

## APPLICATION REPORT

**Project Name:** Ongoing Service Coordination (Reduced Caseload) Project

**Applicant Organization:** Eastern Los Angeles Regional Center

**Awarded Amount:** \$360,770

**Funding Announcement Name:** Promoting Service Access and Equity Grant



### PROJECT SUMMARY

Provide ongoing service coordination at a reduced caseload ratio to educate individuals and families about the regional center system/services, provide information regarding community resources to impact purchase of services expenditures and promote the ability of advocacy skills. Two of the positions will provide additional work on new staff development and serve as a bridge between the reduced caseload project and the rest of service coordination staff.

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<b>Applicant Eligibility</b>		
<b>Applicant Information</b>		
<b>1. Project Title</b>	<b>Applicant Response</b>	
What is the Project Title?	Ongoing Service Coordination (Reduced Caseload) Project	
<b>2. Awarded Amount</b>	<b>Applicant Response</b>	
	\$360,770	
<b>3. Organization Type</b>	<b>Applicant Response</b>	
Please check the box that describes your organization	Regional Center (RC)	
<b>4. Description of Organization/Group</b>	<b>Applicant Response</b>	
Provide a brief description of the organization/group (organization type, group mission, etc.). Explain what experience your organization has managing a program similar to the proposal and state the outcomes of that program.	<p>The Eastern Los Angeles Regional Center (ELARC) is a private, non-profit organization under contract to the California Department of Developmental Services (DDS) which coordinates and provides community based services to people with developmental disabilities in California. ELARC is one of 21 regional centers in the state and is assigned case management responsibility for the over 12,000 individuals with developmental disabilities living in the East Los Angeles, Northeast, Alhambra and Whittier health districts within Los Angeles County. Approximately 70% of individuals served by ELARC are Hispanics, 13% are Asians and 10% are white.</p> <p>Mission Statement: Eastern Los Angeles Regional Center (ELARC) is committed to serving individuals with developmental disabilities and their families by promoting partnerships which empower them to achieve meaningful and fulfilling lifestyles in their community.</p> <p>ELARC continues to provide equitable access to and delivery of culturally/linguistically competent services for the individuals we serve through person centered approach. In 2017, ELARC implemented the Ongoing Service Coordination Project at a reduced caseload ratio, also through the Person-Centered Practices Coordinator's intake cases and referrals, the project have successfully impacted 246 individuals and their families. Based on the data ELARC have gathered, the success and impact of this project have been effective to increase purchase of services expenditures.</p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<b>5. Applicant in Good Standing</b> Is the applicant in good standing with the California Secretary of State, California Franchise Tax Board, and California Department of Tax and Fee Administration?	<b>Applicant Response</b> Yes	
<b>6. Subcontractors in Good Standing</b> Are the applicant's subcontractors in good standing with the California Secretary of State, California Franchise Tax Board, and California Department of Tax and Fee Administration?	<b>Applicant Response</b> Not Applicable	
<b>Grant Reapplication Information</b>		
<b>Grant Reapplications Only</b>		
<b>1. Grant Number</b> (Reapplications Only) What is the Grant Number of previously awarded project? If not applicable select Not Applicable.	<b>Applicant Response</b> 19-ELARC-01	
<b>2. Project Title</b> (Reapplications Only) What is the Project Title of previously awarded project? If not applicable select Not Applicable.	<b>Applicant Response</b> Ongoing Service Coordination (Reduced Caseload)	
<b>3. Project Start &amp; End Dates</b> (Reapplications Only) What are the Start & End Dates of the previously awarded project? If not applicable select Not Applicable.	<b>Applicant Response</b> Start Date: 03/01/2020, End Date: 02/28/2021	
<b>4. Project Duration</b> (Reapplications Only) What is the Total Project Duration (in months) of the previously awarded project? If not applicable select Not Applicable.	<b>Applicant Response</b> 12	
<b>5. 2016/2017 Award</b> (Reapplications Only) Enter the amount of funding that was awarded in FY 2016/2017. If not applicable select Not Applicable.	<b>Applicant Response</b> \$459,877.00	
<b>6. 2016/2017 Expenses</b>	<b>Applicant Response</b>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
(Reapplicants only) Enter the amount of funding that was expended in FY 2016/2017. If not applicable select Not Applicable.	\$459,877.00	
<b>7. 2016/2017 Remaining</b>	<b>Applicant Response</b>	
(Reapplicants only) Subtract the Total Expenses from the Total Award to determine the amount remaining from FY 2016/2017. If not applicable select Not Applicable.	\$0.00	
<b>8. 2017/2018 Award</b>	<b>Applicant Response</b>	
(Reapplicants only) Enter the amount of funding that was awarded in FY 2017/2018. If not applicable select Not Applicable.	\$381,000.00	
<b>9. 2017/2018 Expenses</b>	<b>Applicant Response</b>	
(Reapplicants) Enter the amount of funding that was expended in FY 2017/2018. If not applicable select Not Applicable.	\$381,000.00	
<b>10. 2017/2018 Remaining</b>	<b>Applicant Response</b>	
(Reapplicants only) Subtract the Total Expenses from the Total Award to determine the amount remaining from FY 2017/2018. If not applicable select Not Applicable.	\$0.00	
