KERN REGIONAL CENTER

Striving to Achieve Equality,
Independence and Empowerment

May 31, 2025

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 2023-2024. The following documents are enclosed in this document:

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   I.   **Kern Regional Center Cover Letter**

   II.   **DDS Purchase of Service Public Meetings Summary Report**

   III.   **KRC DDS Liaison confirmation receipt of public meetings posting**

   IV.   **Kern Regional Center's public meeting flyer(s).**

   V.   **Meeting minutes and attendee comments from public meetings.**

   VI.   **Attendee sign-in sheets.**

   VII.   **Kern Regional Center's Purchase of Services Presentation in English and Spanish.**

   VIII.   **Action and Outreach Plan to increase equitable access based on stakeholder feedback.**

KRC conducted five (5) public information meetings on March 12, 2025, March 13, 2025, March 17, 2025, March 18, 2025, and March 26, 2025, respectively, for the purpose of sharing KRC's Purchase of Service and Expenditure Data for Fiscal Year 2023/2024 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.

3200 N. Sillect Avenue • Bakersfield, California 93308
(661) 327-8531 • Fax (661) 324-5060 • TDD (661) 327-1251
www.Kernrc.org

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The presentation was conducted in five sessions in the following languages English and Spanish with ASL and other languages as requested as an option to attend in-person and online (Hybrid options) for some meetings as stated in the report. The meetings allowed discussion during the presentations and were followed by question-and-answer sessions to obtain feedback from the attendees. KRC engaged in meaningful discussions 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,

Tomas Cubias

Tomas Cubias
Chief Equity Officer

Cc: Enrique Roman, Executive Director, Kern Regional Center
Tomas Cubias, Chief Equity Officer, Kern Regional Center
Omelia Trigueros, Director of Client Services, Kern Regional Center
Amy Westling, Association of Regional Center Agencies
Michi Gates, Department of Developmental Services
Tiffani Andrade, Department of Developmental Services
Yasir Ali, Department of Developmental Services
Jacqueline Gaytan, Department of Developmental Services

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DEPARTMENT OF DEVELOPMENTAL SERVICES
REGIONAL CENTER PURCHASE OF SERVICE PUBLIC MEETINGS SUMMARY, RECOMMENDATIONS AND PLAN TO PROMOTE EQUITY AND REDUCE DISPARITIES ANNUAL REPORT TEMPLATE

As indicated in Welfare and Institutions (W&I) Code section 4519.5(g) and (i), regional centers are required to hold public meetings for community members within three months of posting annual purchase of service data on their websites. Regional centers submit an annual report to the Department of Developmental Services (Department) by May 31st. The Department reviews and provides feedback to the regional centers on the report, prior to its posting by August 31st. The following pages include the required components of the report. A list of questions is provided to assist regional centers when preparing the report in addition to the inclusion of regional center's public meeting notes, public comments, presentation materials and a plan with recommendations for increasing equitable access in purchase of services and supports.

Regional center name: Kern Regional Center

Person filling out report: Tomas Cubias, Chief Equity Officer

Date of completion: 05/30/2025

PROPER MEETING COMMUNITY INCLUSION
W&I Code section 4519.5 (g)" …each regional center shall meet with stakeholders (community members) in one or more public meetings regarding the (purchase of service) data… consider the language needs of the community and shall schedule the meetings at times and locations designed to result in a high turnout by the public and underserved communities."

1. **How many meetings did your regional center conduct? 5+**

2. **Did your regional center hold at least one meeting by March 31st? Yes**

3. **How were the meetings scheduled to accommodate community participation? Select all that apply.**
   - ☐ Webinar (e.g., GoToMeeting, YouTube)
   - ☒ Virtual platform (e.g., Zoom)
   - ☒ In-person
   - ☒ Hybrid
   - ☐ Other

   > KRC hosted five (5) public meetings on the following dates and locations:
   >
   > 1. Bishop, CA (Inyo County) on March 12, 2025, was hosted by IMAH, a KRC vendor. This community meeting was held in-person, in both English and Spanish languages. ASL and other languages were also available upon request.
   > 2. Ridgecrest, CA on March 13, 2025, was hosted at the Ridgecrest Public Library. This community meeting was held in-person, in both English and Spanish languages. ASL and other languages were also available upon request.
   > 3. Bakersfield, CA (Kern County) on March 17, 2025, at KRC and was offered as a hybrid meeting, in-person and via virtual platform (Zoom). This community meeting was held in English, with the option of interpretation, as requested.
   > 4. Bakersfield, CA (Kern County) on March 18, 2025, at KRC and was offered as a hybrid meeting, in-person and via virtual platform (Zoom). This community meeting was held in Spanish with the option of interpretation, as requested.
   > 5. Delano, CA (Kern County) on March 26, 2025, hosted by DADD, a KRC vendor. This community meeting was held in-person, in English and with the option of interpretation in other languages, as requested.

PROPER MEETING NOTIFICATION

W&I Code section 4519.5(g) "…regional centers shall inform the department of the scheduling of those public meetings 30 days prior to the meeting. Notice of the meetings shall also be posted on the regional center's internet website 30 days prior to the meeting and shall be sent to individual stakeholders and groups representing underserved communities in a timely manner."

4. **Was the Department informed at least 30 days prior to ALL meetings?** Yes

5. **How was the Department informed? Liaison direct email**

6. **Were notices of ALL meetings held, posted on the regional center's website 30 days prior to each meeting(s)?** Yes

7. **Select the best option that represents when individual community members impacted by disparities and barriers to equitable access to services and supports were informed? 30 days or more**

8. **What outreach efforts were utilized to inform individual community members impacted by disparities and barriers to equitable access to services and supports of the meetings(s)? Select all that apply.**
   - ☒ Newsletter/Eblast
   - ☐ POS meeting specific email
   - ☒ Public meeting
   - ☒ Social media
   - ☒ Community partners
   - ☒ Website (e.g., event page or calendar)
   - ☐ Blog post
   - ☐ Everbridge or another type of automated phone recording
   - ☐ Mail
   - ☐ Text
   - ☒ Phone call by regional center staff
   - ☒ Other

   KRC promoted the meetings at KRC's Vendor Fair where over 900 public attendees were present from the community, KRC's Board of Director's meetings by making an announcement during the meetings, "public input" time and by sharing flyers with the attendees. KRC also promoted the series of community meetings by sharing flyers with the local community partners, via our service provider network, Constant Contact, and local Community Based Organizations such as Padres Unidos de Kern, Office of Clients' Rights Advocacy, State Council on Developmental Disabilities, Exceptional Families (Family Resource Center). KRC continues to aim to reach more people and invite community members to come learn and attend our public meetings, some methods for next year will be Everbridge-Non-Emergency system and utilize SMS messaging, phone calls, and emails through this system to maximize outreach.

CULTURALLY AND LINGUISTICALLY APPROPRIATE

W&I Code section 4519.5(g) "The regional center shall provide participants of these meetings with the data and any associated information related to improvements in the provision of developmental services to underserved communities and shall conduct a discussion of the data and the associated information in a

manner that is culturally and linguistically appropriate for that community, including providing alternative communication services."

9. **What languages were offered during the meeting(s)? Select all that apply.**

   ☒ English
   ☒ Spanish
   ☐ Mandarin
   ☐ Cantonese
   ☐ Hmong
   ☐ Korean
   ☐ Vietnamese
   ☐ ASL
   ☒ Other

American Sign Language and additional languages—including Vietnamese, Punjabi, Tagalog, Ilocano, Arabic, and Hindi—were available upon request, in alignment with our LACC grant requirements and data insights from SANDIS. However, no participants requested these languages as part of our POS public meetings.

10. **Did the meeting(s) include any of the following? Select all that apply.**
    ☒ Meeting(s)held in several languages
    ☐ Closed captioning provided
    ☒ Materials were provided in several languages
    ☒ Information was presented in plain language (i.e. easy to understand)
    ☐ Other

If "Other" selected enter here.

11. **Describe how the cultural and linguistic needs of the communities were considered.**

The cultural and linguistic needs of the communities were carefully assessed through various forums, including focus groups, discussions at LVAC meetings (although discussions were not directly related to the matter of POS data meetings), Kern Regional Center Board of Director's meetings (although discussions were not directly related to the matter of POS data meetings), and activities funded by the Language Access and Cultural Competency (LACC) grant, such as Listening Sessions. Additionally, insights into cultural and linguistic needs were gathered from internal data sources, such as SANDIS, and language threshold data available through the Department of Health and Human Services.

ACTIONS TO IMPROVE PUBLIC ATTENDANCE AND PARTICIPATION

W&I Code section 4519.5(i)(1)(A) "Actions the regional center took to improve public attendance and participation at stakeholder meetings, including, but not limited to, attendance and participation by underserved communities."

12. **Was the goal or purpose of the meeting communicated? If so, describe how?**

KRC continues to implement more personalized engagement with the community members to enhance public attendance. These efforts involved personalized interactions with community members, including phone banking in both English and Spanish to inform clients and stakeholders in Mammoth Lakes and Bishop, two of KRC's

outlying community. Previous attendees were reached through distribution lists and mass email blasts via use of Constant Contact, with follow-up calls to confirm attendance, particularly among Hispanic/Latino community members, who found this process helpful. Collaborations with local resource centers, SELPA in Kern/Inyo/Mono County partners, local resource centers, Client Advisory Committee meetings and participants, school district liaisons, advocacy groups like Padres Unidos de Kern, Office of Clients' Rights, and KRC's SDAC committee also contributed to promoting the meetings. Through these various outreach efforts, yes, KRC did communicate the goal and purpose of these community meetings.

13. **What methods were used to provide an environment that allowed attendees to feel comfortable and interact with each other? Select all that apply.**
   - ☒ Allowed for small group conversations
   - ☒ Introduced staff in attendance
   - ☒ Allowed attendees to introduce themselves
   - ☒ Provided chat rooms (e.g., zoom chat function)
   - ☒ Chat feature was enabled
   - ☒ Opportunity for public comment
   - ☒ Provided opportunities to ask questions
   - ☒ Other

   Additionally, KRC executive leadership members and other leadership staff attended all five meetings to present the information and directly address comments and concerns expressed by attendees.

14. **Based on attendance did you observe any of the following? Select all that apply.**
   - ☒ Attendees engaged in public comment
   - ☒ Innovative ideas suggested by attendees
   - ☒ Diverse perspectives shared by attendees
   - ☒ Attendees requested additional explanation/clarification on the information shared
   - ☐ Other

   If "Other" selected enter here.

15. **Overall, how many individuals from the public attended the meeting(s)? Select best estimate.**
   20-50

16. **What efforts did the regional center take to improve public attendance and participation, including any new strategies? Select all that apply.**
   - ☒ Collaborated with community partners
   - ☒ Offered focus groups
   - ☒ Offered meetings in multiple languages
   - ☒ Offered multiple meeting opportunities
   - ☒ Outreach through group meetings
   - ☒ Outreach via flyers/public service announcements/social media
   - ☒ Provided translated materials
   - ☐ Shared via Everbridge
   - ☒ Offered meetings virtually
   - ☒ Offered meetings during non-business hours or on weekends
   - ☐ Not applicable

DDS   DDS

☒ Other

> KRC also utilizes Constant Contact to disseminate information about public events and community meetings. We plan to enhance accessibility further by expanding the use of the SMS (text) system through the Non-Emergency Everbridge System to inform the community about upcoming meetings and events. KRC conducted focus groups as well with groups such as: Padres Unidos de Kern, State Council on Developmental Disabilities, OCRA, the Chair of the Vendor Advisory Committee as well to see how we can best address disparities and receive input from them as they oversee Regional Center agencies and get input from the community as well.

17. **Who were the meeting(s) attendees? Select all that apply.**
    - ☒ Self-advocates
    - ☒ Parents/family members
    - ☒ Regional center staff
    - ☒ Board members
    - ☒ Community advocates
    - ☒ Community based organizations
    - ☒ Department staff
    - ☐ Other

18. **List the names of the partner agencies, community partners, and community-based organizations that participated in the meeting(s).**

> Community partners and partner agencies in attendance included:
> - IMAH
> - Office of Clients' Rights
> - KRC's SDAC committee
> - Maxim Healthcare Services
> - Independent Facilitators in Kern, Inyo, and Mono Counties
> - 24-Hour Home Care
> - The Department of Developmental Services
> - Exceptional Families Center
> - Padres Unidos de Kern

COPIES OF MINUTES AND ATTENDEE COMMENTS

W&I Code section 4519.5 (i)(1)(B) "Copies of minutes from the meeting and attendee comments"

19. **Does the regional center report include a copy of the meeting minutes (notes) and a copy of the raw attendee comments? Yes**

20. **Which of the following themes reflect what attendees expressed as important, challenges and barriers faced? Select as top concern, concern or not a concern for each.**

	Top Concern	Concern	Not a Concern
Regional center services satisfaction	☐	☒	☐
Case management satisfaction	☒	☐	☐
Lack of regional center knowledge/service options	☒	☐	☐
Lack of community trainings	☒	☐	☐
Concern with language and cultural competency	☐	☒	☐
Service coordinator/staff training concerns	☒	☐	☐
Caseload concerns	☒	☐	☐
Communication/outreach concerns	☐	☒	☐
Lack of regional center trust	☐	☒	☐
Unmet needs	☒	☐	☐
Service accessibility concerns	☒	☐	☐
Transportation issues	☒	☐	☐
Rates and vendorization concerns	☒	☐	☐
Vendor concerns	☒	☐	☐
Lack of community, regional center, and other community member collaboration	☒	☐	☐
Need for advocacy training and support	☒	☐	☐

21. **Were there any additional topics or themes mentioned in the meeting(s) that are not listed in question 20? Please list and indicate if they were a top concern (mentioned by multiple people).**

N/A

IDENTIFIED DISPARITIES IN POS DATA

W&I Code section 4519.5 (i)(1)(C) "Whether the data…indicate a need to reduce disparities in the purchase of services among consumers in the regional center's catchment area."

