

APPLICATION REPORT

Project Name: Navigator Program
Applicant Organization: South Central Los Angeles Regional Center
Awarded Amount: \$465,708
Funding Announcement Name: Promoting Service Access and Equity Grant



PROJECT SUMMARY

SCLARC requests continuation funding for the successful Navigator Program, which provides one to one system navigation support and education to individuals and families served by the Regional Center.

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
Applicant Eligibility		
Applicant Information		
1. Project Title	Applicant Response	
What is the Project Title?	Navigator Program	
2. Awarded Amount	Applicant Response	
	\$465,708	
3. Organization Type	Applicant Response	
Please check the box that describes your organization	Regional Center (RC)	
4. Description of Organization/Group	Applicant Response	
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>One of 21 Regional Centers in the state, SCLARC is a private, non-profit organization which coordinates supportive services for individuals diagnosed with developmental disabilities, young children with developmental delays, and their families.</p> <p>The organization has managed the Navigator Program for close to 4 years, creating the program from previous work done through the Family Resource Center to offer parents and caregivers education and support on acquiring Regional Center and generic supportive services. The Navigator Program has seen great success with supporting individuals served by SCLARC with acquiring new POS, with a total of 631 individuals receiving 1,016 new ongoing POS over the life of the program. In addition, the program has supported 330 individuals with acquiring generic services such as IHSS and SSI, and provided educational workshops attended by over 1,000 parents and caregivers.</p>	
5. Applicant in Good Standing	Applicant Response	
Is the applicant in good standing with the California Secretary of State, California Franchise Tax Board, and California Department of Tax and Fee Administration?	Yes	
6. Subcontractors in Good Standing	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
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?	Not Applicable	
Grant Reapplication Information		
Grant Reapplications Only		
1. Grant Number	Applicant Response	
(Reapplications Only) What is the Grant Number of previously awarded project? If not applicable select Not Applicable.	SCLARC-01	
2. Project Title	Applicant Response	
(Reapplications Only) What is the Project Title of previously awarded project? If not applicable select Not Applicable.	Navigator Program	
3. Project Start & End Dates	Applicant Response	
(Reapplications Only) What are the Start & End Dates of the previously awarded project? If not applicable select Not Applicable.	Start Date: 02/29/2020, End Date: 02/27/2021	
4. Project Duration	Applicant Response	
(Reapplications Only) What is the Total Project Duration (in months) of the previously awarded project? If not applicable select Not Applicable.	48	
5. 2016/2017 Award	Applicant Response	
(Reapplications Only) Enter the amount of funding that was awarded in FY 2016/2017. If not applicable select Not Applicable.	\$263,596.00	
6. 2016/2017 Expenses	Applicant Response	
(Reapplicants only) Enter the amount of funding that was expended in FY 2016/2017. If not applicable select Not Applicable.	\$168,047.75	
7. 2016/2017 Remaining	Applicant Response	
(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.	\$95,548.25	
8. 2017/2018 Award	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
(Reapplicants only) Enter the amount of funding that was awarded in FY 2017/2018. If not applicable select Not Applicable.	\$453,000.00	
9. 2017/2018 Expenses	Applicant Response	
(Reapplicants) Enter the amount of funding that was expended in FY 2017/2018. If not applicable select Not Applicable.	\$452,962.25	
10. 2017/2018 Remaining	Applicant Response	
(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.	\$37.75	
11. 2018/2019 Award	Applicant Response	
(Reapplicants only) Enter the amount of funding that was awarded in FY 2018/2019. If not applicable select Not Applicable.	\$428,000.00	
12. 2018/2019 Expenses	Applicant Response	
(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.	\$422,705.34	
13. 2018/2019 Remaining	Applicant Response	
(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.	\$5,294.66	
14. 2019/2020 Award	Applicant Response	
(Reapplicants only) Enter the amount of funding that was awarded in FY 2019/2020. If not applicable select Not Applicable.	\$465,708.00	
15. 2019/2020 Expenses	Applicant Response	
(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.	\$236,766.78	
16. 2019/2020 Remaining	Applicant Response	
(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.	\$228,941.22	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<p>17. Total Awarded</p> <p>(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.</p>	<p>Applicant Response</p> <p>\$1,610,304.00</p>	