<b>11. 2018/2019 Award</b>	<b>Applicant Response</b>	
(Reapplicants only) Enter the amount of funding that was awarded in FY 2018/2019. If not applicable select Not Applicable.	\$205,652.00	
<b>12. 2018/2019 Expenses</b>	<b>Applicant Response</b>	
(Reapplicants only) Enter the total amount of funding that was expended, or is anticipated to be expended, in FY 2018/2019. If not applicable select Not Applicable.	\$205,652.00	
<b>13. 2018/2019 Remaining</b>	<b>Applicant Response</b>	
(Reapplicants only) Subtract the Total Expenses from the Total Award to determine the amount remaining from FY 2018/2019. If not applicable select Not Applicable.	\$0.00	
<b>14. 2019/2020 Award</b>	<b>Applicant Response</b>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
(Reapplicants only) Enter the amount of funding that was awarded in FY 2019/2020. If not applicable select Not Applicable.	\$360,772.00	
<b>15. 2019/2020 Expenses</b>	<b>Applicant Response</b>	
(Reapplicants only) Enter the total amount of funding that was expended, or is anticipated to be expended, in FY 2019/2020. If not applicable select Not Applicable.	-\$360,772.00	
<b>16. 2019/2020 Remaining</b>	<b>Applicant Response</b>	
(Reapplicants only) Subtract the Total Expenses from the Total Award to determine the amount remaining from FY 2019/2020. If not applicable select Not Applicable.	\$0.00	
<b>17. Total Awarded</b>	<b>Applicant Response</b>	
(Reapplicants only) Combine the amounts included in FY 2016/2017, FY 2017/2018, FY 2018/2019, and FY 2019/2020 for the total amount awarded for the project. If not applicable select Not Applicable.	\$1,407,301.00	
<b>18. Initial Proposed Number of People Served</b>	<b>Applicant Response</b>	
(Reapplications Only) Include the initial number of people projected to be served. If not applicable select Not Applicable.	240	
<b>19. Actual Number of People Served</b>	<b>Applicant Response</b>	
(Reapplications Only) Include the actual number of people served. Explain why this number is different from the projected impact number. If not applicable select Not Applicable.	240- Increased due the cases the two existing Person Center Practices Coordinators will acquire. These two positions will be shifting to Enhanced Service Coordinators.	
<b>20. Regional Centers in Catchment Area</b>	<b>Applicant Response</b>	
(Reapplications Only) List all Regional Centers in the project catchment areas that the project has served. If not applicable select Not Applicable.	Eastern Los Angeles Regional Center	
<b>21. Cities Served</b>	<b>Applicant Response</b>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
(Reapplications Only) List the cities your project has served. If not applicable select Not Applicable.	Alhambra (91801, 91802, 91803); Boyle Heights-LA ( 90033); City Terrace- LA (90063); Commerce (90040); East LA (90023); East LA/Commerce (90022); East Pasadena (91107); El Sereno-LA (90032); Eagle Rock/Highland Park- LA (90041, 90042, 90050); La Habra Heights (90631); La Mirada (90638, 90639); Lincoln Heights-LA (90031); Montebello (90640);, Monterey Park ( 91754, 91755); Mt. Washington- LA (90065); Pico Rivera (90660); Rosemead (91770); San Gabriel (91775, 91776, 91778); Santa Fe Springs (90670); Temple City (91780); Whittier (90602, 90604, 90605, 90607, 90608, 90609)	
<b>22. Counties Served</b>	<b>Applicant Response</b>	
(Reapplications Only) List the counties your project has served. If not applicable select Not Applicable.	Los Angeles County	
<b>23. City of Los Angeles</b>	<b>Applicant Response</b>	
(Reapplications Only) If your project has served the City of Los Angeles, list the zip code(s) and/or community(ies) your project has served. If not applicable select Not Applicable.	City of Los Angeles zip codes: Boyle Heights-LA ( 90033); City Terrace-LA (90063); East LA (90023); East LA/Commerce (90022); El Sereno-LA (90032); Eagle Rock/Highland Park- LA (90041, 90042, 90050); Lincoln Heights-LA (90031); Mt. Washington- LA (90065)	
<b>24. Activities to Date</b>	<b>Applicant Response</b>	
(Reapplications Only) Provide a detailed explanation of project activities to date. Include what the project has accomplished to date. From the start of the project to the date of reapplication, what are the key accomplishments? Have all activities been completed? If no, why not? If not applicable select Not Applicable.	<p>The Ongoing Service Coordination (Reduced Caseload) Project provide enhanced case management services to monolingual Spanish and monolingual Cantonese speaking individuals with zero to low per capita purchase of services (POS) expenditures. Service Coordinators provides enhanced case management services to primarily monolingual Spanish and primarily monolingual Cantonese speaking individuals which include conducting in-depth assessments, providing specific curriculum-based education about the regional center system, and providing technical assistance and support to address any area that has been identified as an unmet need. Two Person Centered Practices Coordinators (PCPC) have provided intensive support to new monolingual Spanish and monolingual Cantonese speaking individuals coming into the regional center as well as developed person centered training materials, forms, and fact sheets in Spanish and Chinese. They also have provided consultation to all case management on matters of culture, community, and the person centered approach.</p> <p>Activities accomplished to date:</p> <ul style="list-style-type: none"> <li>• Supervisor was identified in November 2016</li> <li>• Service Coordinators and Person Centered Practices Coordinators were hired in December 2016</li> <li>• Unit formed mid-February, 2017 with an intensive training program from February – March 2017</li> <li>• Caseloads identified in February 2017 and case transfer began March –April 2017</li> </ul> <p>Developed curriculum on five topics: Understanding the Disability, Understanding Regional Center, Understanding the Role of the Service Coordinator, Understanding the IPP Process, and Understanding How to Access Services and Supports.</p> <p>Enhanced Service Coordinators: Enhanced case management</p> <ul style="list-style-type: none"> <li>• Continue to provide intensive technical assistance/support</li> </ul>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