22. **Did the regional center report data about number of instances when written copies of individual program plans (IPP) were provided at the request of consumers or their legal representatives more than**

45 days for threshold languages and 60 days for non-threshold languages after request was made?
Yes

23. **Summarize the type of disparities that were identified and discussed (e.g., by race/ethnicity, primary language, residence, age, diagnosis, etc.)**

Among the disparities identified and discussed in our Public Meetings were barriers faced by Latino/a populations, including language barriers and mistrust of perceived governmental entities and public assistance programs. Additionally, audience members from various ethnicities highlighted income and housing affordability as significant obstacles in Kern, Inyo, and Mono counties, regardless of race and ethnicity.

REGIONAL CENTER'S RECOMMENDATIONS AND PLANS TO PROMOTE EQUITY AND REDUCE DISPARITIES

W&I Code section 4519.5 (i)(1)(C) "…If the data do indicate that need, the regional center's recommendations and plan to promote equity, and reduce disparities, in the purchase of services."

24. **What other venues were utilized, in addition to holding the POS annual meetings, to gather information to develop the regional center's recommendations and plan[1] to promote equity and reduce disparities? Select all that apply.**

☒ Other regional center meetings
☒ Feedback requested from support groups
☒ Recommendations from focus groups
☐ Surveys
☒ Call for public input (e.g., social media, eblasts, website)
☒ Other

KRC received feedback through various methods such as focus groups, Board meetings, outreach events, and Listening Sessions.

25. **Does the regional center's attached report include how the prior year's recommendations and plan were implemented?** Yes

REPORTS POSTED ON INTERNET WEBSITES

W&I Code section 4519.5 (c)(1)(B).

The Department posted final, de-identified Fiscal Year 2023/24 Annual POS reports on its website. Regional centers shall post a link on its internet website to the reports on the Department's webpage.

26. **Did the regional center post a link on its internet website to the reports on the Department's webpage?** Yes

IDENTIFIED RESTORED SERVICES IN POS DATA

W&I Code section 4519.5(a)(8) "the numbers, percentages, and total and per capita expenditure and authorization amounts, by age, as applicable, according to race or ethnicity and preferred language, for all combined residence types and for consumers living in the family home, regarding the following service types…"

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[1] Regional center to attach recommendations and plan.

27. **Did the regional center report data on the numbers, percentages and total and per capita expenditure and authorization amounts, by age, as applicable, according to race or ethnicity and preferred language, for all combined residence types and for individuals living in the family home, specific to the following service types:**

Select all that apply:

> ☒ Camping and associated travel expenses
> ☒ Social recreation activities
> ☒ Educational services
> ☒ Nonmedical therapies, including, but not limited to, specialized recreation, art, dance and music

ANNUAL
PURCHASE OF SERVICE

Hand-In-Hand

KERN REGIONAL CENTER

Join us for a **community meeting** dates, times and locations below.

REPORT

Join us for a community meeting to go over purchase of service data.

WE WOULD LIKE TO ENGAGE IN A DISSCUSSION ON:

- YOUR EXPERIENCES
- CHALLENGES IN ACCESS TO SERVICES
- SUGGESTIONS FOR OVERCOMING BARRIERS

Please RSVP

Scan QR code for registration

BISHOP English & Spanish

📅 **March 12, 2025**
5:30 p.m. - 7:00 p.m.

📍 **IMAH**
371 S. Warren Street
Bishop, CA 93514

RIDGECREST English & Spanish

📅 **March 13, 2025**
5:30 p.m. - 7:00 p.m.

📍 **Ridgecrest Library**
131 E. Las Flores Ave.
Ridgecrest, CA 93555

BAKERSFIELD English

📅 **March 17, 2025**
5:30 p.m. - 7:30 p.m.

📍 **Kern Regional Center**
3300 N. Sillect Ave.
Bakersfield, CA 93308

🎥 **Click here for zoom link**
Webinar ID: 893 5776 7195
Passcode: 455919

BAKERSFIELD Spanish

📅 **March 18, 2025**
5:30 p.m. - 7:30 p.m.

📍 **Kern Regional Center**
3300 N. Sillect Ave.
Bakersfield, CA 93308

🎥 **Click here for zoom link**
Webinar ID: 893 5776 7195
Passcode: 455919

DELANO English & Spanish

📅 **March 26, 2025**
5:30 p.m. - 7:00 p.m.

📍 **DADD**
612 Main Street
Delano, CA 93215

FOR INTERPRETATION FOR ASL OR OTHER LANGUAGES CONTACT ISIS RASMUSSEN, SAE@KERNRC.ORG OR (661) 873-4575 ON OR BEFORE MARCH 3, 2025.

REPORTE ANUAL DE

COMPRA DE SERVICIO

Hand-In-Hand
KERN REGIONAL CENTER

Únase a nosotros para una **reunión comunitaria**. Fechas, horas y lugares a continuación.

Únase a nosotros en una reunión comunitaria para repasar los datos de compra de servicio.

NOS GUSTARÍA TENER DISCUSIONES SOBRE:
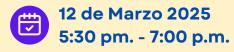
- SUS EXPERIENCIAS
- DESAFÍOS EN ACCESO A SERVICIOS
- SUGERENCIAS PARA SUPERAR LAS BARRERAS

Por favor confirme asistencia

Escanee el código QR para registrarse

BISHOP Inglés y Español

📅 **12 de Marzo 2025**
5:30 pm. - 7:00 p.m.

📍 **IMAH**
371 S. Warren Street,
Bishop, CA 93514

RIDGECREST Inglés y Español

📅 **13 de Marzo 2025**
5:30 p.m. - 7:00 p.m.

📍 **Biblioteca de Ridgecrest**
131 E. Las Flores Ave.
Ridgecrest, California 93555

BAKERSFIELD Inglés

📅 **17 de Marzo 2025**
5:30 p.m. - 7:30 p.m.

📍 **Centro Regional de Kern**
3300 N. Sillect Ave.
Bakersfield, California 93308

🎥 **Haga clic aquí para ver el enlace de zoom**
ID del seminario web: 893 5776 7195
Código de acceso: 455919

BAKERSFIELD Español

📅 **18 de Marzo 2025**
5:30 p.m. - 7:30 p.m.

📍 **Centro Regional de Kern**
3300 N. Sillect Ave.
Bakersfield, California 93308

🎥 **Haga clic aquí para ver el enlace de zoom**
ID del seminario web: 893 5776 7195
Código de acceso: 455919

DELANO Inglés y Español

📅 **26 de Marzo 2025**
5:00 p.m. - 7:30 p.m.

📍 **DADD**
612 Main Street
Delano, CA 93215

PARA INTERPRETACIÓN EN ASL O OTROS IDIOMAS, COMUNÍQUESE CON ISIS RASMUSSEN, SAE@KERNRC.ORG O (661) 873-4575 ANTES O EL 3 DE MARZO 3, 2025.

Meeting Minutes

POS Disparity Meetings

#	Location	Language(s)	Date	Time	Format
1	Bishop	English/Spanish	03/12/2025	5:30 PM – 7:00 PM	In-person
2	Ridgecrest	English/Spanish	03/13/2025	5:30 PM – 7:00 PM	In-person
3	Bakersfield	English	03/17/2025	5:30 PM – 7:30 PM	Hybrid (In-Person and Zoom)
4	Bakersfield	Spanish	03/18/2025	5:30 PM – 7:30 PM	Hybrid (In-Person and Zoom)
5	Delano	English/Spanish	03/26/2025	5:30 PM – 7:00 PM	In-person

Meeting #1 – Bishop

Date: 03/12/2025
Time: 5:30 PM – 7:00 PM
Languages: English & Spanish (ASL and other language interpretation available upon request)
Number of Attendees: 13

Presenters:

- Enrique Roman, Executive Director, KRC

- Omelia Trigueros, Director of Client Services (Spanish)

- Tomas Cubias, Director of Administration and Compliance (Support)

The meeting began with the introduction of Kern Regional Center (KRC) staff and participating community members. The primary objective was to engage in an open and collaborative discussion on the Purchase of Service (POS) data.

Discussion Summary:

- KRC opened all meetings with special thanks and acknowledgments to individuals and groups contributing feedback to the POS presentations through focus groups, including Padres Unidos, the Office of Clients' Rights Advocacy, and the State Council on Developmental Disabilities.

- The presentation covered data from **July 1, 2023, to June 30, 2024**. During the "Key Points to Consider" slide, KRC staff and community members discussed the importance of data in identifying needs and enhancing access to services.

- POS data was presented in the primary languages spoken by KRC consumers. A community member requested the inclusion of caregiver primary language data to better support understanding and communication regarding Individual Program Plans (IPP) and service options.

- The "Age of KRC's Consumers" slide showed that **52%** of individuals served are aged **3–21**, while **29%** are **22 and older**. Community members expressed concern over this drop and suggested possible contributing factors such as access to generic services, relocation, or voluntary deactivation of services. A follow-up question was raised about whether KRC tracks consumer activity over time to understand these trends.

- Community members discussed ongoing challenges accessing services in remote areas, citing a limited number of vendors, long travel distances, and inadequate public transportation. Additional concerns included limited understanding of the IPP process and lack of awareness of available services.

- Attendees requested clarification on the **per capita** data presented—specifically whether it reflects statewide figures or is specific to **KRC's catchment area**. Staff clarified the data is specific to KRC.

- Questions were raised about individuals with dual diagnoses—whether they are counted more than once and how the primary diagnosis is determined for data reporting purposes.

- The group explored the three service models offered by KRC: **Self-Determination Program (SDP), Participant-Directed Services**, and **Traditional Services**. Discussion included benefits and challenges of each model. Concerns were raised about delayed vendor payments under SDP, which have caused some vendors to stop providing services. Community members noted KRC's improvements in

payment processing and emphasized their commitment to supporting families and providers as well as with transparency on these ongoing processes.

- Community members requested **county-specific data** for **Inyo and Mono Counties**, expressing interest in comparing those areas with **Kern County**.

- Concerns were shared regarding the **quality and utilization of available vendor programs**. Activities such as TV watching and coloring were noted as underutilized or ineffective. Some parents expressed a preference to keep their children at home due to dissatisfaction with available programming.

- The need for **additional training for Service Coordinators** and enhanced **communication with families** was emphasized.

- Community members requested the development of a **client portal** that would allow access to **real-time budget information**.

Meeting #2 – Ridgecrest

Date: 03/13/2025
Time: 5:30 PM – 7:00 PM
Languages: English & Spanish (ASL and other language interpretation available upon request)
Number of Attendees: 4

Presenters:

- Enrique Roman, Executive Director, KRC
- Omelia Trigueros, Director of Client Services (Spanish)
- Tomas Cubias, Director of Administration and Compliance (Support)

Discussion Summary:

- KRC opened all meetings with special thanks and acknowledgments to individuals and groups contributing feedback to the POS presentations through focus groups, including Padres Unidos, the Office of Clients' Rights Advocacy, and the State Council on Developmental Disabilities.

- The presentation covered data from **July 1, 2023, to June 30, 2024**. During the "Key Points to Consider" slide, KRC staff and community members discussed the importance of data in identifying needs and enhancing access to services.

- POS data was presented in the primary languages spoken by KRC consumers. A community member requested the inclusion of caregiver primary language data to better support understanding and communication regarding Individual Program Plans (IPP) and service options.

- A community member asked whether **KRC can request and analyze data on low or no POS (Purchase of Services) utilization** specifically for **older age groups, such as individuals aged 55 and over**. They suggested that breaking down the data by age could help identify where disparities exist and improve understanding of service utilization among senior consumers.

Meeting #3 – Bakersfield

Date: 03/17/2025
Time: 5:30 PM – 7:30 PM
Language: English (ASL and other language interpretation available upon request)
Number of Attendees: 21

Presenter:

- Enrique Roman, Executive Director, Kern Regional Center (KRC)

Note: Discussion followed all public comments made.

Discussion Summary:

- The meeting began with an introduction by KRC Executive Director Enrique Roman, who welcomed attendees and presented the Purchase of Service (POS) data for Fiscal Year 2023–2024.

- KRC expressed appreciation to **Padres Unidos**, the **Office of Clients' Rights Advocacy**, and the **State Council on Developmental Disabilities** for their contributions to developing the POS presentations.

- During the slide titled **"Total Expenditures for Consumers Living In-Home,"** attendees and KRC staff discussed the reasons why services may be underutilized by consumers residing at home.

- A community member highlighted barriers to service utilization, including geographic location, insurance limitations, and reliance on alternative resources. The community member emphasized the need for improved guidance to help families navigate available Regional Center services.

- An attendee inquired whether the data currently includes **generic resources** (e.g., insurance-covered services) and whether incorporating that information would significantly affect the analysis. They also expressed interest in comparing **Self-Determination Program (SDP)** outcomes with those of **Traditional Services**.

