

# Application Report



**Applicant Organization:** South Central Los Angeles Regional Center  
**Project Name:** Navigator Program  
**Application ID:** App-22-570  
**Funding Announcement:** FY 22-23 Service Access and Equity Grant  
**Requested Amount:** \$558,000

**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.

**Authorized Certifying Official:** Dexter Henderson    dexterh@sclarc.org    213-744-8412

**Project Director/Manager:** Crystal Smith    crystals@sclarc.org    213-744-8878

**Project Manager/Coordinator:** Crystal Smith    crystals@sclarc.org    -

**Compliance/Fiscal Officer:** Robert Johnson    robertj@sclarc.org    213-744-8417

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**Section Name:** Applicant Eligibility

**Sub Section Name:** Applicant Information

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**1. Applicant Question:** Project Title

What is the Project Title?

**Applicant Response:**

Navigator Program

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**2. Applicant Question:** Awarded Amount

What is the total amount awarded for the project?

**Applicant Response:**

\$558,000

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**3. Applicant Question:** Organization Type

Choose the response that best describes your organization.

**Applicant Response:**

Regional Center (RC)

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**4. Applicant Question:** Description of Organization/Group

Provide a brief description of the organization or group. Explain what experience your organization has managing a project similar to the proposal and state the outcomes of that project. You may upload your brochure or add a website link.

**Applicant Response:**

SCLARC is a private, non-profit organization coordinating supportive services for individuals diagnosed with developmental disabilities, young children with developmental delays, and their families. One of 21 Regional Centers in California, SCLARC has implemented its Navigator Program since 2017, creating the program drawn from experience developed during the implementation of an embedded Family Resource Center.

SCLARC's Navigator Program provides parents and caregivers with education and support with understanding and acquiring both Regional Center and generic services. During the FY 2020 to 21 project, Navigators served 811 individuals, with 51 children and adults receiving 57 new individual Regional Center POS services. During that same period of time, the program also supported 22 new children and adults through the intake process for Early Start or Lanterman to become eligible for SCLARC services. SCLARC's website is [www.sclarc.org](http://www.sclarc.org).

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**5. Applicant Question:** Applicant in Good Standing

Is the applicant in good standing with the California Secretary of State, California Franchise Tax Board, and California Department of Tax and Fee Administration? Please upload confirmation letter(s) or proof of good standing.

**Applicant Response:**

Yes

**Attachment:**

[FTB Entity Status Letter 8-17-22.pdf](#) - PDF FILE

[SCLARC Certificate of Good Standing \(2022\).pdf](#) - PDF FILE

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**6. Applicant Question:** Subcontractors in Good Standing

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?

**Applicant Response:**

Not Applicable

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**Section Name:** Grant Reapplication Information

**Sub Section Name:** Grant Reapplications Only

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**1. Applicant Question:** Previous Award(s)

Did your organization receive DDS grant funding in fiscal year 2020-21 or 2021-22? If yes, go to question 2 to complete each column. If no, skip this category and go to category 3.

**Applicant Response:**

Yes

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**2. Applicant Question:** Previous Grant Award(s)

Since fiscal year 2020, complete a row for each DDS Service Access and Equity grant your organization was awarded funding.

**Applicant Response:**

Year Awarded	Project Title	Grant Number	Award Amount
2020-21	Navigator Program	20-SCLARC	\$465,708
2021-22	Navigator Program	21-SCLARC-01	\$450,000
2021-22	Early Childhood Outreach and Screening Program	21-SCLARC-02	\$150,000

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**3. Applicant Question:** Previous Grant Outcomes

Provide a brief grant summary of your project outcomes for fiscal year 2020-21 and/or 2021-22.

### **Applicant Response:**

During 2020-21 Fiscal Year project, implemented April, 2021 through April of 2022, SCLARC's Navigator Program worked with individuals and families to provide education and support with accessing systems of care and services for individuals with developmental disabilities. Navigators continued to serve individuals new to the Regional Center system through the intake process, and those already eligible for SCLARC services who required support with putting services in place. Due to the ongoing pandemic, staff provided education and individual support by phone and through Zoom. Key outcomes for the previous fiscal year included:

- Acceptance of 619 new individuals in need of support, with 303 individuals who successfully exited the program after achieving their goal of either acquiring a new service or receiving requested education or advocacy support.
- Held 22 workshops serving 485 parents and caregivers on topics including Understanding Regional Center and the IPP, In Home Supportive Services, and Transition to Adulthood.
- 22 children and adults became eligible for either early intervention or Lanterman services, after receiving one to one Navigator support through the process.
- 51 consumers received new POS services, a total of 57 different services, including Independent Living Services, Respite, Personal Assistance, and behavioral services.
- 155 individuals who received new or increased support from generic services. The majority of individuals became eligible for In Home Support Services or Supplemental Security Income (SSI).