	<p>approach to case management</p> <ul style="list-style-type: none"> <li>Data collection: conduct Pre-Survey upon the first contact with the individual served and/or family member and the Post-Survey is administered at exit. The purpose of surveys is the measure the individual or families' knowledge about the regional center system in various areas. Conduct a Questionnaire at exit. The purpose of the Questionnaire is to better identify barriers to access of services. The Questionnaire looks at poverty, education, language/literacy, social norms and attitudes, community access, transportation, and community characteristics. Conduct Satisfaction Survey at exit. The purpose of the survey is to gain perspectives of the individuals and families on the satisfaction and outcome of the program. The survey also looks at the satisfaction with the Service Coordinator and informational materials received during participation in the project.</li> </ul> <p>Person Centered Practices Coordinators (PCPC) : Support with Intake Cases Continue to provided technical assistance to identified cases, including but not limited to:</p> <ul style="list-style-type: none"> <li>Conduct Pre and Post Surveys to learn about individuals' or families' understanding of ELARC, services, IPP process, the role of the Service Coordinator, and community resources</li> <li>Review diagnosis with families</li> <li>Review ELARC, services, IPP process, the role of the Service Coordinator, and community resources</li> <li>Identify individual/family strengths/supports</li> </ul> <p>The PCPC continue to provide support to Service Coordinators, individuals, and families by facilitating the application of person centered practice. The PCPCs provide technical assistance, including but not limited to:</p> <ul style="list-style-type: none"> <li>Develop and research for community resources in a particular language such as Spanish, Chinese, and other languages</li> <li>Apply the person centered approach to seek specific services based on the individual's interests</li> <li>Develop a one-page profile to describe the vision of the consumer and how to best support them</li> <li>Explore &amp; identify barriers that impact an individual's access to services and supports</li> <li>Assist family to better understand services at the regional center</li> <li>Provide culturally appropriate and relevant resource referrals</li> <li>Provide a customized resource folder for families</li> </ul> <p>In order to enhance the agency's commitment to this project and ensure it is widely understood, the Project Supervisor continues to train each unit within ELARC regarding the information on purchase of services disparity. All Service Coordinators will continue to receive training during unit meetings. In addition, to share the lessons learned from the Project, to discuss how to apply that learning to current agency work, and address issues of equity, an Equity Committee was developed with one Service Coordinator representing each unit to consistently obtain updates and information about the project.</p>	
<b>25. Project Impact &amp; Outcome</b>	<b>Applicant Response</b>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<p>(Reapplications Only) Provide a detailed explanation of project impacts and outcomes to date. Attach data (summary of pre-tests and post-tests), participant success stories to demonstrate project outcomes and impacts. Provide outcomes of your project's impact in serving the target communities. Using your attached data, provide a brief statement of key findings. If not applicable select Not Applicable.</p>	<p>By focusing on the project's outcomes, ELARC have been able to effectively manage the implementation of the program and clearly identify impacts the project have had in supporting the participants. The project demonstrates an increase in purchase of services expenditures as an outcome of the participants. Most significantly, ELARC values the partnerships established and the input provided from the individuals and families through the Project to help us identify challenges they face in accessing services.</p> <p>Impacts and outcomes accomplished to date in target population:</p> <ul style="list-style-type: none"> <li>• Increased purchase of services expenditures</li> <li>• Increased the understanding of: role of regional centers, role of service coordinator, child's diagnosis, access to services/supports, and IPP process</li> <li>• Identified barriers to access to services and supports stated by individuals and families</li> <li>• Identified and provided generic resources as additional support to address barriers</li> <li>• Enhanced relationships between the individuals and families and ELARC</li> <li>• Empowered individuals and families to be partners with ELARC and other community organizations</li> <li>• Supported newly eligible families through person centered approach</li> </ul> <p>POS data for FY19/20 (March 2019 to Feb. 2020) indicated 277% increase in average POS expenditures for the Cantonese speaking participants per capita and a 413% increase in average POS expenditures for the Spanish speaking participants per capita.