<p>18. Initial Proposed Number of People Served</p> <p>(Reapplications Only) Include the initial number of people projected to be served. If not applicable select Not Applicable.</p>	<p>Applicant Response</p> <p>780</p>	
<p>19. Actual Number of People Served</p> <p>(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.</p>	<p>Applicant Response</p> <p>As of the second quarter of the project, from March to September 2020 the program has served 725 individuals. The project is expected to surpass the expected outcome of 780 individuals served by the end of fiscal year in February 2021. The pandemic increased the number of families interested in receiving support with services that they may previously not have needed.</p>	
<p>20. Regional Centers in Catchment Area</p> <p>(Reapplications Only) List all Regional Centers in the project catchment areas that the project has served. If not applicable select Not Applicable.</p>	<p>Applicant Response</p> <p>South Central Los Angeles Regional Center</p>	
<p>21. Cities Served</p> <p>(Reapplications Only) List the cities your project has served. If not applicable select Not Applicable.</p>	<p>Applicant Response</p> <p>Los Angeles, Bell, Bell Gardens, Compton, Cudahy, Downey, Huntington Park, Lynwood, Maywood, South Gate, Carson, Gardena, Vernon, Paramount.</p>	
<p>22. Counties Served</p> <p>(Reapplications Only) List the counties your project has served. If not applicable select Not Applicable.</p>	<p>Applicant Response</p> <p>Los Angeles</p>	
<p>23. City of Los Angeles</p> <p>(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.</p>	<p>Applicant Response</p> <p>90001, 90002, 90003, 90007, 90008, 90011, 90016, 90018, 90037, 90043, 90044, 90047, 90056, 90058, 90059, 90061, 90062.</p>	
<p>24. Activities to Date</p>	<p>Applicant Response</p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<p>(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>	<p>SCLARC’s Navigator Program improves consumer and family understanding of systems of care available for individuals with developmental disabilities, and provides one on one support with system navigation. Navigators offer families and consumers intensive support and follow up either through the intake process for those new to the system, or through the process of acquiring new supportive services for those already eligible, providing individual appointments over the phone or in person to discuss and assistance eligibility, psychological reports, acquiring SCLARC services, and generic resources in the community. Navigators work with consumers and families to apply for needed services through their medical insurance and to enroll in benefit programs such as Cal Fresh, Medi-Cal, IHSS, SSI, and special education. Staff also help caregivers seek service increases for programs such as respite or PA through Regional Center, or IHSS and SSI. The program has developed and facilitates multiple group training topics including Overview of Regional Center Services and the IPP, Transition to Adulthood, Conservatorship and Other Legal Options, Applying for ABA Services, and IHSS Application and Appeals.</p> <p>The core program achievements to date include:</p> <ul style="list-style-type: none"> • Increased the number of SCLARC consumers who receive POS funded services. • Increased the number of children and adults referred for intake who were previously unconnected to SCLARC. • Increased available education and parent understanding of available services for individuals with developmental disabilities including Regional Center POS services, and generic services such as IHSS. • Conducted targeted outreach to families of consumers with no POS services to recruit for education and/or support with accessing POS services. <p>All planned activities for each year of the program have been achieved, and in most cases, activity goals have been surpassed.</p>	
<p>25. Project Impact & Outcome</p> <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>Applicant Response</p> <p>Increase SCLARC Consumers who Receive POS Funded Services Over almost 4 years, the program has served 2,400 consumer families, providing one on one support with specific goals as identified by the consumer and/or their caregivers. As a result of receiving support from the Navigator Program:</p> <ul style="list-style-type: none"> • 631 consumers have received new ongoing POS services • 416 consumers who previously had no authorized POS services have received new POS services. • 64 consumers received an increase in POS services such as respite after program participation. <p>Increase in Unconnected Individuals Referred for Intake As a result of receiving support from the Navigator Program with starting and completing the assessment and intake process:</p> <ul style="list-style-type: none"> • 76 individuals have been found eligible for Lanterman services. • 222 children found eligible for Early Start. • Once found eligible, 226 of these new consumers received new ongoing POS services. <p>Increase Education Opportunities The program provides multiple regularly occurring parent education workshops including an overview of the Regional Center system and available POS services, IHSS transition options for young adults exiting high school, and</p>	<div style="border: 1px solid gray; padding: 2px; width: 20px; margin: auto; text-align: center;">1</div>