- Another attendee noted the need for **stronger interagency communication** to better identify consumer needs. They shared that some families agree to services but fail to use them, making it challenging for **Service Coordinators (SCs)** to cancel inactive services. As a result, vendors often must re-educate families about available resources.

- A parent pointed out that **mental health challenges**, such as severe anxiety, can prevent consumers from fully utilizing services and that this issue must be addressed at the state level to have mental health agencies work alongside our clients and KRC.

- Within the **SDP**, attendees reported that some families select services preemptively ("just in case") but ultimately do not use them, fearing future reductions or changes in service availability.

- Families often prefer to **maintain existing services**, even if unused, out of concern that not using POS funds may lead to service reductions or case closures. KRC encourages families to retain flexibility and adjust services as needed.

Service Disruption and Reconnection:

- A parent shared that a vendor once discontinued services due to missed sessions. However, KRC assisted in reestablishing the service, which the family is now actively using again.

- A vendor attendee echoed similar challenges, observing that some families indicate they intend to use services but do not follow through, preventing SCs from formally closing the service.

- Multiple attendees reiterated that **anxiety and other mental health conditions** are significant factors contributing to underutilization.

- **KRC's** Director of Client Services confirmed that KRC often receives requests from families to leave services unchanged, and KRC respects the family's decision to utilize services at their discretion.

Data Insights and Community Input:

- During the **"Total Expenditure by Language"** slide, KRC noted that **Spanish-speaking consumers** are receiving fewer services compared to speakers of other languages. Despite KRC's efforts to provide interpretation services, the data indicates ongoing **language-based accessibility challenges**.

- Regarding the **"Total Expenditure by Diagnosis"** slide, KRC clarified that services such as **Applied Behavior Analysis (ABA)** therapy—when covered through private insurance—are not reflected in the KRC POS data.

- In the **"Social Recreational Data: Participants/Expenditures by Race/Ethnicity"** slide, a Zoom participant asked for examples of social recreational options. (Examples were not included in the original minutes and may need follow-up.)

- During the **"Consumers with No POS"** slide, a participant shared that some families report not being offered services by SCs, suggesting that families may be unaware of existing options.

- An attendee asked about a **services guide** they had previously heard was in development and inquired about its current status.

Closing Discussion:

- KRC invited attendees to share final questions or comments.

- One attendee asked about the **duration of the appeals process** and the number of appeals currently in progress.

- No further questions or comments were raised, and the meeting was adjourned.

Meeting #4 – Bakersfield

Date: 03/18/2025
Time: 5:30 PM – 7:30 PM
Language(s): Spanish (ASL and other language interpretation available upon request)
Number of Attendees: 16
Note: Discussion followed all comments made.

Presenter:

- Enrique Roman, Executive Director, Kern Regional Center (KRC)

Discussion Summary:

- The meeting began with an introduction by KRC Executive Director Enrique Roman, who welcomed attendees and presented the Purchase of Service (POS) data for Fiscal Year 2023–2024.

- KRC expressed appreciation to **Padres Unidos**, the **Office of Clients' Rights Advocacy**, and the **State Council on Developmental Disabilities** for their contributions to developing the POS presentations.

Consumers by Residence and Service Utilization:

- In the **"Consumers by Residence Type"** slide, KRC explained that it is more expensive to support individuals in residential facilities than those living at home. The data indicates that most KRC consumers reside in the family home.

- In the **"Total Costs per Residence"** slide:

    o KRC noted that some services are paid for but go unused.

    o One attendee shared that her son's declining health prevented them from using services, emphasizing the need for **supervision and site evaluation** to ensure vendor locations are safe and appropriate (e.g., open windows, clean water) for consumers with medical conditions like asthma.

Service Access & System Barriers:

- In the **"Total Costs for Consumers Living at Home"** slide:

- An attendee shared that some families are not dissatisfied with services but rather are waiting for enrollment in the **Self-Determination Program (SDP)**. They emphasized that **lack of communication** between KRC and families contributes more to underutilization than ethnicity.

- Another attendee stated that **long delays (6–9 months)** in service initiation contribute to underuse and that more providers are needed. An online attendee echoed these concerns.

- One attendee reported that her son had gone **months without ABA services** and is currently in the **appeals process** after being told to seek generic resources. She noted that multiple clients—ranging in age from 4 to 39—are also waiting for services like respite, adaptive skills, and future planning.

- KRC emphasized that each case is unique and encouraged families to work with **Family Coordinated Services** for individualized planning.

- A question was raised about how **funding is allocated** for consumers living at home versus in residential facilities. Another parent asked what KRC does to support household expenses such as electricity.

- A parent of an adopted child shared that their family does not qualify for SSI and asked what supports are available for adoptive families. KRC responded that he would look into the legal aspects related to adoption assistance.

Disparities by Race/Ethnicity:

- In the **"Total Costs by Ethnicity/Race"** slide:

  - An online attendee expressed concern that although **58% of KRC consumers are Hispanic**, they receive the **fewest services**.

  - An in-person attendee attributed this disparity to a **lack of information** and credited Padres Unidos for increasing her awareness. She requested more widespread promotion of KRC workshops and better training for **Service Coordinators (SCs)** to stay informed about all available resources.

  - Another attendee emphasized that **agencies must take greater responsibility** in sharing information with families at the time of diagnosis. She noted that many parents don't seek services due to embarrassment, lack of knowledge, or difficulty navigating the system. She stated her 4-year-

old only recently began receiving services and reiterated the need for SCs to proactively share information with families.

Social Recreation Data:

- An attendee noted that while services are approved, they are still not being fully utilized, possibly due to the **cost and complexity of establishing service providers**.

- Another attendee shared that regardless of service type, **wait times remain an issue**, limiting access and satisfaction.

Consumers Without POS:

- A parent stated her son initially received no services despite being seen by a SC. Although she did not qualify for Medi-Cal, KRC informed her that she could still receive services, and she is now active in the system.

- Another parent shared that **age-based restrictions** prevented her children from accessing some services. An attendee stated they are advocating at the state level to address **age-related disparities** in service eligibility, especially for those over age 22.

Plan to Address Disparities:

- Attendees suggested offering **courtesy services**, such as **legal assistance**, noting that other Regional Centers provide these.

- There was a recommendation to **educate both consumers and SCs** on how to request and access the full range of services KRC can provide.

- Several attendees expressed the need for **improved SC communication**, noting that some parents are being denied services **without notification**, creating breakdowns in service delivery and trust.

Individual Program Plan (IPP) Translations & Intakes:

- One attendee asked if KRC could provide services for a **Nahuatl-speaking family**. (KRC staff to follow up on interpretation availability.)

- Another attendee expressed concern over **long wait times for intake evaluations**, stating there are not enough psychologists or doctors to meet demand. They asked what KRC is doing to address this.

Final Questions & Comments:

- An attendee asked whether **SDP data** was included in the presentation.

- Another requested that KRC collect and share data on potential disparities in **Notice of Action (NOA) denials**, especially among Hispanic consumers.

- KRC clarified that while some NOA data is available, there are **limitations** in tracking every denial, as not all result in formal denial letters.

The meeting concluded with no further questions or comments.

#5 Delano 03/26/2025 5:30pm-7pm

Language(s): English & Spanish; ASL and other language interpretation, as requested.

Number of attendees: 0
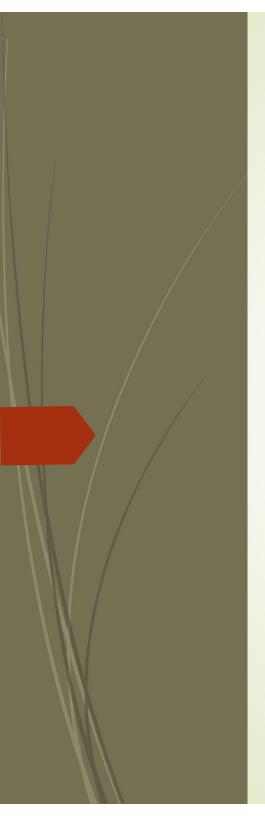
KRC staff were present as well as DDS Liaison Edwin Pineda, however, no community members attended this meeting.

Ultimately, the meeting concluded with a better understanding of the issues affecting Ridgecrest and Inyo/Mono Counties. KRC will continue to collaborate with other agencies throughout the year to pursue and provide necessary resources and services to these communities.

Kern Regional Center
Fiscal Year 2023/2024
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 de Kern**
- Office of Client Rights Advocate, Disability Rights California
- State Council on Developmental Disabilities

for assisting in the development of this presentation.

Key Points to Consider

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

REVIEWING HIGHLIGHTED DATA FROM FY 2023/24 (THE FISCAL YEAR IS JULY 1, 2023 TO JUNE 30, 2024)

THE WORD, "ENCUMBERED" MEANS KRC MADE THE MONEY AVAILABLE FOR THE SERVICE.
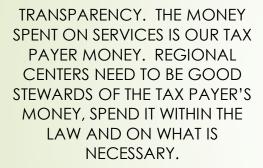
"ACTUAL USAGE" MEANS WHAT WAS REALLY SPENT.

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.
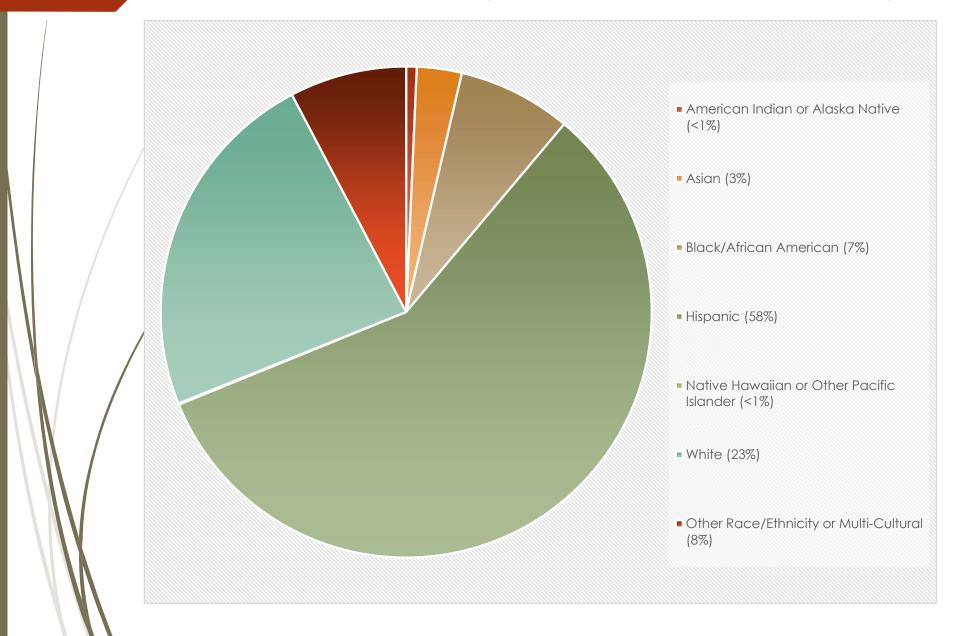
WE ALL NEED TO THINK ABOUT HOW TO IMPROVE SERVICE ACCESS AND EQUITY AND UTILIZATION OF POS.
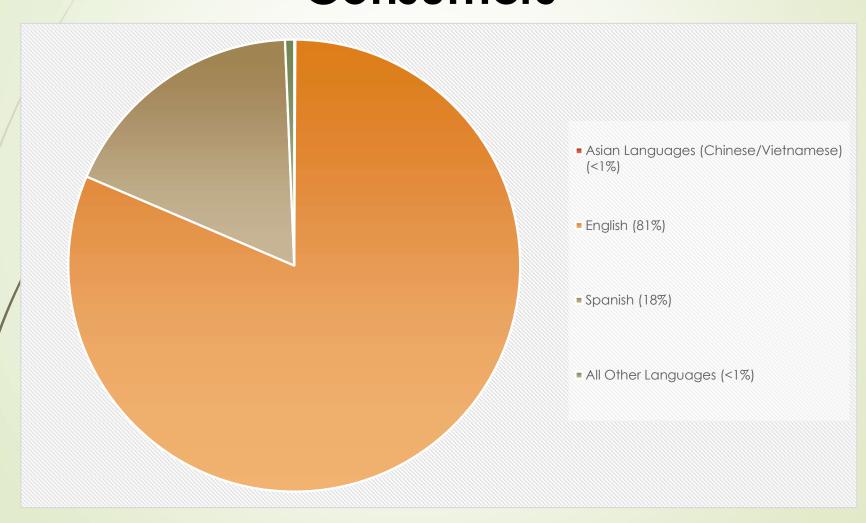
INFORMATION GATHERED DURING THE MEETING WILL BE DOCUMENTED IN A REPORT THAT IS SENT TO DDS.