</p> <p>Most significantly, based on the information ELARC have gathered, the success and the impact of this Project have been effective to increase POS expenditures for the participants.</p> <p>In FY18/19, Chinese speaking participants per capita POS expenditures was \$2,041.76 After the participants received support through the Project, the per capita POS expenditures increased to \$5,820.01.</p> <p>In FY18/19, Spanish speaking participants per capita POS expenditures was \$2,866.59. After the participants received support through the Project, the per capita POS expenditures increased to \$5,820.01.</p> <p>In FY19/20, Chinese speaking participants per capita POS expenditures was \$1,913.21. After the participants received support through the Project, the per capita POS expenditures increased to \$7,218.44.</p> <p>In FY19/20, Spanish speaking participants per capita POS expenditures was \$2,367.48. After the participants received support through the Project, the per capita POS expenditures increased to \$12,149.15.</p> <p>Please refer to the attachment for details on data (Pre and Post surveys, Questionnaires, Satisfaction Survey, POS expenditures)</p>	<div style="border: 1px solid black; width: 30px; height: 30px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">1</div>

APPLICANT QUESTION 26. Project Objectives	APPLICANT RESPONSE	ATTACHMENTS
<p>(Reapplications Only) What are the projects objectives in addressing disparities and what remains to be addressed/completed? Explain why these objectives have not been completed during the current grant period. Provide a brief description of the key lessons learned from your current project, if any. What were some of the challenges that prevented your project from meeting your objectives/measures? What are some strategies your organization plans to implement to address challenges, if any? If not applicable select Not Applicable.</p>	<p><b>Applicant Response</b></p> <p>Objectives of Project:</p> <ul style="list-style-type: none"> <li>• Provide education about the regional center system to individuals and families</li> <li>• Provide enhanced case management services which focus on the needs of the whole family</li> <li>• Explore the barriers individuals and families face in accessing regional center services and community resources</li> </ul> <p>Challenges: Families continues to share various challenges they encounter on a daily basis such significant language and cultural barriers in seeking services, education, employment with decent wages, and lack of transportation. The biggest take away thus far is in witnessing how many unmet needs individuals and their families face every day. By unmet need we mean basic needs such as housing, food security and employment. Immigration status also plays a significant role in not only the inability to access generic services that may alleviate some of these essential needs but also in the significant role that distrust of government has in developing trusting relationships. Regional Centers are limited in terms of services as it does not provide immigration, housing, and financial services. Before families can start to contemplate about social skills and independent living services for their children, their focuses are occupied on the daily challenges they encounter with these identified barriers.</p> <p>In addition this has been significantly challenging as COVID-19 has added an extra barrier. Families are now faced with high rates of unemployemnt or layoffs, having to suppor their children with distant learning all while learning to navigate a new system of delievering services. However the staff have had to adjust to be able to support and help meet these new challenges for families and help them not only navigate some technological devices to be able to be present in meetings but also walk side by side in the learning process.</p> <p>Key Lessons Learned: Any project that is addressing disparities in purchase of services expenditures must take into account various variables. One cannot isolate the needs of an individual without taking into account the needs of the family unit. Such support requires an extended period of time. It is vital for this Project to expand as continuous efforts to explore barriers individuals and families face in accessing regional center services as well as generic resources to best support them in living an integrated lifestyle within their communities. Addiitonally, learning to help families navigate the different ways to obtain services during COVID-19 is an area that staff have found to be intergral in maintaining the continuity of supports.</p> <p>Ongoing Strategies: It is crucial to continue efforts to address the challenges families have expressed and connect them to the appropriate resources outside of ELARC. Ongoing person centered case management at a reduced caseload ratio have proven to be effective to support individual and families. Additionally, we must continue to create opportunities for families to learn what resources are available in their communities to support their basic needs. For example, ELARC has hosted a variety of generic agencies workshop in collaboration with their subject matter experts. The amount of attendance for these workshop reached capacity. This is an indication that workshops as such, are what families find most valuable and necessary. Development of additional workshops as</p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
	such with various agencies (Social Security Administration, Housing Rights Center, Department of Rehabilitation, etc.) may be beneficial to help families gain access to support their basic needs.	