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
	<p>services, IHSS, transition options for young adults exiting high school, and special education services.</p> <ul style="list-style-type: none"> 297 parents or caregivers of SCLARC consumers attended an educational workshop led by Navigator staff titled "Regional Center Services and the Importance of the IPP." Staff provided educational sessions on accessing IHSS benefits, attended by 494 SCLARC parents or caregivers. The program held a 2020 virtual conference on "Transition to Adulthood," attended by 82 parents and caregivers. <p>Targeted Outreach to Consumers with no POS Of 1,714 referrals to the Program who previously had no POS services in place before receiving Navigator Program assistance:</p> <ul style="list-style-type: none"> 416 received a new POS service. 218 are currently working with a Navigator on acquiring POS and/or generic services. 129 declined program support. 295 became inactive, and did not respond to staff attempts to contact. 469 SCLARC consumers with no previous POS services, have successfully completed the Navigator Program and received education on their IPP, a review of available POS services and how to access services. <p>The Navigator Program also collects information from program participants through both pre and post education knowledge surveys, and optional satisfaction surveys after program completion. When the program shifted programming at the start of this current grant cycle due to the pandemic, staff were not able to continue to offer pre-education evaluations, but have continued to collect participant feedback on knowledge gained after virtual workshops, and their feedback on the program.</p> <p>Key feedback collected from program participants during the current grant cycle of the project includes:</p> <ul style="list-style-type: none"> Of parents who completed online RC IPP education and opted to complete the post workshop survey, all agreed that the workshop increased their knowledge of services, and all agreed that the workshop helped provide strategies to effectively advocate for their child, and participate in the decision making process. Of parents and caregivers who answered an online evaluation survey upon completion of the IHSS workshop, 100% either Agreed or Strongly Agreed that the workshop: <ul style="list-style-type: none"> Helped increase my knowledge of my child's needs or disabilities Increased my feelings of support Helped increase my knowledge of resources or service Helped provide strategies to effectively advocate from my children and participate in the decision making process A feedback summary from the Transition to Adulthood Series is attached with this section. <p>Recent success stories include those of two families who completed the Navigator Program during the last 8 months:</p> <ul style="list-style-type: none"> The family of an 8 year old diagnosed with cerebral palsy, epilepsy and an intellectual disability, who are in the process of applying for asylum due to violence in their home country. The family arrived in the country without a wheelchair for their son and had to carry him until they were able to afford a stroller. Family had no knowledge of available resources for education or support, and due to not having a wheelchair, mother was told by the local school he could not be enrolled. With the support of a Navigator, the mother successfully obtained California Children's Services (CCS) eligibility, and later a wheelchair and diapers. In addition, the Navigator provided support to mother in obtaining interim home school, and eventually through the IEP, a one to one aide, occupational therapy, transportation and a nurse for the bus ride to and from school. 	

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	<ul style="list-style-type: none"> A 28 year old mother of two young girls, ages 5 and 2 year old, who received support from her Navigator in starting and completing the Lanterman intake process, although she was already over 18. She was found eligible for Lanterman services, and was diagnosed with an intellectual disability. The mother received support with requesting and receiving Supportive Living Services to help achieve daily living skills and Parent Support Services to help with parenting her two young children. In addition, staff supported the mom through the Early Start intake process for her 2 year old, who was found eligible for early intervention services, and is currently receiving occupational therapy and participating in an Infant Development Program. The Navigator also provided support with the individuals' 5 year old daughter, who is also diagnosed with an intellectual disability, to receive an IEP and apply for SSI. 	