Why should we know about this data?
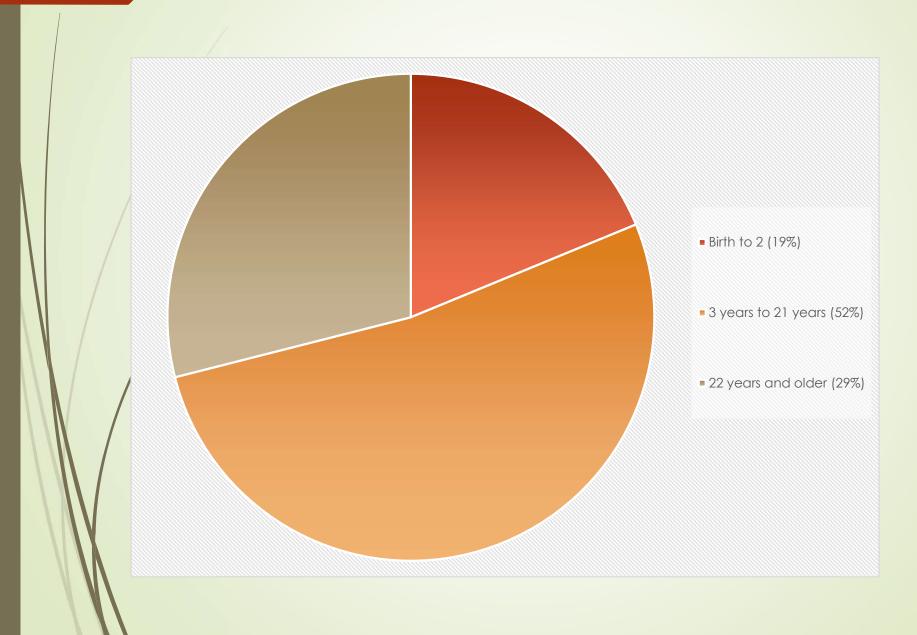
Consumers by Race and Ethnicity

- American Indian or Alaska Native (<1%)
- Asian (3%)
- Black/African American (7%)
- Hispanic (58%)
- Native Hawaiian or Other Pacific Islander (<1%)
- White (23%)
- Other Race/Ethnicity or Multi-Cultural (8%)
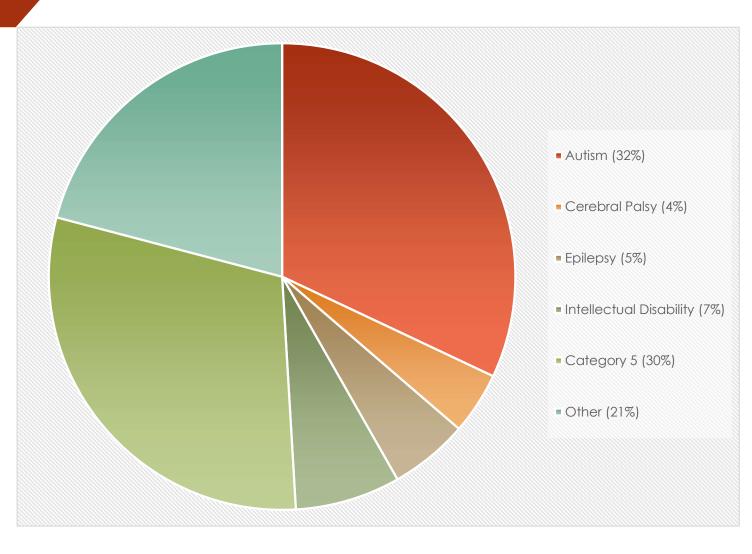
Languages spoken by KRC's Consumers

- Asian Languages (Chinese/Vietnamese) (<1%)
- English (81%)
- Spanish (18%)
- All Other Languages (<1%)

Age of KRC's Consumers

- Birth to 2 (19%)
- 3 years to 21 years (52%)
- 22 years and older (29%)

Consumers by Diagnosis

- Autism (32%)
- Cerebral Palsy (4%)
- Epilepsy (5%)
- Intellectual Disability (7%)
- Category 5 (30%)
- Other (21%)

Consumers by Residence Type

- Community Care Facility (457 / 3%)
- Family Home Agency (190 / 1%)
- Intermidiate Care Facility (<1%)
- Independent Living Services (455 / 3%)
- In-Home (14,340 / 89%)
- Supported Living Serices (452 / 3%)
- Skilled Nursing Facility (44 / <1%)
- State-Operated Facility (<1%)
- Other (68 / <1%)

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 consumers 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.
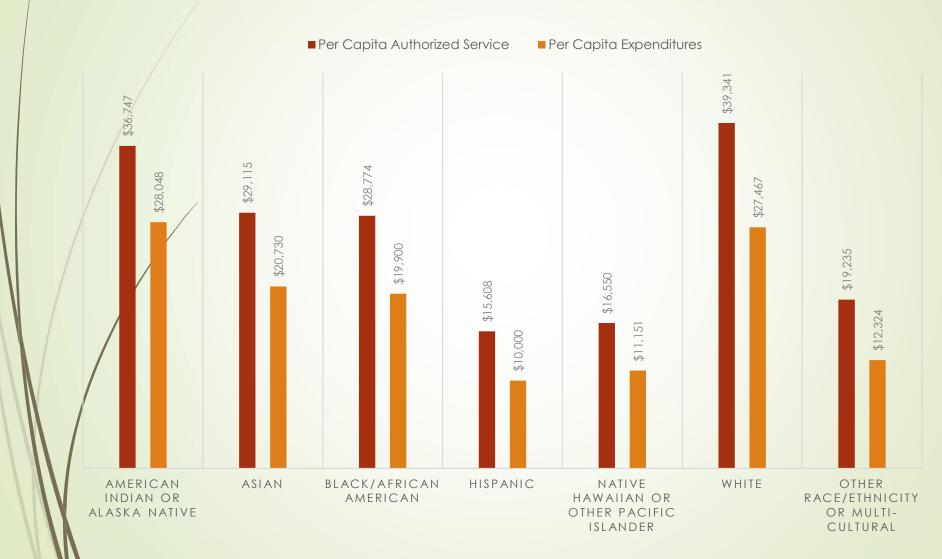
Total Expenditures by Residence Type

- Other: $38,937 (Per Capita Expenditures), $51,390 (Per Capita Authorized Service)
- Sate-Operated Facility
- Skilled Nursing Facility (44): $24,939 (Per Capita Expenditures), $34,813 (Per Capita Authorized Service)
- Supported Living Serices (452): $59,824 (Per Capita Expenditures), $76,861 (Per Capita Authorized Service)
- In-Home (14,340): $7,759 (Per Capita Expenditures), $13,277 (Per Capita Authorized Service)
- Independent Living Services (455): $19,445 (Per Capita Expenditures), $31,180 (Per Capita Authorized Service)
- Intermidiate Care Facility
- Family Home Agency (190): $66,453 (Per Capita Expenditures), $97,856 (Per Capita Authorized Service)
- Community Care Facility (457): $178,827 (Per Capita Expenditures), $217,910 (Per Capita Authorized Service)

Per Capita Expenditures ■ Per Capita Authorized Service

Total Expenditures for consumers living In-Home

Other Race/Ethnicity or Multi-Cultural (1165)
- $7,070 (Per Capita Expenditures)
- $12,586 (Per Capita Authorized Service)

White (2786)
- $9,855 (Per Capita Expenditures)
- $17,792 (Per Capita Authorized Service)

Native Hawaiian or Other Pacific Islander (12)
- $4,519 (Per Capita Expenditures)
- $8,658 (Per Capita Authorized Service)

Hispanic (8873)
- $6,897 (Per Capita Expenditures)
- $11,523 (Per Capita Authorized Service)

Black/African American (973)
- $8,915 (Per Capita Expenditures)
- $14,928 (Per Capita Authorized Service)

Asian (434)
- $10,585 (Per Capita Expenditures)
- $17,209 (Per Capita Authorized Service)

American Indian or Alaska Native (97)
- $12,469 (Per Capita Expenditures)
- $18,678 (Per Capita Authorized Service)

■ Per Capita Expenditures   ■ Per Capita Authorized Service

Total expenditures by Ethnicity/Race
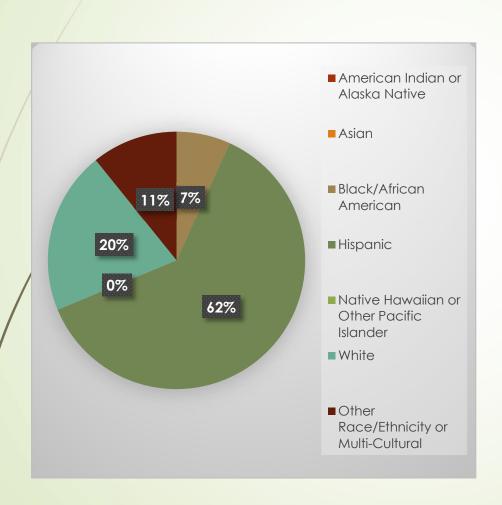
Total expenditures by Language

Legend: ■ Per Capita Authorized Service ■ Per Capita Expenditures

ENGLISH
- $16,356
- $24,254

SPANISH
- $10,973
- $16,579

ALL OTHER LANGUAGES
- $25,186
- $38,500

Social Recreational Data:
Participants/Expenditures by Race/Ethnicity

Total Annual Expenditures and Authorized Services for: Camping by Ethnicity and Age

All ages

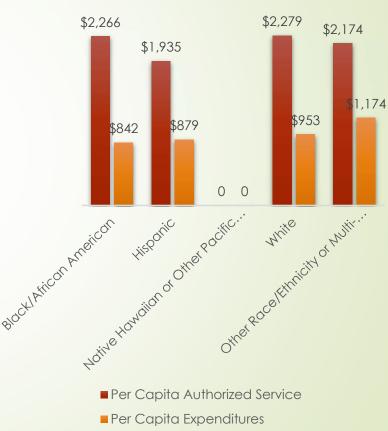|	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	*	*	*	*	*	36.4%
Black/African American	*	*	*	*	*	100.0%
Hispanic	15	$ 10,580	$ 14,025	$ 705	$ 935	75.4%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	*	*	*	*	*	40.0%
Other Race/Ethnicity or Multi-Cultural	*	*	*	*	*	100.0%
Total	**19**	**$ 13,825**	**$ 19,870**	**$ 728**	**$ 1,046**	**69.6%**

For birth to age 2 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	0	$ 0	$ 0	$ 0	$ 0	0.0%
Black/African American	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanic	0	$ 0	$ 0	$ 0	$ 0	0.0%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	0	$ 0	$ 0	$ 0	$ 0	0.0%
Other Race/Ethnicity or Multi-Cultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	*	*	*	*	*	36.4%
Black/African American	*	*	*	*	*	100.0%
Hispanic	15	$ 10,580	$ 14,025	$ 705	$ 935	75.4%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	*	*	*	*	*	40.0%
Other Race/Ethnicity or Multi-Cultural	*	*	*	*	*	100.0%
Total	**19**	**$ 13,825**	**$ 19,870**	**$ 728**	**$ 1,046**	**69.6%**

For age 22 years and older

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	0	$ 0	$ 0	$ 0	$ 0	0.0%
Black/African American	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanic	0	$ 0	$ 0	$ 0	$ 0	0.0%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	0	$ 0	$ 0	$ 0	$ 0	0.0%
Other Race/Ethnicity or Multi-Cultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

Total Annual Expenditures and Authorized Services for: Camping by Language and age

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	$ 0	$ 0	$ 0	$ 0	0.0%
English	**	**	**	**	**	69.0%
Spanish	*	*	*	*	*	80.0%
Vietnamese	0	$ 0	$ 0	$ 0	$ 0	0.0%
All Other Languages	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**19**	**$ 13,825**	**$ 19,870**	**$ 728**	**$ 1,046**	**69.6%**

For birth to age 2 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	$ 0	$ 0	$ 0	$ 0	0.0%
English	0	$ 0	$ 0	$ 0	$ 0	0.0%
Spanish	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamese	0	$ 0	$ 0	$ 0	$ 0	0.0%
All Other Languages	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	$ 0	$ 0	$ 0	$ 0	0.0%
English	**	**	**	**	**	69.0%
Spanish	*	*	*	*	*	80.0%
Vietnamese	0	$ 0	$ 0	$ 0	$ 0	0.0%
All Other Languages	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**19**	**$ 13,825**	**$ 19,870**	**$ 728**	**$ 1,046**	**69.6%**

For age 22 years and older

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	$ 0	$ 0	$ 0	$ 0	0.0%
English	0	$ 0	$ 0	$ 0	$ 0	0.0%
Spanish	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamese	0	$ 0	$ 0	$ 0	$ 0	0.0%
All Other Languages	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

Total Annual Expenditures and Authorized Services for: Education by Ethnicity and Age

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	*	*	*	*	*	100.0%
Black/African American	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanic	*	*	*	*	*	100.0%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	0	$ 0	$ 0	$ 0	$ 0	0.0%
Other Race/Ethnicity or Multi-Cultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	*	*	*	*	*	**100.0%**

For birth to age 2 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	0	$ 0	$ 0	$ 0	$ 0	0.0%
Black/African American	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanic	0	$ 0	$ 0	$ 0	$ 0	0.0%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	0	$ 0	$ 0	$ 0	$ 0	0.0%
Other Race/Ethnicity or Multi-Cultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	*	*	*	*	*	100.0%
Black/African American	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanic	*	*	*	*	*	100.0%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	0	$ 0	$ 0	$ 0	$ 0	0.0%
Other Race/Ethnicity or Multi-Cultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	*	*	*	*	*	**100.0%**

For age 22 years and older

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	0	$ 0	$ 0	$ 0	$ 0	0.0%
Black/African American	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanic	0	$ 0	$ 0	$ 0	$ 0	0.0%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	0	$ 0	$ 0	$ 0	$ 0	0.0%
Other Race/Ethnicity or Multi-Cultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

Total Annual Expenditures and Authorized Services for: Education by Language and age