<p><b>27. Project Transition</b></p> <p>(Reapplications Only) If awarded, how will your current project transition into the 2020/21 proposed project? How does your proposed project complement your current project? Does your proposed project expand or continue your current project, if so how? What activities, measures, or target groups are being added? Provide a summary of the differences and reasons why you are proposing the change. If not applicable, select Not Applicable.</p>	<p><b>Applicant Response</b></p> <p>ELARC is proposing to continue with the current Ongoing Service Coordination (Reduced Caseload) Project objectives, activities, measures, and target population with a shift in the role of the Person Center Practices Coordinators.</p> <p>Based on what we have seen, learned, and heard from the community, the data indicates the success of the reduced caseload project coupled with the Person Center Practices Coordinators in a similar role will continue the success of the project. The Person Center Practices Coordinators now have a wealth of knowledge and skills to address some barriers identified by the project, providing education and awareness to the community and staff of what has been learned. We have received input from the community regarding the expansion of the project's success. As a result of the community's input, the two Person Center Practices Coordinators will be shifting their role to spearhead the next level of support as Enhanced Service Coordinators by acquiring a reduced caseload as well as work on new staff development and serve as a bridge between the reduced caseload project and the rest of service coordination staff. Furthermore, through their Person Center Thinking certification process it will allow for an increase in the level of support they will be providing staff as well as families and consumers.</p> <p>This shift will not disrupt the on going reduced caseload service coordination project as the two PCPCs are already part of the existing project, on the contrary it enhance the success of the project and add value to an already prosperous project.</p>	
<b>General Application</b>		
<b>Proposal Summary</b>		
<p><b>1. Individuals Impacted</b></p> <p>Enter the projected number of individuals impacted.</p>	<p><b>Applicant Response</b></p> <p>240</p>	
<p><b>2. People Served</b></p> <p>What is proposed number of people projected to be served?</p>	<p><b>Applicant Response</b></p> <p>240</p>	
<p><b>3. Duration of project</b></p> <p>What is the duration of the project? Enter Start &amp; End Dates.</p>	<p><b>Applicant Response</b></p> <p>Start Date: 03/01/2021, End Date: 02/28/2022</p>	
<p><b>4. Duration of project (months)</b></p> <p>What is the total duration of project in months?</p>	<p><b>Applicant Response</b></p> <p>12</p>	
<p><b>5. Regional Centers</b></p> <p>List all Regional Centers in the project catchment areas.</p>	<p><b>Applicant Response</b></p> <p>Eastern Los Angeles Regional Center</p>	
<p><b>6. Cities Served</b></p>	<p><b>Applicant Response</b></p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
List the city or cities your project proposes to serve.	Alhambra, Boyle Heights (LA), City Terrace (LA)m, Commerce, East LA (LA), East LA/Commerce, East Pasadena, El Sereno (LA), Eagle Rock/Highland Park (LA), La Habra Heights, La Mirada, Lincoln Heights (LA), Montebello, Monterey Park, Mt. Washington (LA), Pico Rivera, Rosemead, San Gabriel, Santa Fe Springs, Temple City, Whittier	
<b>7. Counties Served</b> List the county or counties your project proposes to serve.	<b>Applicant Response</b> Los Angeles County	
<b>8. City of Los Angeles</b> If your project proposes to serve the City of Los Angeles, list the zip codes and/or communities your project will serve.	<b>Applicant Response</b> 90033, 90063, 90040, 90023, 90022, 90032, 90041, 90042, 90050, 90031, 90065.	