<p>26. Project Objectives</p> <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>Applicant Response</p> <p>Project Objectives The project objectives to address disparities are to provide underserved individuals receiving SCLARC services with one on one support with acquiring POS-funded Regional Center services, and in accessing generic benefits. The project also aims to address disparities through educational workshops to increase parent and caregiver capacity to navigate systems of care for individuals diagnosed with developmental disabilities. These objectives have been completed for the current grant period, and the program has not stopped receiving referrals of interested individuals and families since its inception.</p> <p>Challenges and Key Lessons The current project began almost at the same time as the pandemic in March of 2020. Historically, the Navigators met in person with individuals to provide system navigation education and to review documents together, or provided training in an in-person group setting. The biggest challenge for the agency was how to continue to provide supportive services when all staff were sent home to work remotely, and how to support families who were facing even greater challenges due to the pandemic, with lack of food and income one of the biggest issues.</p> <p>Within two weeks, supervisors implemented a plan to shift all in person services to phone, text, email, and virtual support using GoToWeb or Zoom. A system for continuing to provide support, while working from home, was also developed, with staff designated to mail documents from their homes on behalf of the program, and the utilization of online signature programs, and webinar programs for virtual education. The program was very quickly able to adapt to this new work environment, and services provided to families did not slow down during this period. Staff had to adapt rather quickly to think outside the box about how to safely serve individuals with limited technology access, which included teaching some parents to send photos of documents through their phone, or helping others to set up their first email. In addition, the feedback from parents once virtual trainings launched in March was positive, with many sharing that they previously could not attend in person trainings due to transportation or work schedule challenges.</p> <p>While the pandemic has been extremely challenging for both our staff and those we serve, the program has expanded its connection to community programs for families, sending text messages alerting specific communities of food distributions or COVID testing sites. Program staff have also built relationships with the City of LA Department on Disability and LA Food Bank, which have provided families in need with daily meal delivery services, and food boxes throughout the pandemic.</p>	
<p>27. Project Transition</p>	<p>Applicant Response</p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
(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.	This proposal aims to build upon the work and accomplishments of the Navigator Program's previous 4 years. While the target populations will not change from the previous year, the target population is constantly expanding, as new children and adults enter the system, and as the program continues to conduct outreach to individuals with no POS. The program is not adding additional activities at this time, but will aim to increase the number of individuals served, as the pandemic has increased the needs of families for supportive services. It is expected that the project, if funded in 21/22, will seamlessly transition into the new fiscal year, as staff are already in place, and currently serving families.	
General Application		
Proposal Summary		
1. Individuals Impacted	Applicant Response	
Enter the projected number of individuals impacted.	725	
2. People Served	Applicant Response	
What is proposed number of people projected to be served?	800	
3. Duration of project	Applicant Response	
What is the duration of the project? Enter Start & End Dates.	Start Date: 02/28/2021, End Date: 02/27/2022	
4. Duration of project (months)	Applicant Response	
What is the total duration of project in months?	12	
5. Regional Centers	Applicant Response	
List all Regional Centers in the project catchment areas.	South Central Los Angeles Regional Center	
6. Cities Served	Applicant Response	
List the city or cities your project proposes to serve.	Los Angeles, Bell, Bell Gardens, Compton, Cudahy, Downey, Huntington Park, Lynwood, Maywood, South Gate, Carson, Gardena, Vernon, Paramount.	
7. Counties Served	Applicant Response	
List the county or counties your project proposes to serve.	Los Angeles	
8. City of Los Angeles	Applicant Response	
If your project proposes to serve the City of Los Angeles, list the zip codes and/or communities your project will serve.	90001, 90002, ,90003, 90007, 90008, 90011, 90016, 90018, 90037, 90043, 90044, 90047, 90056, 90058, 90059, 90061, 90062.	
9. Community Based Organizations	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
Will you be working with one or more Community Based Organization?	No	
10. Regional Center Data	Applicant Response	
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.	SCLARC will use its own data for this project. At the start of the project in 2017, the Navigator Program worked with SCLARC's web developer to add in data tracking components into the agency charting system to enable staff to track outcomes for each individual served and to pull data reports.	