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	$ 0	$ 0	$ 0	$ 0	0.0%
English	*	*	*	*	*	100.0%
Spanish	*	*	*	*	*	100.0%
Vietnamese	0	$ 0	$ 0	$ 0	$ 0	0.0%
All Other Languages	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	*	*	*	*	*	**100.0%**

For birth to age 2 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	$ 0	$ 0	$ 0	$ 0	0.0%
English	0	$ 0	$ 0	$ 0	$ 0	0.0%
Spanish	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamese	0	$ 0	$ 0	$ 0	$ 0	0.0%
All Other Languages	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	$ 0	$ 0	$ 0	$ 0	0.0%
English	*	*	*	*	*	100.0%
Spanish	*	*	*	*	*	100.0%
Vietnamese	0	$ 0	$ 0	$ 0	$ 0	0.0%
All Other Languages	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	*	*	*	*	*	**100.0%**

For age 22 years and older

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	$ 0	$ 0	$ 0	$ 0	0.0%
English	0	$ 0	$ 0	$ 0	$ 0	0.0%
Spanish	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamese	0	$ 0	$ 0	$ 0	$ 0	0.0%
All Other Languages	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

Total Annual Expenditures and Authorized Services for: Non-Medical Therapies by Ethnicity and Age

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	*	*	*	*	*	77.1%
Black/African American	*	*	*	*	*	6.2%
Hispanic	22	$ 25,955	$ 145,715	$ 1,180	$ 6,623	17.8%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	24	$ 30,710	$ 84,945	$ 1,280	$ 3,539	36.2%
Other Race/Ethnicity or Multi-Cultural	11	$ 10,275	$ 33,815	$ 934	$ 3,074	30.4%
Total	**60**	**$ 74,185**	**$ 326,220**	**$ 1,236**	**$ 5,437**	**22.7%**

For birth to age 2 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	0	$ 0	$ 0	$ 0	$ 0	0.0%
Black/African American	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanic	0	$ 0	$ 0	$ 0	$ 0	0.0%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	0	$ 0	$ 0	$ 0	$ 0	0.0%
Other Race/Ethnicity or Multi-Cultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	0	$ 0	$ 0	$ 0	$ 0	0.0%
Black/African American	*	*	*	*	*	6.2%
Hispanic	22	$ 25,955	$ 145,715	$ 1,180	$ 6,623	17.8%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	**	**	**	**	**	33.9%
Other Race/Ethnicity or Multi-Cultural	11	$ 10,275	$ 33,815	$ 934	$ 3,074	30.4%
Total	****	****	****	****	****	**21.2%**

For age 22 years and older

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	*	*	*	*	*	77.1%
Black/African American	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanic	0	$ 0	$ 0	$ 0	$ 0	0.0%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	*	*	*	*	*	76.5%
Other Race/Ethnicity or Multi-Cultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	*****	*****	*****	*****	*****	**76.8%**

Total Annual Expenditures and Authorized Services for: Non-Medical Therapies by Language and Age

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	$ 0	$ 0	$ 0	$ 0	0.0%
English	58	$ 69,590	$ 320,125	$ 1,200	$ 5,519	21.7%
Spanish	*	*	*	*	*	69.1%
Vietnamese	0	$ 0	$ 0	$ 0	$ 0	0.0%
All Other Languages	*	*	*	*	*	77.1%
Total	**60**	**$ 74,185**	**$ 326,220**	**$ 1,236**	**$ 5,437**	**22.7%**

For birth to age 2 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	$ 0	$ 0	$ 0	$ 0	0.0%
English	0	$ 0	$ 0	$ 0	$ 0	0.0%
Spanish	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamese	0	$ 0	$ 0	$ 0	$ 0	0.0%
All Other Languages	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	$ 0	$ 0	$ 0	$ 0	0.0%
English	**	**	**	**	**	21.0%
Spanish	*	*	*	*	*	69.1%
Vietnamese	0	$ 0	$ 0	$ 0	$ 0	0.0%
All Other Languages	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	****	****	****	****	****	**21.2%**

For age 22 years and older

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
Chinese	0	$ 0	$ 0	$ 0	$ 0	0.0%
English	*	*	*	*	*	76.5%
Spanish	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamese	0	$ 0	$ 0	$ 0	$ 0	0.0%
All Other Languages	*	*	*	*	*	77.1%
Total	*****	*****	*****	*****	*****	**76.8%**

Total Annual Expenditures and Authorized Services for: Other Social Recreation by Ethnicity and Age

All ages

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	0	$ 0	$ 0	$ 0	$ 0	0.0%
Black/African American	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanic	0	$ 0	$ 0	$ 0	$ 0	0.0%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	0	$ 0	$ 0	$ 0	$ 0	0.0%
Other Race/Ethnicity or Multi-Cultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

For birth to age 2 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	0	$ 0	$ 0	$ 0	$ 0	0.0%
Black/African American	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanic	0	$ 0	$ 0	$ 0	$ 0	0.0%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	0	$ 0	$ 0	$ 0	$ 0	0.0%
Other Race/Ethnicity or Multi-Cultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

For age 3 years to 21 years, inclusive

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	0	$ 0	$ 0	$ 0	$ 0	0.0%
Black/African American	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanic	0	$ 0	$ 0	$ 0	$ 0	0.0%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	0	$ 0	$ 0	$ 0	$ 0	0.0%
Other Race/Ethnicity or Multi-Cultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

For age 22 years and older

	Individuals Count	Total Expenditures	Total Authorized Services	Per Capita Expenditures	Per Capita Authorized Services	Utilized
American Indian or Alaska Native	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asian	0	$ 0	$ 0	$ 0	$ 0	0.0%
Black/African American	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanic	0	$ 0	$ 0	$ 0	$ 0	0.0%
Native Hawaiian or Other Pacific Islander	0	$ 0	$ 0	$ 0	$ 0	0.0%
White	0	$ 0	$ 0	$ 0	$ 0	0.0%
Other Race/Ethnicity or Multi-Cultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

Total Annual Expenditures and Authorized Services for: Other Social Recreation by Language and Age

All ages

	Individuals Count	Total Expenditures		Total Authorized Services		Per Capita Expenditures		Per Capita Authorized Services		Utilized
Chinese	0	$	0	$	0	$	0	$	0	0.0%
English	0	$	0	$	0	$	0	$	0	0.0%
Spanish	0	$	0	$	0	$	0	$	0	0.0%
Vietnamese	0	$	0	$	0	$	0	$	0	0.0%
All Other Languages	0	$	0	$	0	$	0	$	0	0.0%
Total	**0**	**$**	**0**	**$**	**0**	**$**	**0**	**$**	**0**	**0.0%**

For birth to age 2 years, inclusive

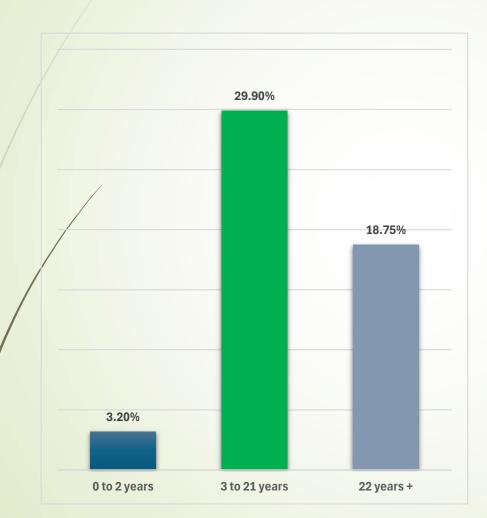|	Individuals Count	Total Expenditures		Total Authorized Services		Per Capita Expenditures		Per Capita Authorized Services		Utilized
Chinese	0	$	0	$	0	$	0	$	0	0.0%
English	0	$	0	$	0	$	0	$	0	0.0%
Spanish	0	$	0	$	0	$	0	$	0	0.0%
Vietnamese	0	$	0	$	0	$	0	$	0	0.0%
All Other Languages	0	$	0	$	0	$	0	$	0	0.0%
Total	**0**	**$**	**0**	**$**	**0**	**$**	**0**	**$**	**0**	**0.0%**

For age 3 years to 21 years, inclusive

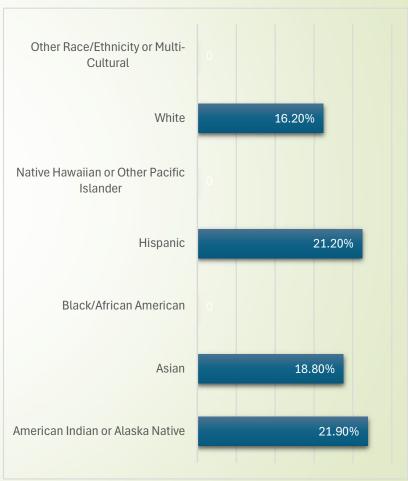|	Individuals Count	Total Expenditures		Total Authorized Services		Per Capita Expenditures		Per Capita Authorized Services		Utilized
Chinese	0	$	0	$	0	$	0	$	0	0.0%
English	0	$	0	$	0	$	0	$	0	0.0%
Spanish	0	$	0	$	0	$	0	$	0	0.0%
Vietnamese	0	$	0	$	0	$	0	$	0	0.0%
All Other Languages	0	$	0	$	0	$	0	$	0	0.0%
Total	**0**	**$**	**0**	**$**	**0**	**$**	**0**	**$**	**0**	**0.0%**

For age 22 years and older

	Individuals Count	Total Expenditures		Total Authorized Services		Per Capita Expenditures		Per Capita Authorized Services		Utilized
Chinese	0	$	0	$	0	$	0	$	0	0.0%
English	0	$	0	$	0	$	0	$	0	0.0%
Spanish	0	$	0	$	0	$	0	$	0	0.0%
Vietnamese	0	$	0	$	0	$	0	$	0	0.0%
All Other Languages	0	$	0	$	0	$	0	$	0	0.0%
Total	**0**	**$**	**0**	**$**	**0**	**$**	**0**	**$**	**0**	**0.0%**

Consumers with No POS

Left chart (vertical bars):
- 0 to 2 years: 3.20%
- 3 to 21 years: 29.90%
- 22 years +: 18.75%

Right chart (horizontal bars):
- Other Race/Ethnicity or Multi-Cultural: 0
- White: 16.20%
- Native Hawaiian or Other Pacific Islander: 0
- Hispanic: 21.20%
- Black/African American: 0
- Asian: 18.80%
- American Indian or Alaska Native: 21.90%

Activities Aimed At Addressing Disparities

- For consumers with no POS, KRC will "disaggregate" the data, or look at each case individually in attempts to determine reason behind the no POS.

- KRC staff will identify the consumers and track them through the process.

- KRC will engage in targeted/active case management

Activities Aimed At Addressing Disparities

➧ Service and Equity Grants

  - Grants awarded to KRC

  - Grants awarded to Community-based Organizations

➧ Language Access/Cultural Competency (LACC)

  - Community Outreach

  - translation of documentation

  - Development of KRC video project

  - Development of KRC Family Service Guide

Grants provide ability to develop special projects to engage with underserved communities.

Activities Aimed At Addressing Disparities

- Continued training for **_service coordination staff_**

    - Person Centered Thinking/Planning

    - IPP Development (to include timelines, service delivery options, available services, due process   rights, etc.)

    - Purchase of Service Standards/other KRC procedures (Intake, notification to clients and families of when their SC leaves the agency and/or a new service coordinator is assigned, for example)

    - Customer Service

- Continued training for clients and families

    - IPP Development (to include available services)

    - Service delivery models

    - Due Process Rights

- Continued partnerships with community organizations/stakeholders

    - Padres Unidos de Kern

    - School Districts

    - State Council of Developmental Disabilities

    - Office of Clients' Rights

Activities Aimed At Addressing Disparities

- Streamlining/Development of Processes and procedures for review of service requests

- More involvement from executive leadership staff with processing of service requests

- KRC is working on Family Resource Guide to provide clients and families with descriptions of commonly purchased services

- Resource Development

Individual Program Plan Translations

Translated Individual Program Plans provided over the required timelines

- Non-Threshold Language: 60 days to provide translated document

    -60 of 80 translations went past the timeline

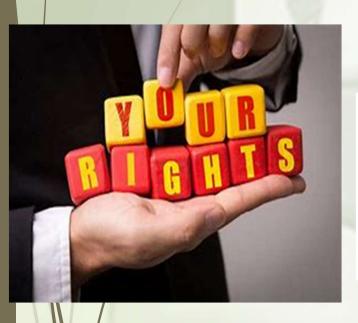- Threshold Language: 45 days to provide translated document

    -491 of 516 translations went past the timeline

Going forward: KRC will develop a tracking system that promotes the right to have the IPP translated into the preferred language, monitors the timelines of the translation, and the receipt of the translated IPP by client/family.

