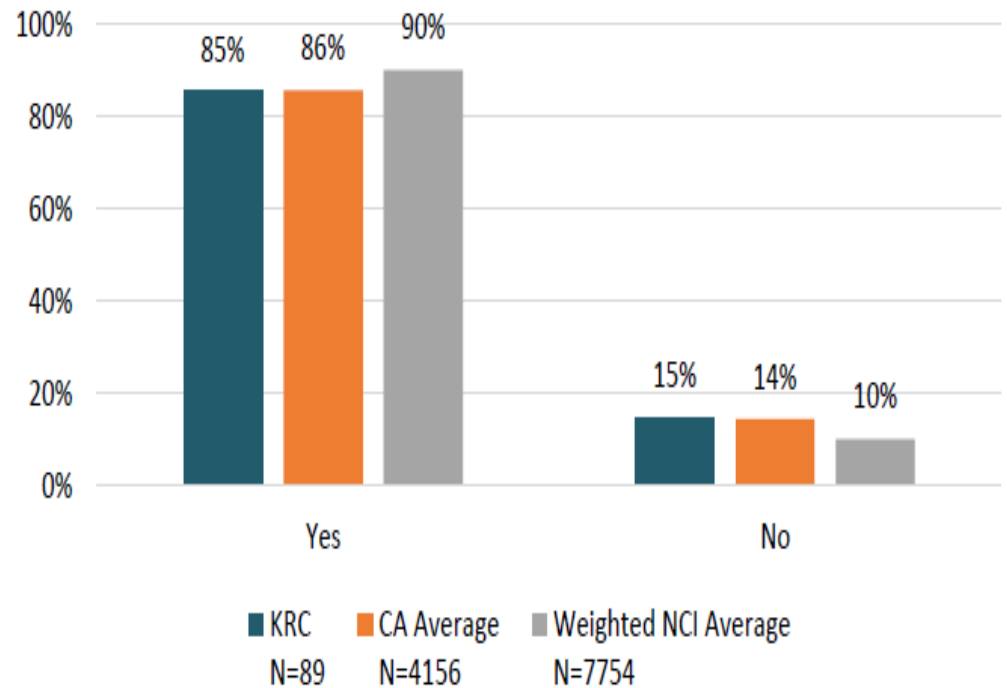
Does the IPP include all the services and supports your family member needs?