11. First Project Type Selection	Applicant Response	
Select your first project type.	Community Connector (Example: Promotora or Navigator)	
12. Second Project Type Selection	Applicant Response	
Select your second project type (if applicable).	Parent Education (online or in person trainings, etc)	
13. Third Project Type Selection	Applicant Response	
Select your third project type (if applicable).	Parent Education (online or in person trainings, etc)	
14. Multiple Organizations	Applicant Response	
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.	No	
15. Leverage & Strategies	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
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>The Navigator Program enhances the work of the Regional Center by providing underserved individuals and families with enhanced support in order to acquire needed services, and supports SCLARC staff in identifying gaps in service provision which may contribute to disparities. The program design has fostered community trust, and led to better relationships and communication between families and case management, as families are better prepared to participate in the IPP process and have an increased knowledge of available services. Navigator Program staff provide technical assistance and formal training to Service Coordinators to increase their knowledge of generic service systems including IHSS and SSI.</p> <p>The program is person-centered, educating caregivers on how the system works (e.g. Regional Center, Medi-Cal, Social Security) before applying or requesting a new service, so that they do not need to experience the same frustrations and roadblocks each time they need to interact with that system in the future. This investment in building capacity among our families helps to address inequity as individuals served by SCLARC, and their caregivers, become informed advocates who understand the system from which they seek services. While the program would not continue without funding, the impact of the program has left a large number of parents and caregivers with the tools they need to continue to advocate for their loved one in the future.</p>	
Target Population		
1. Target Groups Served	Applicant Response	
Select all groups the project will serve. If you select "Pacific Islander" or "Other" use comment section to list all groups.	African American , Hispanic	
Applicant Comment		
2. Number of Target Group Served	Applicant Response	
For each target group selected in previous question, list number served.	The program will aim to serve 96 African Americans, and 704 Latinos in the 2021-22 fiscal year.	
3. Languages	Applicant Response	
Select all Languages the project will serve. If you select "Other" please list all languages.	Spanish	
Applicant Comment		
4. Age Groups Served	Applicant Response	
Select all Age Groups the project will serve. If you select "Other" please list groups.	Birth up to Three (Early Start) , Three to Five , Three to 21 , 16 to 21 , 22 and older	
Applicant Comment		
Project Application		

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
Project Application		
1. Project Summary	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<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>Parents and caregivers of individuals receiving services from SCLARC report that they are overwhelmed when they attempt to apply for supportive services for their loved one. The various systems of care which benefit children and adults with disabilities can be confusing, and often require parents to provide a vast amount of information or documentation. Families who attempt to acquire services such as Regional Center, special education, CCS, medical insurance services, SSI, and IHSS are many times unsuccessful because they did not know what to expect, how to request services, or their own rights during the process.</p> <p>The Navigator Program provides individuals served by SCLARC and their parents or caregivers with one to one education and support with acquiring services and benefits for children and adults with developmental disabilities. The program targets families of consumers with no current services, providing them a menu of services overview, and offering education about how to request services. In addition, the program works with families to apply for IHSS, SSI, and Medi-Cal funded services including ABA and other therapies. Individuals and families who are in need of support during the SCLARC application process may also receive services from the Navigator Program. The program specifically targets SCLARC's service area of South Los Angeles and Southeast LA cities, and the main target population is individuals without POS services, with the sub target groups of Latinos, African-Americans and Spanish-speakers.</p> <p>Program staff include two Navigator Specialists and five Navigators, who work one to one with families to improve their knowledge of service systems, and provide personal assistance to families in requesting services. The navigator team also develops and facilitates ongoing workshops including Regional Center Overview and the IPP, In-Home Supportive Services (IHSS), Accessing ABA Services, Transition to Adulthood, and other topics as needed. Staff are well versed in SCLARC POS services, as well as the generic systems of care that benefit individuals with disabilities, and five of the program staff are bilingual in Spanish. Navigators provide parents with an introductory phone call or in person meeting to discuss service goals and review basic service system information, then provide additional weekly or monthly check in as needed during the application process, depending on the system. Parents are also invited to attend in person or virtual workshops about systems of care, or can be provided one to one education if their schedule or family situation does not allow them to attend group training.</p> <p>The Navigator Program has successfully served over 2,000 individuals, connecting children and adult to SCLARC for the first time through the intake and assessment process, and supporting families with acquiring ongoing POS such as respite, personal assistance, diapers and other supportive services. Finally the program has helped families successfully apply for, and receive needed SSI, IHSS, ABA and other generic resource benefits.</p>	