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's address is 2104 24th Street, Suite 4Bakersfield CA, 93301Toll Free: (866) 833-6712TTY: (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

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:
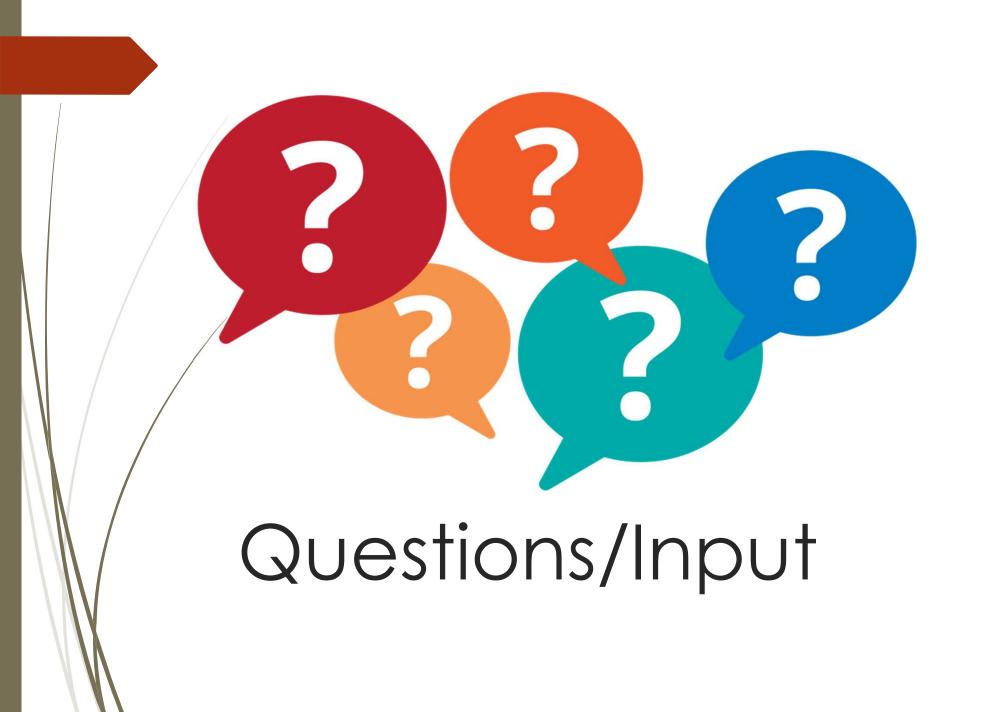
Community Services Division

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/Input

Kern Regional Center
Año Fiscal 2023/2024
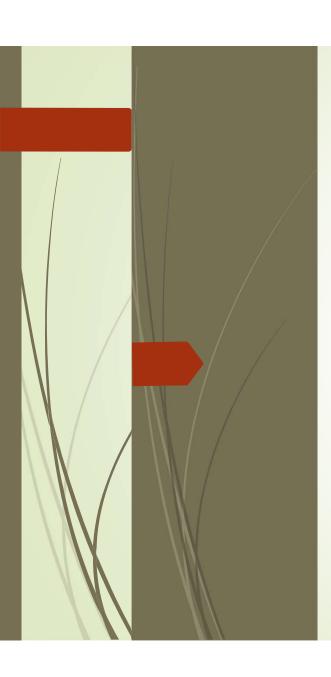**Informe sobre el gasto en compras de servicios e información demográfica**

Reconocimiento especial

KRC desea reconocer y expresar su gratitud a:

- los miembros del grupo de padres Padres Unidos de Kern
- Oficina del Defensor de los Derechos del Cliente, Disability Rights California
- State Council on Developmental Disabilities

por ayudar en el desarrollo de esta presentación.

Puntos clave a considerar

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

REVISIÓN DE LOS DATOS DESTACADOS DEL AÑO FISCAL 2023/24 (EL AÑO FISCAL ES DEL 1 DE JULIO DE 2023 AL 30 DE JUNIO DE 2024)

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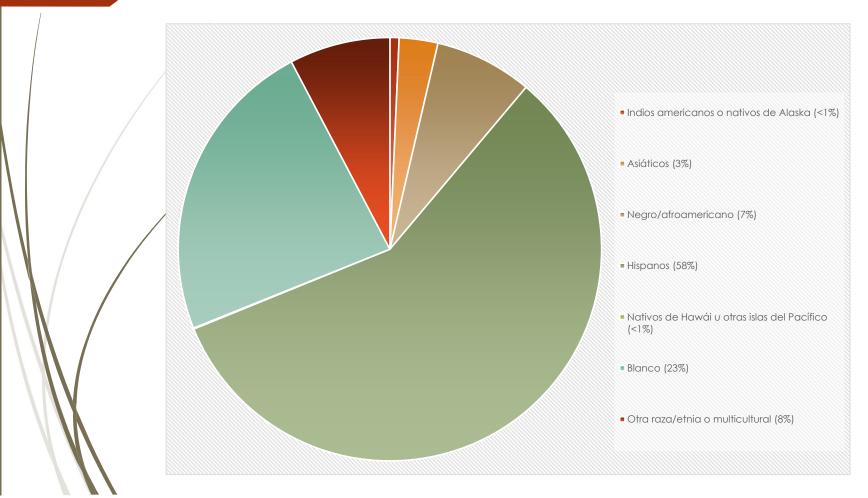
TODOS DEBEMOS PENSAR EN CÓMO MEJORAR EL ACCESO AL SERVICIO Y LA EQUIDAD Y LA UTILIZACIÓN DE POS.

LA INFORMACIÓN RECOPILADA DURANTE LA REUNIÓN SE DOCUMENTARÁ EN UN INFORME QUE SE ENVÍA AL DDS.
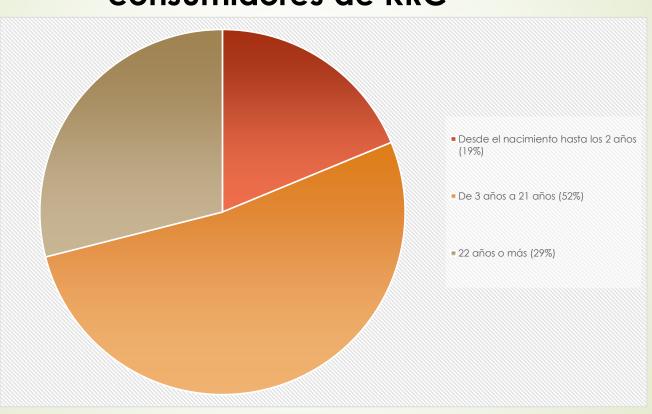
¿Por qué deberíamos conocer estos datos?
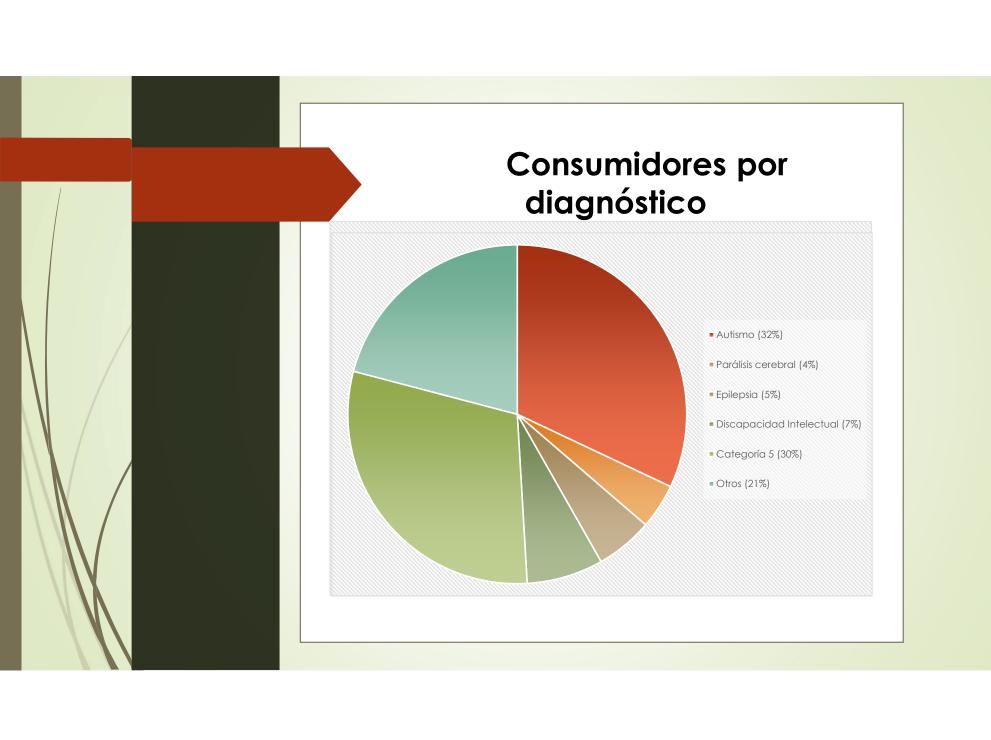
Consumidores por raza y etnia

- Indios americanos o nativos de Alaska (<1%)
- Asiáticos (3%)
- Negro/afroamericano (7%)
- Hispanos (58%)
- Nativos de Hawái u otras islas del Pacífico (<1%)
- Blanco (23%)
- Otra raza/etnia o multicultural (8%)

Idiomas hablados por los consumidores de KRC

- Idiomas asiáticos (chino/vietnamita) (<1%)
- Inglés (81%)
- Español (18%)
- Todos los demás idiomas (<1%)
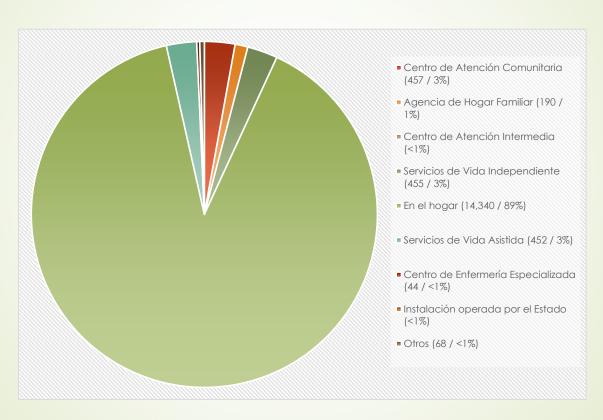
Edad de los consumidores de KRC

- Desde el nacimiento hasta los 2 años (19%)
- De 3 años a 21 años (52%)
- 22 años o más (29%)

Consumidores por diagnóstico

Consumidores por tipo de residencia

- Centro de Atención Comunitaria (457 / 3%)
- Agencia de Hogar Familiar (190 / 1%)
- Centro de Atención Intermedia (<1%)
- Servicios de Vida Independiente (455 / 3%)
- En el hogar (14,340 / 89%)
- Servicios de Vida Asistida (452 / 3%)
- Centro de Enfermería Especializada (44 / <1%)
- Instalación operada por el Estado (<1%)
- Otros (68 / <1%)
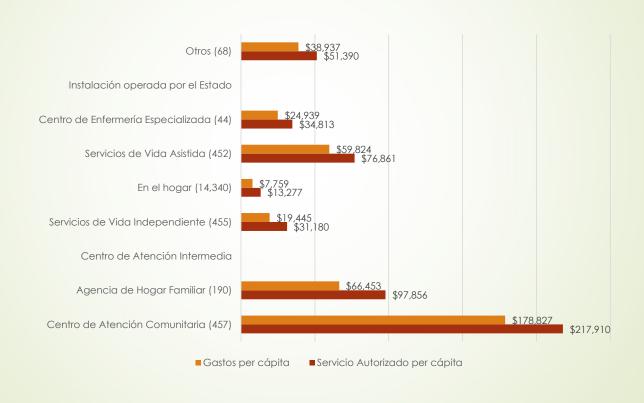
Limitaciones de datos en la compra de Servicios

- 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.
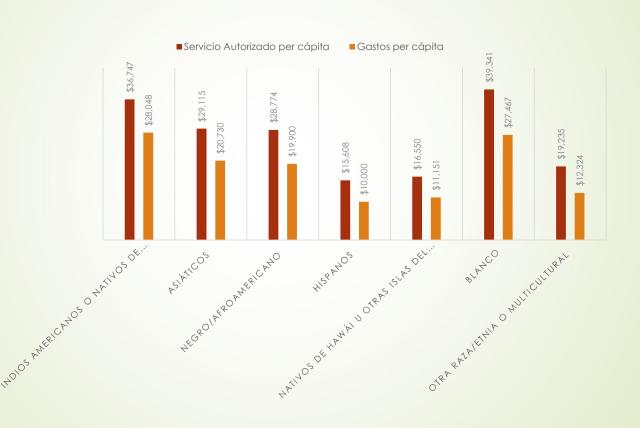
Gastos totales por tipo de residencia

Tipo de residencia	Gastos per cápita	Servicio Autorizado per cápita
Otros (68)	$38,937	$51,390
Instalación operada por el Estado		
Centro de Enfermería Especializada (44)	$24,939	$34,813
Servicios de Vida Asistida (452)	$59,824	$76,861
En el hogar (14,340)	$7,759	$13,277
Servicios de Vida Independiente (455)	$19,445	$31,180
Centro de Atención Intermedia		
Agencia de Hogar Familiar (190)	$66,453	$97,856
Centro de Atención Comunitaria (457)	$178,827	$217,910

■ Gastos per cápita   ■ Servicio Autorizado per cápita

Gastos totales para los consumidores que viven en el hogar
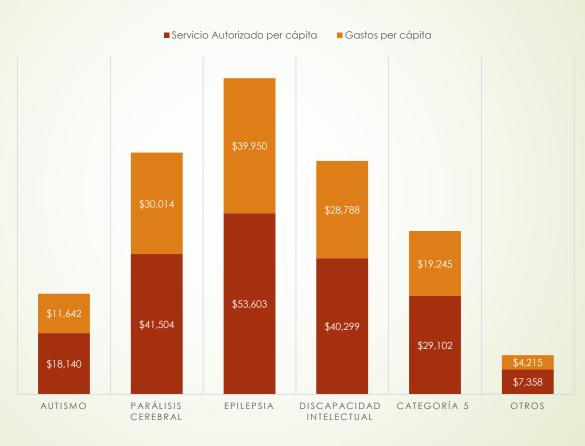
Gastos totales por etnia/raza