<b>9. Community Based Organizations</b> Will you be working with one or more Community Based Organization?	<b>Applicant Response</b> No	
<b>10. Regional Center Data</b> If you plan to use regional center data for your project, indicate what steps you will take (or already have taken) to acquire it. For example, completing a data agreement, completing a data request, meeting with RC to discuss data availability/timelines, etc.	<b>Applicant Response</b> N/A	
<b>11. First Project Type Selection</b> Select your first project type.	<b>Applicant Response</b> Family/consumer support services (coaching, enhanced CM)	
<b>12. Second Project Type Selection</b> Select your second project type (if applicable).	<b>Applicant Response</b> Not Applicable	
<b>13. Third Project Type Selection</b> Select your third project type (if applicable).	<b>Applicant Response</b> Not Applicable	
<b>14. Multiple Organizations</b> Does your project include partnership with one or more organizations either as a co-applicant or subcontractor? If "yes", please upload a letter of support from each organization, that includes an explanation of their role in the partnership.	<b>Applicant Response</b> No	

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<p><b>15. Leverage &amp; Strategies</b></p> <p>Describe how your organization will leverage and build upon strategies, collaborations, and lessons learned to continue to address the identified disparities after completion of the project. How will your project continue its work after the grant funding has concluded?</p>	<p><b>Applicant Response</b></p> <p>The POS Disparity Committee as well as the leadership team will develop a strategic growth plan that identifies specific internal strategies to build capacity after completion of the project. The strategic growth plan will also support efforts to quantify the return on investment (ROI). Sharing success stories and measuring ROI will spur the next level of sustainability.</p>	
<b>Target Population</b>		
<p><b>1. Target Groups Served</b></p> <p>Select all groups the project will serve. If you select "Pacific Islander" or "Other" use comment section to list all groups.</p>	<p><b>Applicant Response</b></p> <p>Hispanic , Chinese</p>	
<p>Applicant Comment</p>	<p>The Enhanced Service Coordinators will be working with monolingual Spanish speaking families/individuals and monolingual Cantonese speaking families/individuals.</p>	
<p><b>2. Number of Target Group Served</b></p> <p>For each target group selected in previous question, list number served.</p>	<p><b>Applicant Response</b></p> <p>ELARC is targeting 180 Hispanic families and 60 Chinese families.</p>	
<p><b>3. Languages</b></p> <p>Select all Languages the project will serve. If you select "Other" please list all languages.</p>	<p><b>Applicant Response</b></p> <p>Cantonese , Spanish</p>	
<p>Applicant Comment</p>		
<p><b>4. Age Groups Served</b></p> <p>Select all Age Groups the project will serve. If you select "Other" please list groups.</p>	<p><b>Applicant Response</b></p> <p>Three to Five , Three to 21 , 16 to 21 , 22 and older</p>	
<p>Applicant Comment</p>		
<b>Project Application</b>		
<b>Project Application</b>		
<p><b>1. Project Summary</b></p>	<p><b>Applicant Response</b></p>	

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<p>Provide a clear and concise project summary that includes a defined target population, catchment area, and project design. Specifically describe what your project will accomplish and how it will benefit the community served.</p>	<p>The data reflects per capita differences amongst the three largest ethnic groups serve by ELARC: Hispanic, Asian and the White population. From the inception of the POS Report in Fiscal Year 2011-12 the per capita average expenditure has been significantly higher for the Eastern Los Angeles Regional Center's (ELARC's) White population. Despite the modest gains by the other ethnic groups there continues to remain a wide gap between the highest and lower per capita averages. The main contributing factor for this sizeable cost differential is higher utilization of residential services by the White ethnic group, in addition to some suspended services that typically are unitized by Hispanics and Asians have contributed to this gap.</p> <p>A multi-faceted approach continues to be completed through which different populations are targeted:</p> <ul style="list-style-type: none"> <li>• A stratified random sample (based on criteria drawn from the POS Data categories,) of individuals currently served by ELARC with the lowest per capita expenditures for an intensive time limited case management and technical assistance/support model.</li> <li>• A stratified random sampling (based on criteria drawn from the POS Data categories,) identifying a percentage of individuals coming in through Intake and Assessment for an intensive person centered/ culturally competent planning process.</li> </ul> <p>ELARC continues to be committed to providing equitable access to and delivery of culturally and linguistically competent services and supports. Our proposal will continue to focus on ongoing service coordination to consumers/families already served by ELARC; and provide intensive support to those entering and new to the ELARC community.</p> <p>This project will continue to accomplish and increase understanding of the person centered planning process, identification of barriers to access services and supports, enhanced relationship between the consumer/family and ELARC, consumers/parents empowered to partner with ELARC and other community agencies. The understanding of the transition from intake status to Lanterman services, as well as understanding of the role and responsibilities of the Regional Center; knowledge of available resources both Regional Center funded and generic; identification of new resources that are culturally relevant to our community.</p>	