2. Organization Experience	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<p>What experience does the organization/group have working with the target population?</p>	<p>Founded in 1974, SCLARC serves children and adults diagnosed with developmental disabilities, children ages birth to 3 with developmental delays, and their families. SCLARC provides assessment, diagnosis, case management, and lifelong service coordination for individuals diagnosed with, or at risk for, Autism, Cerebral Palsy, Epilepsy, and Intellectual Disabilities living in South and Southeast Los Angeles communities.</p> <p>For more than 45 years, SCLARC has worked to improve the quality of life for low-income and underserved children and adults diagnosed with developmental disabilities through provision of supportive services and innovative service delivery. In order to better support the unique communities served by SCLARC, the agency has implemented supplemental programs such as developmental screening services for young children, family support and education, perinatal education and support for at-risk mothers, and socialization and playgroups for children with developmental delays.</p>	
<p>3. Underserved Target Populations</p>	<p>Applicant Response</p>	
<p>Explain how the target population(s) are underserved using RC POS data or other data as supporting evidence of the disparity.</p>	<p>Of the over 17,000 consumers served by SCLARC through both Early Start and Lanterman services, 68 percent are Latino, 24.5 percent are African-American, 3 percent are White, 3.5 percent Other, and 1 percent Asian. Of those consumers, 45 percent primarily speak a language other than English, with the majority speaking Spanish.</p> <p>SCLARC's Fiscal Year 18-19 disparity data shows that Latino consumers face inequity in services received from the Regional Center, as 13 percent of Latino consumers over the age of three have no POS funded services, and the average per capita POS expenditure for Latinos was \$7,946, compared to a per capita expenditure for African-Americans of \$21,527, and \$44,111 for Whites. Per capita expenditures for Spanish-speakers are also low, at \$8,301, as compared to English speakers, who have a per capita expenditure of \$14,516. Utilization rates for Latinos was also lower than other ethnic groups, at 71.4% compared to 76.9% utilization of POS among African-Americans. SCLARC's disparity issues include a lack of utilization of services by Latino consumers, and a disparity in the expenditures for Latino consumers who do have authorized services.</p>	
<p>4. Input from Community</p>	<p>Applicant Response</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>While SCLARC collects feedback from stakeholders at Public Information Meetings and board meetings throughout the year, the Navigator Program also collects information from program participants through both pre and post education knowledge surveys, and optional satisfaction surveys after program completion. As the program had to shift all parent education to online during the pandemic, the technology used did not allow the staff to continue to collect pre-education knowledge baselines, but has allowed staff to continue to collect participant input on education provided and their comments for improvement. Parents and caregivers have shared their support for the new online virtual education offerings, and as such, the program moving forward will incorporate virtual training opportunities as part of the ongoing programming options. Working parents, and those without</p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
	<p>childcare options shared that previous to the pandemic, they could not make most in person trainings due to schedule conflicts, but that the online option provided much more flexibility. As such, post-pandemic, the program will continue to offer this option to better meet a variety of caregiver needs.</p> <p>Key feedback collected from program participants during the current grant cycle of the project includes:</p> <ul style="list-style-type: none"> • Of parents who completed online RC IPP education and opted to complete the post workshop survey, all agreed that the workshop increased their knowledge of services, and all agreed that the workshop helped provide strategies to effectively advocate for their child, and participate in the decision making process. • Of parents and caregivers who answered an online evaluation survey upon completion of the IHSS workshop, 100% either Agreed or Strongly Agreed that the workshop, - Helped increase my knowledge of my child's needs or disabilities, - Increased my feelings of support, - Helped increase my knowledge of resources or service; - Helped provide strategies to effectively advocate from my children and participate in the decision making process. <p>Parent comments received from satisfaction surveys have provided staff with insight into the program success:</p> <ul style="list-style-type: none"> • Muchas gracias por la información que nos están dando, bendiciones. Thank you very much for the information that you are giving us, blessings. • Buenos días, gracias por la información que nos están dando yo ya estoy en proceso de la custodia si se me, hizo un poco difícil entender el proceso pero ahora me siento más confiada al estar con ustedes aprendiendo y saber que hay estos centros de ayuda para saber los derechos tanto de los padres como de los jóvenes muchas gracias cuidense y mantenganse seguros. Good morning, thank you for the information you are giving us, I am already in the custody process, and it was a little difficult for me to understand the process, but now I feel more confident to be with you learning and to know that there are these help centers to know the rights of both parents and young people thank you very much take care and stay safe. • Muy Buena information la persona que lo explico fue muy professional y conosedora. Very good information the person who explained it was very professional and knowledgeable. 	