Servicio Autorizado per cápita ■ Gastos per cápita

Etnia/raza	Servicio Autorizado per cápita	Gastos per cápita
INDIOS AMERICANOS O NATIVOS DE...	$36,747	$28,048
ASIÁTICOS	$29,115	$20,730
NEGRO/AFROAMERICANO	$28,774	$19,900
HISPANOS	$15,608	$10,000
NATIVOS DE HAWÁI U OTRAS ISLAS DEL...	$16,550	$11,151
BLANCO	$39,341	$27,467
OTRA RAZA/ETNIA O MULTICULTURAL	$19,235	$12,324

Social Recreational Data:
Participants/Expenditures by Race/Ethnicity

Pie chart legend:
- Indios americanos o nativos de Alaska
- Asiáticos
- Negro/afroamericano
- Hispanos
- Nativos de Hawái u otras islas del Pacífico
- Blanco
- Otra raza/etnia o multicultural

Pie chart values: 11%, 7%, 20%, 0%, 62%

Bar chart:

	Negro/afroamericano	Hispanos	Nativos de Hawái u otras islas del...	Blanco	Otra raza/etnia o multicultural
Servicio Autorizado per cápita	$2,266	$1,935	0	$2,279	$2,174
Gastos per cápita	$842	$879	0	$953	$1,174

Legend: ■ Servicio Autorizado per cápita ■ Gastos per cápita

Gastos Anuales Totales y Servicios Autorizados para: Acampar por Etnia y Edad

Todas las edades

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	*	*	*	*	*	36.4%
Negro/afroamericano	*	*	*	*	*	100.0%
Hispanos	15	$ 10,580	$ 14,025	$ 705	$ 935	75.4%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	*	*	*	*	*	40.0%
Otra raza/etnia o multicultural	*	*	*	*	*	100.0%
Total	**19**	**$ 13,825**	**$ 19,870**	**$ 728**	**$ 1,046**	**69.6%**

Desde el nacimiento hasta los 2 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Negro/afroamericano	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	0	$ 0	$ 0	$ 0	$ 0	0.0%
Otra raza/etnia o multicultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

De 3 años a 21 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	*	*	*	*	*	36.4%
Negro/afroamericano	*	*	*	*	*	100.0%
Hispanos	15	$ 10,580	$ 14,025	$ 705	$ 935	75.4%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	*	*	*	*	*	40.0%
Otra raza/etnia o multicultural	*	*	*	*	*	100.0%
Total	**19**	**$ 13,825**	**$ 19,870**	**$ 728**	**$ 1,046**	**69.6%**

Para mayores de 22 años

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Negro/afroamericano	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	0	$ 0	$ 0	$ 0	$ 0	0.0%
Otra raza/etnia o multicultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

Total de Gastos Anuales y Servicios Autorizados para: Acampar por Idioma y edad

Todas las edades

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chino	0	$ 0	$ 0	$ 0	$ 0	0.0%
Inglés	**	**	**	**	**	69.0%
Español	*	*	*	*	*	80.0%
Vietnamita	0	$ 0	$ 0	$ 0	$ 0	0.0%
Todos los demás idiomas	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**19**	**$ 13,825**	**$ 19,870**	**$ 728**	**$ 1,046**	**69.6%**

Desde el nacimiento hasta los 2 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chino	0	$ 0	$ 0	$ 0	$ 0	0.0%
Inglés	0	$ 0	$ 0	$ 0	$ 0	0.0%
Español	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamita	0	$ 0	$ 0	$ 0	$ 0	0.0%
Todos los demás idiomas	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

De 3 años a 21 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chino	0	$ 0	$ 0	$ 0	$ 0	0.0%
Inglés	**	**	**	**	**	69.0%
Español	*	*	*	*	*	80.0%
Vietnamita	0	$ 0	$ 0	$ 0	$ 0	0.0%
Todos los demás idiomas	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**19**	**$ 13,825**	**$ 19,870**	**$ 728**	**$ 1,046**	**69.6%**

Para mayores de 22 años

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chino	0	$ 0	$ 0	$ 0	$ 0	0.0%
Inglés	0	$ 0	$ 0	$ 0	$ 0	0.0%
Español	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamita	0	$ 0	$ 0	$ 0	$ 0	0.0%
Todos los demás idiomas	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

Gastos Anuales Totales y Servicios Autorizados para: Educación por Etnia y Edad

Todas las edades

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	*	*	*	*	*	100.0%
Negro/afroamericano	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanos	*	*	*	*	*	100.0%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	0	$ 0	$ 0	$ 0	$ 0	0.0%
Otra raza/etnia o multicultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	*	*	*	*	*	**100.0%**

Desde el nacimiento hasta los 2 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Negro/afroamericano	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	0	$ 0	$ 0	$ 0	$ 0	0.0%
Otra raza/etnia o multicultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	$ **0**	$ **0**	$ **0**	$ **0**	**0.0%**

De 3 años a 21 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	*	*	*	*	*	100.0%
Negro/afroamericano	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanos	*	*	*	*	*	100.0%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	0	$ 0	$ 0	$ 0	$ 0	0.0%
Otra raza/etnia o multicultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	*	*	*	*	*	**100.0%**

Para mayores de 22 años

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Negro/afroamericano	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	0	$ 0	$ 0	$ 0	$ 0	0.0%
Otra raza/etnia o multicultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	$ **0**	$ **0**	$ **0**	$ **0**	**0.0%**

Gastos Anuales Totales y Servicios Autorizados para: Educación por Idioma y Edad

Todas las edades

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chino	0	$ 0	$ 0	$ 0	$ 0	0.0%
Inglés	*	*	*	*	*	100.0%
Español	*	*	*	*	*	100.0%
Vietnamita	0	$ 0	$ 0	$ 0	$ 0	0.0%
Todos los demás idiomas	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	*	*	*	*	*	**100.0%**

Desde el nacimiento hasta los 2 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chino	0	$ 0	$ 0	$ 0	$ 0	0.0%
Inglés	0	$ 0	$ 0	$ 0	$ 0	0.0%
Español	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamita	0	$ 0	$ 0	$ 0	$ 0	0.0%
Todos los demás idiomas	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	0	$ 0	$ 0	$ 0	$ 0	**0.0%**

De 3 años a 21 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chinese	0	$ 0	$ 0	$ 0	$ 0	0.0%
English	*	*	*	*	*	100.0%
Spanish	*	*	*	*	*	100.0%
Vietnamese	0	$ 0	$ 0	$ 0	$ 0	0.0%
All Other Languages	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	*	*	*	*	*	**100.0%**

Para mayores de 22 años

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chino	0	$ 0	$ 0	$ 0	$ 0	0.0%
Inglés	0	$ 0	$ 0	$ 0	$ 0	0.0%
Español	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamita	0	$ 0	$ 0	$ 0	$ 0	0.0%
Todos los demás idiomas	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	0	$ 0	$ 0	$ 0	$ 0	**0.0%**

Gastos Anuales Totales y Servicios Autorizados para: Terapias No Médicas por Etnia y Edad

Todas las edades

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	*	*	*	*	*	77.1%
Negro/afroamericano	*	*	*			6.2%
Hispanos	22	$ 25,955	$ 145,715	$ 1,180	$ 6,623	17.8%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	24	$ 30,710	$ 84,945	$ 1,280	$ 3,539	36.2%
Otra raza/etnia o multicultural	11	$ 10,275	$ 33,815	$ 934	$ 3,074	30.4%
Total	**60**	**$ 74,185**	**$ 326,220**	**$ 1,236**	**$ 5,437**	**22.7%**

Desde el nacimiento hasta los 2 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Negro/afroamericano	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	0	$ 0	$ 0	$ 0	$ 0	0.0%
Otra raza/etnia o multicultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

De 3 años a 21 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Negro/afroamericano	*	*	*	*	*	6.2%
Hispanos	22	$ 25,955	$ 145,715	$ 1,180	$ 6,623	17.8%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	**	**	**	**	**	33.9%
Otra raza/etnia o multicultural	11	$ 10,275	$ 33,815	$ 934	$ 3,074	30.4%
Total	****	****	****	****	****	**21.2%**

Para mayores de 22 años

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	*	*	*	*	*	77.1%
Negro/afroamericano	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	*	*	*	*	*	76.5%
Otra raza/etnia o multicultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	*****	*****	*****	*****	*****	**76.8%**

Gastos Anuales Totales y Servicios Autorizados para: Terapias No Médicas por Idioma y Edad

Todas las edades

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chino	0	$ 0	$ 0	$ 0	$ 0	0.0%
Inglés	58	$ 69,590	$ 320,125	$ 1,200	$ 5,519	21.7%
Español	*	*	*	*	*	69.1%
Vietnamita	0	$ 0	$ 0	$ 0	$ 0	0.0%
Todos los demás idiomas	*	*	*	*	*	77.1%
Total	**60**	**$ 74,185**	**$ 326,220**	**$ 1,236**	**$ 5,437**	**22.7%**

Desde el nacimiento hasta los 2 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chino	0	$ 0	$ 0	$ 0	$ 0	0.0%
Inglés	0	$ 0	$ 0	$ 0	$ 0	0.0%
Español	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamita	0	$ 0	$ 0	$ 0	$ 0	0.0%
Todos los demás idiomas	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

De 3 años a 21 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chino	0	$ 0	$ 0	$ 0	$ 0	0.0%
Inglés	**	**	**	**	**	21.0%
Español	*	*	*	*	*	69.1%
Vietnamita	0	$ 0	$ 0	$ 0	$ 0	0.0%
Todos los demás idiomas	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	****	****	****	****	****	**21.2%**

Para mayores de 22 años

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chino	0	$ 0	$ 0	$ 0	$ 0	0.0%
Inglés	*	*	*	*	*	76.5%
Español	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamita	0	$ 0	$ 0	$ 0	$ 0	0.0%
Todos los demás idiomas	*	*	*	*	*	77.1%
Total	*****	*****	*****	*****	*****	**76.8%**

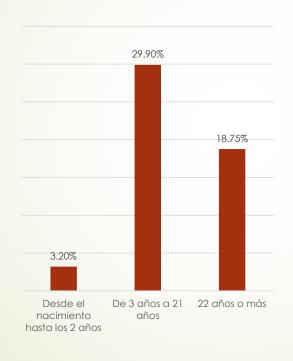# Total de Gastos Anuales y Servicios Autorizados para: Otras Recreaciones Sociales por Etnia y Edad

Todas las edades

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Negro/afroamericano	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	0	$ 0	$ 0	$ 0	$ 0	0.0%
Otra raza/etnia o multicultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

Desde el nacimiento hasta los 2 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Negro/afroamericano	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	0	$ 0	$ 0	$ 0	$ 0	0.0%
Otra raza/etnia o multicultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

De 3 años a 21 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Negro/afroamericano	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	0	$ 0	$ 0	$ 0	$ 0	0.0%
Otra raza/etnia o multicultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

Para mayores de 22 años

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Indios americanos o nativos de Alaska	0	$ 0	$ 0	$ 0	$ 0	0.0%
Asiáticos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Negro/afroamericano	0	$ 0	$ 0	$ 0	$ 0	0.0%
Hispanos	0	$ 0	$ 0	$ 0	$ 0	0.0%
Nativos de Hawái u otras islas del Pacífico	0	$ 0	$ 0	$ 0	$ 0	0.0%
Blanco	0	$ 0	$ 0	$ 0	$ 0	0.0%
Otra raza/etnia o multicultural	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

Total de Gastos Anuales y Servicios Autorizados para: Otras Recreaciones Sociales por Idioma y Edad

Todas las edades

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chino	0	$ 0	$ 0	$ 0	$ 0	0.0%
Inglés	0	$ 0	$ 0	$ 0	$ 0	0.0%
Español	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamita	0	$ 0	$ 0	$ 0	$ 0	0.0%
Todos los demás idiomas	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

Desde el nacimiento hasta los 2 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chino	0	$ 0	$ 0	$ 0	$ 0	0.0%
Inglés	0	$ 0	$ 0	$ 0	$ 0	0.0%
Español	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamita	0	$ 0	$ 0	$ 0	$ 0	0.0%
Todos los demás idiomas	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

De 3 años a 21 años, ambos inclusive

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chino	0	$ 0	$ 0	$ 0	$ 0	0.0%
Inglés	0	$ 0	$ 0	$ 0	$ 0	0.0%
Español	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamita	0	$ 0	$ 0	$ 0	$ 0	0.0%
Todos los demás idiomas	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

Para mayores de 22 años

	Cantidad de individuos	Gastos totales	Total de Servicios Autorizados	Gastos per cápita	Servicios Autorizados Per Cápita	Utilizado
Chino	0	$ 0	$ 0	$ 0	$ 0	0.0%
Inglés	0	$ 0	$ 0	$ 0	$ 0	0.0%
Español	0	$ 0	$ 0	$ 0	$ 0	0.0%
Vietnamita	0	$ 0	$ 0	$ 0	$ 0	0.0%
Todos los demás idiomas	0	$ 0	$ 0	$ 0	$ 0	0.0%
Total	**0**	**$ 0**	**$ 0**	**$ 0**	**$ 0**	**0.0%**

Consumidores sin punto de venta

Actividades destinadas a abordar las disparidades

- Para los consumidores sin POS, KRC "desagregará" los datos, o analizará cada caso individualmente en un intento de determinar la razón detrás de la falta de POS.