<p><b>2. Organization Experience</b></p>	<p><b>Applicant Response</b></p>	
<p>What experience does the organization/group have working with the target population?</p>	<p>ELARC continues to provide equitable access to and delivery of culturally/linguistically competent services for the individuals we serve through person centered approach. In 2017, ELARC implemented the Ongoing Service Coordination Project at a reduced caseload ratio and have successfully impacted 245 individuals and their families. Based on the data ELARC have gathered, the success and impact of this project have been effective to increase purchase of services expenditures.</p> <p>ELARC provides services to over 12,000 individuals with developmental disabilities living in the East Los Angeles, Northeast, Alhambra and Whittier health districts within Los Angeles County. Approximately 70% of individuals served by ELARC are Hispanics, 13% are Asians and 10% are White.</p>	
<p><b>3. Underserved Target Populations</b></p>	<p><b>Applicant Response</b></p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<p>Explain how the target population(s) are underserved using RC POS data or other data as supporting evidence of the disparity.</p>	<p>The data continues to show that the Hispanic and Asian communities continue to be under-served in comparison to the White community. Based on the most recent report from 2018/2019 the differences for service utilization for Asians is 80.8%, for Hispanics is 81.7%, and for Whites is 89%. While there has been no formal study conducted to identify the reasons for such disparity there are some strong theories as to why we are seeing this, usually Hispanic and Asians families tend to utilize in-home services and some of these services were temporarily suspended in 2009, while Whites tend to access residential services which is one of the most costly services available.</p> <p><a href="http://www.elarc.org/home/showpublisheddocument?id=13020">http://www.elarc.org/home/showpublisheddocument?id=13020</a></p>	
<p><b>4. Input from Community</b></p>	<p><b>Applicant Response</b></p>	
<p>How did your organization use input from the community and/or target population to design the project? What methods did your organization use to allow the community to advise you in designing the project? Were there any changes to your project design as a result of community input?</p>	<p>Eastern Los Angeles Regional Center held various meetings where the topic of the Purchase of Services Project was discussed and presented, the community was invited to provide input during these meetings. These meetings were held virtually through zoom. The input received from the community helped shape the adjustments made to the existing project.</p> <p>Based on what we have learned and heard from our community, the data indicates the success of the reduced caseload project coupled with the PCPCs in a similar role will continue the success of the project. The PCPCs have now acquired a wealth of knowledge and skills to address some barriers identified by the project, providing education and awareness to the community and staff of what has been learned. We have received input from our community regarding expanding the project's success. As a result of the community's input, the two PCPCs will be shifting their role to spearhead the next level of support as Enhanced Service Coordinators by acquiring a reduced caseload as well as work on new staff development and serve as a bridge between the reduced caseload project and the rest of service coordination staff. Furthermore, through their Person Center Thinking certification process it will allow for an increase in the level of support they will be providing staff as well as families and consumers.</p>	
<p><b>5. Improve Access</b></p>	<p><b>Applicant Response</b></p>	
<p>How will your project improve equity, access and reduce barriers to services for individuals with intellectual and developmental disabilities and their families and is sustainable?</p>	<p>The data shows that having a reduced case load helps in closing the gap to service access and equity. By adding the two existing PCPCs to be Enhanced Service Coordinators and carry a reduced case load, it will expand the capacity to build on the project's existing success.</p> <p>Through the knowledge and skills of the PCPCs to build bridges between the reduced caseload and the rest of the service coordination staff will allow the project to organically expand. Also through the new staff development role the PCPCs will naturally allow for growth in learning what is working to close the gap and taking those approaches presented by the PCPCs. These factors will aid in maintaining a victorious continuation.</p>	
<p><b>6. Support RC's Recommendations</b></p>	<p><b>Applicant Response</b></p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<p>How does this project support the RC recommendations and plan to promote equity and reduce disparities in their catchment area? If you are a RC, how does this project support your recommendations and plan to promote equity and reduce your identified disparities? How will your project collaborate with other organizations that serve individuals with intellectual and developmental disabilities and their families?</p>	<p>Based on our experience thus far, the reduced caseload project is positively impacting the quality of the case management services. It promotes more opportunities for Service Coordinators and individuals/families to meet and discuss additional information for individuals/families to learn not only about the regional center system but also explore community resources available to enhance their knowledge regarding various support systems in the community.