5. Improve Access	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<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 Navigator Program provides consumers, parents and caregivers with one to one education and support with acquiring services and benefits for children and adults served by SCLARC. The program targets families of consumers with no POS funded services, providing them a menu of services overview, and offering education about the IPP and how to request services. In addition, the program works with families to apply for IHSS, SSI, and Medi-Cal funded services including ABA and other therapies.</p> <p>Since its launch in 2017, SCLARC's Navigator Program has served more than 2,500 consumer families, resulting in over 1,010 new ongoing POS services, such as respite, day programs, and speech therapy, and new generic services for more than 330 individuals, including Social Security income benefits, and protective supervision level IHSS hours.</p> <p>Parents often report that they are overwhelmed by the various systems of care serving individuals diagnosed with developmental disabilities including Regional Center, special education, medical insurance, SSI, and IHSS. Already dealing with their child's special needs, and possibly their own challenges such as financial hardships, immigration status, or lack of English proficiency, SCLARC families report more barriers in accessing available benefits that can support and improve outcomes for them and their child, as compared to other communities.</p> <p>Based on feedback received from participants, many credited the work with their Navigator as the principle reason why they were successful in establishing services for their loved one. Data collected from the program shows that participants increased their knowledge of Regional Center services and the IPP, improving their ability to access services in the future as the need arises. Navigator staff provide consumers, parents and caregivers with education, resources and advocacy skills that will serve to empower them beyond their time with the program, giving them a support system they can access when they meet roadblocks, but also building their self-efficacy skills so that they are better able to advocate for their own needs.</p> <p>The Navigator Program has given SCLARC an opportunity to interact in a different way with many families who were underserved, and were previously disconnected from the agency. The program allows for trust and relationship building with parents who have not always had a good experience with SCLARC staff. The follow through and follow up on the part of Navigator staff provides parents with concrete answers to questions, and results in new POS services and new generic services that improve the lives of those served by SCLARC.</p>	
<p>6. Support RC's Recommendations</p>	<p>Applicant Response</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>Part of SCLARC’s plan to promote equity and reduce disparities is to continue the Navigator Program. SCLARC utilizes the program to assist families and consumers with challenges related to acquiring POS and generic resources, and to provide training on SCLARC’s menu of services, the IPP, and generic services. The program enhances the work of SCLARC’s case management work, offering additional support to high need families, or families who are working with many systems of care. The program’s focus on Latino and Spanish-speaking populations is directly in line with the identified population experiencing high inequity in service delivery, and the staff have great success in supporting families with acquiring new POS.</p> <p>The project has worked collaboratively with USC UCEDD at Children’s Hospital Los Angeles (CHLA), referring families in need of support with medical documentation or direct intervention with physicians who are not completing necessary steps to putting services in place. In addition, the project has a new relationship with the City of Los Angeles Department on Disability, which provided Navigator Program participants meal delivery services during the pandemic, and co-hosted a PPE and food box distribution event in November 2020.</p>	
7. Project different or unique	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<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>This proposal aims to continue the work of the Navigator Program established with DDS funding beginning in 2017. The Program has demonstrated great success in reaching unconnected children and adults, supporting them through the intake and eligibility process, and has made great strides in increasing the number of SCLARC consumers who receive POS services, with a total of 1,016 new, ongoing, POS services received by program participants.