- El personal de KRC identificará a los consumidores y los rastreará a lo largo del proceso.

- El KRC participará en la gestión de casos específicos/activos.

Actividades destinadas a abordar las disparidades

- Subsidios de Servicio y Capital
  - Subvenciones concedidas a KRC
  - Subvenciones otorgadas a organizaciones comunitarias
- Acceso Lingüístico/Competencia Cultural (LACC)
  - Alcance Comunitario
  - Traducción de documentación
  - Desarrollo del proyecto de vídeo KRC
  - Desarrollo de la Guía de Servicios Familiares de KRC

Las subvenciones brindan la capacidad de desarrollar proyectos especiales para interactuar con las comunidades desatendidas.

Actividades destinadas a abordar las disparidades

- Formación continuada del personal de coordinación de servicios

  - Pensamiento/Planificación Centrado en la Persona

  - Desarrollo de IPP (para incluir plazos, opciones de prestación de servicios, servicios disponibles, derechos de debido proceso, etc.)

  - Compra de Estándares de Servicio/otros procedimientos de KRC (Admisión, notificación a los clientes y familias de cuando su SC deja la agencia y/o se asigna un nuevo coordinador de servicios, por ejemplo)

  - Servicio al cliente

- Formación continuada para clientes y familias

  - Desarrollo de IPP (para incluir los servicios disponibles)

  - Modelos de prestación de servicios

  - Derechos al debido proceso

- Asociaciones continuas con organizaciones comunitarias/partes interesadas

  - Padres Unidos de Kern

  - Distritos Escolares

  - Consejo Estatal de Discapacidades del Desarrollo

  - Oficina de Derechos del Cliente

Actividades destinadas a abordar las disparidades

- Racionalización/Desarrollo de Procesos y procedimientos para la revisión de solicitudes de servicio

- Mayor participación del personal de liderazgo ejecutivo en el procesamiento de las solicitudes de servicio

- KRC está trabajando en la Guía de Recursos Familiares para proporcionar a los clientes y familias descripciones de los servicios comúnmente comprados

- Desarrollo de recursos

Traducciones de Planes de Programa Individuales

Planes de programas individuales traducidos proporcionados durante los plazos requeridos,

Idioma no umbral: 60 días para proporcionar el documento traducido

      -60 de 80 traducciones pasaron de la línea de tiempo

Idioma umbral: 45 días para proporcionar el documento traducido

      - 491 de 516 traducciones pasaron de la línea de tiempo

En el futuro: KRC desarrollará un sistema de seguimiento que promueva el derecho a que el IPP se traduzca al idioma preferido, supervise los plazos de la traducción y la recepción del IPP traducido por parte del cliente o la familia.

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 2104 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

Quejas de denunciantes

¿Qué es una denuncia de un denunciante?

Las quejas de los Denunciantes de Centros Regionales o Proveedores/Contratistas se definen como la denuncia de una "actividad inadecuada del centro regional o del proveedor/contratista".

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

Se puede presentar una queja comunicándose con:

División de Servicios Comunitarios

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

Teléfono: 916-651-6309

Fax: 916-654-3641

Regional Center or Vendor/Contractor Whistleblower Complaints - CA Department of Developmental Services

Preguntas/Aportes

KRC's 2024-2025 Action and Outreach Plan to Address Disparities

Activity Name:	Qty (if applicable)	Timeline	Notes/Comments:	Met/Not Met (Updates)
1. Ongoing education to Service Coordinators and families regarding Regional Center service options				
a. Client family & Empowerment Training workshops (Series)	2	By November 2024	Going forward A series of 4 workshops/topics in both (1) in English and (1) Spanish will be held once a quarter in 2025. The curriculum will be developed and completed by September 30, 2024	Kern Regional Center implemented these trainings during outreach events and meetings with advocacy groups and family resource centers, covering the topics in both English and Spanish. Examples include public Padres Unidos de Kern meetings and an introduction to the Exceptional Families Center by the KRC Executive Team, which addressed the proposed topics.
2. Community Outreach				
a. Increase network and connections with family resource	2	By December 2024	The activity is to identify and connect with Family Resource Centers in	Kern Regional Center accomplished

centers in KRC's catchment area.			Kern's catchment area. This focus will include connecting with Family Resource centers in KRC's outlining areas in Kern, Inyo and Mono counties.	this by connecting with several Family Resource Centers (FRCs), including IMACA and those located in Lamont, Taft, Shafter, Arvin, Delano, and Frazier Park. In the upcoming year, KRC is committed to expanding these connections and strengthening relationships with FRCs more deeply. Additionally, KRC has established connections with the Bakersfield City School District and its family centers, as well as the Kern High School District and its family centers.
b. Conduct listening sessions.	6	By December 2024	Examples of listening sessions are but not limited to KRC services, public meetings, data reporting, initiatives, and feedback on what KRC can to do improve.	In 2024, Kern Regional Center conducted a total of 24 Listening Sessions in the languages outlined in our LACC grant scope of work deliverables: English, Spanish, Tagalog, Ilocano, Vietnamese, Punjabi, Arabic, and American

				Sign Language (ASL).
c. Continue meeting with local advocacy groups for input and ideas on addressing disparity.	12	By December 2024	KRC will continue collaborating with groups such as Padres Unidos de Kern, the Office of Clients' Rights, Family Resource Centers, and CBO partners	KRC has continued to meet, train, collaborate, and receive public input from several agencies, including Padres Unidos de Kern, the Office of Clients' Rights Advocacy, H.E.A.R.T.S. Connection, Ally Comprehensive Services, Community Integration Specialists, and the State Council on Developmental Disabilities. Kern Regional Center has built upon these relationships to strengthen community trust and gather input on Purchase of Services, Performance Contracts, community training needs, Service Coordinator development, and how KRC can best support these efforts.
d. Continue community outreach and attend a variety of events through		By December 2024	KRC aims to continue conducting/participating in outreach events, collaborative meetings,	KRC has participated in various collaborative

SAE/LACC grants and its deliverables and report on data.			and network with the community and local partners.	meetings across Kern, Inyo, and Mono Counties and has engaged in more strategic outreach to effectively reach a broader audience. The center continues to strengthen local relationships to better serve individuals, clients, and families.
e. KRC to attend and host outreach events within its catchment area to maximize reach to all ethnicities and populations served.	30	By December 2024		KRC has attended and hosted over 30 outreach events this year. One of the major highlights was the Vendor Fair, which saw a significant increase in participation, with approximately 1,000 community members in attendance and over 75 vendors and community-based organizations (CBOs) setting up booths. In 2025, KRC will also host the Native American Symposium, scheduled for October, and will invite Native

				American agencies along with all 21 Regional Center partners to foster further collaboration
f. Conduct community workshops on KRC services, backgrounds and processes (Client Family & Empowerment Training) workshops.	2	By December 2024	Going forward A series of 4 workshops/topics in both (1) in English and (1) Spanish will be held once a quarter in 2025. The curriculum will be developed and completed by September 30, 2024	KRC has conducted these trainings in various workshops, however, in 2025, KRC aims to do trainings solely in these topics to best empower our community and help advocate for themselves and families.
3. Education about IPP/IFSP process and services that KRC can fund for				
a. Client and Family Empowerment Training workshops (Series) will include education on IPP/IFSP process and services that KRC can fund for.	2	By December 2024	A series of 4 workshops/topics will be held in both English and Spanish once a quarter in 2025. The curriculum will be developed and completed by September 30, 2024.	KRC has delivered these trainings through various workshops; however, in 2025, the center plans to offer dedicated trainings focused solely on these topics to better empower the community and support individuals and families in self-advocacy. Trainings have been conducted at locations such

				as Bakersfield City School District parent groups, Kern High School District public meetings, Padres Unidos de Kern, and the Exceptional Families Center. KRC will continue identifying additional venues to expand these efforts and further support clients in advocating for themselves and navigating the system.
b. KRC is developing Videos on the IPP/IFSP process and funding sources as well.		By December 2024	This topic is part of a series of videos developed by KRC, an RFP recipient, as part of our Language Access & Cultural Competency (LACC) grant with DDS.	KRC has finalized these videos and is currently working with its video producer to complete the final edits and post them to the KRC website in 2025.
4. Better communication and building trust				
a. Continue Listening Sessions with various communities in Kern/Inyo/Mono counties to hear community feedback as it relates to KRC.	6	By December 2024	Examples of listening sessions are but not limited to KRC services, public meetings, data reporting, initiatives, and feedback on what KRC can to do improve.	In 2024, Kern Regional Center conducted a total of 24 Listening Sessions in the languages outlined in our LACC grant scope of work

				deliverables: English, Spanish, Tagalog, Ilocano, Vietnamese, Punjabi, Arabic, and American Sign Language (ASL).
b. Continue meeting with local advocacy groups for input and ideas on addressing disparity.	12	By December 2024	KRC will continue collaborating with groups such as Padres Unidos de Kern, the Office of Clients' Rights, Family Resource Centers, and CBO partners	KRC has continued to meet, train, collaborate, and receive public input from several agencies, including Padres Unidos de Kern, the Office of Clients' Rights Advocacy, H.E.A.R.T.S. Connection, Ally Comprehensive Services, Community Integration Specialists, and the State Council on Developmental Disabilities. Kern Regional Center has built upon these relationships to strengthen community trust and gather input on Purchase of Services, Performance Contracts, community training needs, Service Coordinator development, and how KRC can

				best support these efforts.
c. Expanding partnerships to school districts, family resource centers, vendors, community and community-based organizations that can benefit KRC's served populations.	2	By December 2024		KRC has continued to collaborate with school districts such as Bakersfield City School District and Kern High School District, various Family Resource Centers, community partners, and community-based organizations to best serve the members within our catchment area.
d. Train Service Coordinator's on KRC processes, service standards, service delivery options, IPP, IFSP to better understand their roles and better serve our clients.	1	By December 2024	This training will include training to all service coordinator's at KRC. In 2025 KRC will aim to hold this training at least twice a year.	KRC has trained all staff—not just Service Coordinators—on key topics such as the new IPP and IFSP to help them better understand their roles and the impact these have on the clients and families we serve. These trainings have been conducted at least once a month and will continue to be offered more frequently. Additionally, Program Managers,

				Assistant Directors, and Directors provide further training through one-on-one coaching and unit meetings to enhance staff learning and support.
5. Service Coordinator Training				
a. Train Service Coordinator's on KRC processes, service standards, service delivery options, IPP, IFSP to better understand their roles and better serve our clients.	1	By December 2024	This training will include training to all service coordinator's at KRC. In 2025 KRC will aim to hold this training at least twice a year.	KRC has trained all staff—not just Service Coordinators—on key topics such as the new IPP and IFSP to help them better understand their roles and the impact these have on the clients and families we serve. These trainings have been conducted at least once a month and will continue to be offered more frequently. Additionally, Program Managers, Assistant Directors, and Directors provide further training through one-on-one coaching and unit meetings to

				enhance staff learning and support.
b. Continue training all KRC staff on Cultural Competency/Implicit Bias	1	By December 2024	KRC will coordinate and train staff on Cultural Competency and Implicit Bias (Equify and CircleUp trainings) then determine frequency for 2025 at the end of 2024.	KRC has continued training all staff, including newly hired employees, and has also extended these trainings to the Board of Directors.
6. Self Determination as an option for families if traditional services is not meeting their needs and utilization of participant choice specialists to promote service options for families				
a. Continue hosting Self Determination Q&A Workshops	4	By December 2024	Monthly thereafter (2025, in English, Spanish, ASL or other languages as requested).	In 2024, KRC has continued to host monthly Self-Determination Q&A Workshops for families, clients, and new Independent Facilitators. These workshops are open to the public and involve ongoing collaboration with the Self-Determination Implementation Fund RFP awardees, who assist in orienting clients

				and referring them to KRC for the next steps and additional Q&A sessions.
b. Conduct Independent Facilitator-KRC led roundtables to gather input from Independent Facilitators and LVAC members.	4	By December 2024	The activity will occur at least 4 times by December 2024 and will continue monthly thereafter in 2025.	KRC has continued to hold these Independent Facilitator-led roundtables once a month, completing a total of 12 sessions. The number of Independent Facilitators has grown, fostering further collaboration with Kern Regional Center.
c. Continue connecting with LVAC members once a month during the LVAC meetings.	6	By December 2024	To gain feedback on KRC services or better outreach methods, invite LVAC members to participate jointly in KRC matters as it relates to SDP.	This work is ongoing, and KRC has received additional feedback on areas for improvement, fostering open discussions and deeper collaboration to better serve our clients. KRC has conducted a total of 12 LVAC meetings.
d. Promote, connect, and conduct SDP Orientations in person/hybrid format for KRC catchment area clients, families.	4	By December 2024	Partner with RFP awardee recipients (SDP Implementation Funds) to promote and conduct SDP Orientations jointly to streamline with KRC. KRC will also invite them to KRC SDP Q&A	KRC has partnered with recipients of the SDP Implementation Fund RFP and collaborated on SDP Orientations for community

			Sessions and follow up on transition into SDP).	members in both English and Spanish. In 2024, KRC established an SDP unit as promised, and the team is expanding in response to the growing number of clients, aiming to better serve participants and streamline the Self-Determination Program.