# Encuesta de tutores familiares

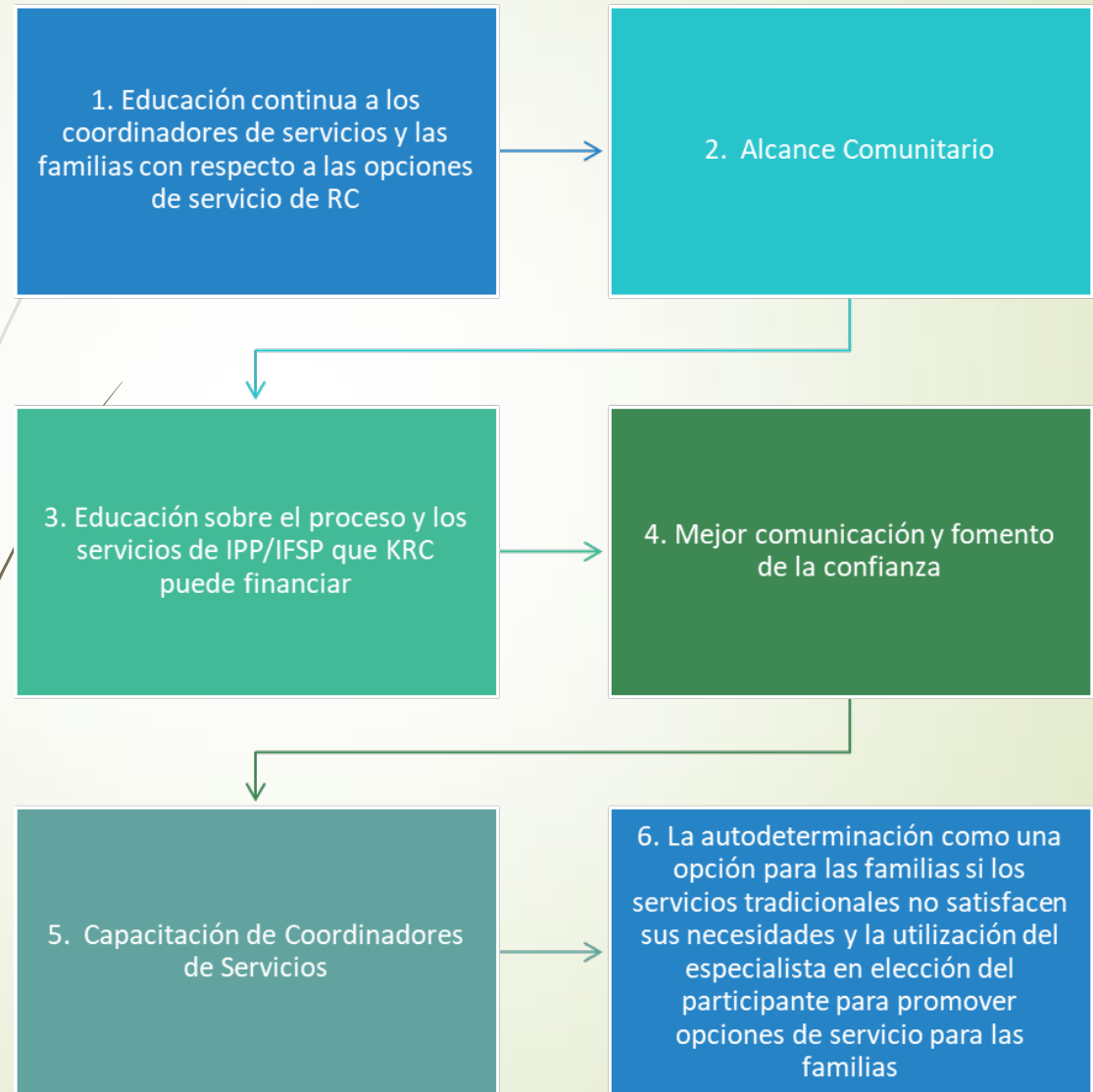


Does your family get the supports and services it needs?





# Plan de Acción



# Actividades destinadas a hacer frente a las disparidades

Carga de trabajo mejorada  
1:40: 4 puestos de  
coordinador de servicios

Estos coordinadores de servicios trabajarán con individuos y familias para identificar barreras y preocupaciones para la utilización de los servicios según Trailer Bill 2021.

Subvenciones de servicios y equidad:

Proyectos con la participación de nuestras comunidades nativas americanas:

Coalición de Familias Tribales de California

- Bakersfield American Indian Health Project  
- Owens Valley Career Center

Unidad Popular Benito Juarez

Proyectos con la participación de nuestra comunidad latina

Participación en eventos comunitarios para promover los servicios de KRC

Contrato con emisoras de radio y televisión españolas para comercializar los servicios de KRC



# Actividades destinadas a hacer frente a las disparidades

Language Access/Cultural Competency (LACC):

Recibir dinero para contratar un puesto de tiempo completo para desarrollar folletos informativos y videos en los siguientes idiomas:

Spanish, ASL, Arabic, Hindi, Tagalog, and Vietnamese.

Métodos alternativos de prestación de servicios de lo tradicional

- Autodeterminación
- Servicios dirigidos por el participante

Servicio recientemente desarrollado: Servicios Familiares Coordinados

Estudio de tarifas de proveedores

Apelaciones: Los clientes / familias tienen derecho a apelar una decisión desfavorable con respecto a la compra del servicio.

¿DÓNDE PUEDO ENCONTRAR MÁS INFORMACIÓN SOBRE EL PROCESO DE APELACIÓN?

[The Lanterman Act Appeals Information Packet - CA Department of Developmental Services](#)

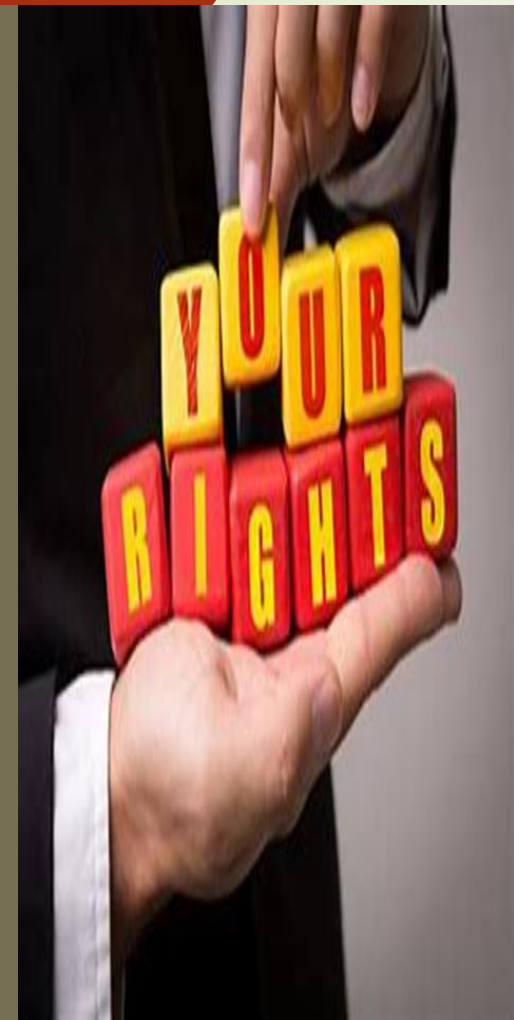
Oficina de Derechos de los Clientes. OCRA for KRC is Adeyinka Glover2104 24th Street, Suite 4Bakersfield CA, 93301Toll Free: (866) 833-6712TTY: (877) 669-6023