</p> <p>While other programs have been funded to provide one on one support to SCLARC consumer families, the ability of Navigators to work with families from within the Regional Center is a unique benefit which improves program outcomes. Navigator staff have direct access to Service Coordinators and key Regional Center staff, providing a streamlined process for educating families, supporting them in advocating for services when needed, and for identifying barriers within the Regional Center that may cause disparities. The project staff receive ongoing direct training from Case Management staff on POS policies and procedures, and work in coordination with case managers to provide families a holistic approach to acquiring services. Project staff work with an interdepartmental committee to identify and remove barriers in service provision, and discuss trends among families encountering barriers.</p> <p>Program staff report additional unique benefits of working from within the Regional Center, such as direct access to documents families need to seek outside generic services, such as psychological reports or the IPP, and are able to send these documents directly to families, or with consent, directly to other agencies, which reduces frustration and delays for parents. In addition, when outside service systems send families incorrectly to the Regional Center for services that are not covered (i.e. speech services for a school aged child, which should be provided by insurance or school), Navigators are able to connect to those professionals, provide education on the limits of Regional Centers, which is taken more seriously by outside agencies as Navigators are SCLARC staff.</p>	
<p>8. Activities & Measures to Achieve Goal</p>	<p>Applicant Response</p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<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. Note: Before answering this question, applicant may want to complete the Activities Template located in the tab directly above.</p>	<p>This project has increased the number of underserved individuals who receive new POS, increased the quantity of POS that is put in place for individuals, increased the number of individuals who become eligible for SCLARC’s early intervention and Lanterman services, and increased educational opportunities for caregivers.</p> <p>Program referrals come from self-referral of individuals who hear of the Navigator Program from advertising, outreach, or other participants, or from referral through a Service Coordinator. Each referral is reviewed for appropriateness, and the individual/family is contacted by an assigned Navigator to identify goals for their working relationship. Families are offered one to one and group education depending on the services they identify as needed, and throughout the process of application to eligibility, the Navigator maintains consistent contact to ensure that barriers to services are removed, or to remind parents of important deadlines and next steps. Staff hold multiple trainings monthly in both English and Spanish, including Regional Center Overview and the IPP, IHSS, Transition to Adulthood, Accessing ABA Services, and hold a twice monthly ABA clinic for those parents needing support with calling medical plans or providers on a conference line.</p> <p>During the pandemic, the project has provided additional support to families, offering updates on resources available for food, rental assistance, and changes to generic resource agency policies and procedures due to COVID-19. In order to respond to the need for families to be connected to COVID resources, the program staff also held four live online question and answer sessions for caregivers, providing up to date information on local and generic resources, while answering specific parent questions.</p> <p>Project success is demonstrated through the numbers of individuals who successfully complete the program either through receiving requested education, or through the acquisition of the desired services. The project can demonstrate success in increase of POS and generic services through summary lists of the numbers of individuals who have received each individual service.</p>	
<p>9. Measures</p>	<p>Applicant Response</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>The measures chosen for this proposal will demonstrate that when individuals and families receive education and support in navigating systems of care, they are more successful in acquiring needed services, or increasing existing services. In addition, with parent feedback surveys built into parent education, the project will demonstrate a gain of knowledge of services available and how to request services, that enable parents to work independently in the future.</p>	
<p>10. Budget Narrative</p>	<p>Applicant Response</p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<p>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.</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>		<div style="border: 1px solid gray; width: 20px; height: 20px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">1</div>
Proposal Certification		
Certification		
1. Applicant & Regional Center Discussion	Applicant Response	
If you are a CBO, have you discussed your proposal with the RC(s)?	Not Applicable	
2. Applicant Certification	Applicant Response	
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.)	Yes	
Applicant Comment	Maura Gibney	