</p> <p>Based on what we have learned and heard from our community, the data indicates the success of the reduced caseload project coupled with the PCPCs in a similar role will continue the success of the project. The PCPCs have now acquired a wealth of knowledge and skills to address some barriers identified by the project, providing education and awareness to the community and staff of what has been learned. We have received input from our community regarding expanding the project's success. As a result of the community's input, the two PCPCs will be shifting their role to spearhead the next level of support as Enhanced Service Coordinators by acquiring a reduced caseload as well as work on new staff development and serve as a bridge between the reduced caseload project and the rest of service coordination staff. Furthermore, through their Person Center Thinking certification process it will allow for an increase in the level of support they will be providing staff as well as families and consumers.</p> <p>We have a very strong network of community based organizations that are also making their efforts to help promote equity and reduce disparities, such organizations include Fiesta Educativa, Chinese Parents Association for the Disabled, Universities Center for Excellence at Children's Hospital, as well as the Vietnamese Parents with Disabled Children just to name a few.</p>	
<p><b>7. Project different or unique</b></p> <p>How is the proposed project unique or different from a currently funded grant (e.g., strategies, activities, and goals) in the proposed regional center catchment area? If the project is similar to a currently funded grant listed on the Department's website, how is the proposed project different?</p>	<p><b>Applicant Response</b></p> <p>This project is a continuation of the existing On Going Case Management (Reduced Caseload) project. Seeing the success of this project one factor that will differ will be the shifting based on input from the community as well as data results is that it will be coupled with the PCPCs. The PCPCs now have a wealth of knowledge and skills to address some barriers identified by the project. Providing education and awareness to the community and staff of what has been learned. As a result of our community's input the PCPCs will be shifting their role to spearhead the next level of support by acquiring a reduce caseload as well as work on new staff development and serve as a bridge between the reduced caseload project and the rest of service coordination staff.</p>	
<p><b>8. Activities &amp; Measures to Achieve Goal</b></p> <p>Clearly and specifically state how the schedule of activities and measures demonstrate the operational details and steps that the project will take to achieve its stated goals, activities, and measures. <b>Note: Before answering this question, applicant may want to complete the Activities Template located in the tab directly above.</b></p>	<p><b>Applicant Response</b></p> <p>The measures and activities demonstrate the operational details and steps that the project will take to achieve its stated goals such as tracking the number of participants exiting the project for both Spanish and Cantonese speaking participants. It will also measure the percentage of families who complete the barriers questionnaire as well as the pre/post-survey. In addition, we will be tracking the number of generic resources received before and after project participation, with an emphasis on tracking purchase of service before and after entering the project.</p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<p><b>9. Measures</b></p> <p>Are your proposed measures appropriate to track project goals and activities, provide insight into the effectiveness of the overall design of the project and demonstrate how the impact on the community will be evaluated?</p>	<p><b>Applicant Response</b></p> <p>Data on expenditures would be tracked and evaluated quarterly. A pre and post knowledge and satisfaction survey will continue to be implemented, as well as a questionnaire (or exit survey) will be completed by the graduating participants. POS data provided by DDS would continue to be reviewed.</p>	
<p><b>10. Budget Narrative</b></p> <p><b>Note: Before uploading your Budget Narrative, applicants should complete the Budget Template located in the tab directly above. After you complete the Budget Template, please return to this question to upload your Budget Narrative.</b></p> <p>The project budget is consistent with stated projected goals and activities, and clearly and concisely explains how the proposed expenditures support the overall project design. The project budget costs are clearly associated with the project activities and goals. The project budget does not include non-allowable costs. The overall project budget is appropriate to the outcomes proposed. Please attach your Budget Narrative document. An example of a Budget Narrative can be found in Attachment C.</p>	<p><b>Applicant Response</b></p>	<div style="border: 1px solid gray; background-color: #cccccc; width: 20px; height: 20px; display: inline-block; margin: 0 auto;">1</div>
<b>Proposal Certification</b>		
<b>Certification</b>		
<p><b>1. Applicant &amp; Regional Center Discussion</b></p>	<p><b>Applicant Response</b></p>	
<p>If you are a CBO, have you discussed your proposal with the RC(s)?</p>	<p>Not Applicable</p>	
<p><b>2. Applicant Certification</b></p>	<p><b>Applicant Response</b></p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<p>By submitting this application, the Applicant is certifying the truth and accuracy of the proposal. The applicant also certifies that if you have subcontracting organizations, each participating organization has reviewed your project and agrees to their assigned activities, measures, and the budget. (Select Yes or No and enter you name in the comment box.)</p>	<p>Yes</p>	
<p>Applicant Comment</p>	<p>Category 2 (General Application), Question 3 (Project Duration) dates on application vary from dates on PDF report. The actual dates should be 03/01/2021 to 02/28/2022</p>	