Quejas: 4731 ¿CUÁL ES LA DEFINICIÓN DE UNA QUEJA 4731? Una queja 4731 es un proceso mediante el cual un cliente o su representante autorizado pueden presentar una queja por escrito contra un centro regional, centro de desarrollo o proveedor de servicios en circunstancias en las que existe una creencia sincera de que los derechos de un cliente han sido abusados, retenidos punitivamente o negados de manera inadecuada o irrazonable.4731 Complaints: WHAT IS THE DEFINITION OF A 4731 COMPLAINT? A 4731 Complaint is a process by which a written complaint can be filed by a client or his or her authorized representative against a regional center, development center or service provider in circumstances where there is a sincere belief that a client's rights have been abused, punitively withheld, or improperly or unreasonably denied.

¿DÓNDE PUEDO ENCONTRAR MÁS INFORMACIÓN SOBRE EL PROCESO DE QUEJAS 4731?

<https://kernrc.org/your-rights/4731-complaints/>  
or

<https://www.dds.ca.gov/general/appealscomplaints-comments/consumer-rights-complaint/> for more information



# Conti...

Quejas de denunciantes

Qué es una queja de denunciante:

Centro Regional o Vendedor/Contratista  
Las quejas de denunciantes se definen como la denuncia de un "centro regional inadecuado o actividad de proveedor/contratista".

¿DÓNDE PUEDO ENCONTRAR MÁS INFORMACIÓN SOBRE EL PROCESO DE QUEJAS DE DENUNCIANTES?

Se puede presentar una queja poniéndose en contacto con:

Community Services Division

1215 O Street (MS 8-20) Sacramento, CA  
95814

Voice: 916-651-6309

Fax: 916-654-3641

[Regional Center or Vendor/Contractor Whistleblower Complaints - CA](#)  
[Department of Developmental Services](#)



# Preguntas/Aportes





## Purchase of Service Expenditure and Demographic Information FY2021/2022

### Summary Notes

English Language Meeting – March 29, 2023:

Stakeholder Representation: Families, vendor community, advocates (OCRA), KRC's DDS liaison. Approximate number of participants less than 10. KRC will attempt to retrieve the Zoom sign-in information and submit to the Department at a later date.

Feedback:

- Measurable action plan to assure progress made.
- Better trained case managers and program managers, specifically to provide training on how to better assess the needs of the client/family, to know what services to offer (RC funded and/or genetic) to meet those needs.
- Provide training to service coordinators and families concerning the IPP process; training on how to develop Person-Centered IPPs tailored to reflect the goals and needs of the person/ family not what the case manager wants to put on the IPP.
- Improved customer service, timely response to inquiry and service needs, this includes phone calls.
- Improved retention of case management staff.
- Maintain caseload ratios as per Lanterman, more funding to RCs to maintain acceptable caseload ratios.
- KRC to work on relationship building/establishing trust with our consumers, families, vendors, and other stakeholders.

Spanish Language Meeting – March 30, 2023:

Stakeholder Representation: Families, consumers, advocates (OCRA), KRC's DDS liaison.

Approximate number of participants: 30 via Zoom, to include KRC staff (Zoom sign-in attached) and approximately 15 in-person at the Bakersfield office – no sign-in sheet available.

Feedback:

- Families expressed a feeling of exclusion based on race/ethnicity, specifically within the Latino community.
- Families are told no before they can even ask or appeal a denial. Families are not sure what services are available.
- Have better trained and educated case management staff, really get to know the needs of the clients and families.
- Suggestions from the public on how to improve this presentation: make the presentation more personalized as clients are people not numbers and graphs.

- Educate the parents on how to interpret data. For example, the Pacific Islanders, their use of services looks good because there are a few of them but they are using the services offered to them.