The program achieved success in helping individuals with accessing new services because of the one to one support, education and follow up throughout the process of service acquisition. Many of the participants received multiple services depending on their needs including community-based services such as behavioral health services, Medi-Cal funded therapies, transportation and diapers. Although the pandemic again presented limited program outreach efforts, staff connected to new individuals and families in need of support through referrals from partner social service agencies.

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### **4. Applicant Question:** Project Transition

If awarded, how will your current project(s) transition into the 2022-23 proposed 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.

### **Applicant Response:**

Moving into the 2022-23 fiscal year, the demographics of the project target population will continue to be African-Americans, Latinos, and Spanish-speakers, but will aim to specifically increase participation of young adults and adults, ages 16 and older.

The Navigator Program continuously works to identify the needs of individuals served by SCLARC and identify trends among the service population. The program has had enormous success in connecting to children served by SCLARC, and during the upcoming year would work to increase outreach and recruitment of underserved adults. The program will continue to offer specialized information and support to young adults and their caregivers through the transition process from school into available adult services. To better serve families caring for adults diagnosed with developmental disabilities, program staff will offer group and one to one education about:

- available supported decision-making options,
- employment options
- supported and independent living services
- long term care planning for aging consumers and aging caregivers.

The Program will develop a learning and support group providing information and planning to support consumers and caregivers as they continue to navigate life into adulthood. The group will be offered using a hybrid in-person and virtual model, facilitated by Navigator staff, and incorporating a peer support model among attendees. In addition to implementing an educational curriculum for the group it will also offer space for caregivers to connect with other families navigating similar journeys and supporting the natural development of informal support networks. Measures added for this component will include the development of a curriculum, number of group sessions held and the number of participants in group sessions.

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**Section Name:** General Application

**Sub Section Name:** Proposal Summary

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### **1. Applicant Question:** Project Type

Choose the project type that best describes your activities from the list below:

#### **Applicant Response:**

Community Connector

#### **Applicant Comment:**

The Navigator Program has been implemented by SCLARC as a model community connector program since 2017. Staff are trusted community leaders who build rapport and trust with individuals and families served by the regional center through education and support with accessing systems of care.

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### **2. Applicant Question:** Duration of project

Choose the duration of your project.

**Applicant Response:**

12 months

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**3. Applicant Question:** Regional Centers

Choose the Regional Center(s) that your project will serve. Check all that apply. If you are proposing a statewide project, select the All Regional Centers/Statewide option.

**Applicant Response:**

- South Central Los Angeles Regional Center
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**4. Applicant Question:** Counties Served

List the county or counties your project proposes to serve. Check all that apply. If you are proposing a statewide project, the select All Counties / Statewide option.

**Applicant Response:**

- Los Angeles County
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**5. Applicant Question:** Community Based Organizations

Will you be working with one or more Community Based Organizations? If so, provide the name of the organization and how you will be working together.

**Applicant Response:**

Not Applicable

**Applicant Comment:**

Not Applicable

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**6. Applicant Question:** Multiple Organizations

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.

**Applicant Response:**

No

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**7. Applicant Question:** Strategies and Sustainability

How will your project continue its work after the grant funding has concluded?

**Applicant Response:**

The Navigator Program provides support and education to underserved individuals and families in need of services or in understanding systems of care. The program supports the overall regional center's efforts to improve equity in service provision, identifying barriers to services and working with families to find solutions to increasing POS and generic services for underserved individuals.

The program has increased the capacity of participants to understand systems and apply for services, building positive relationships based on trust with our community. Available workshops have equipped thousands of parents with the tools they need to be an active partner within each system of care, to acquire new services and to address future needs for self-advocacy. While the Program would not be sustainable without grant funding, it has left a legacy of families who better understand the service systems available to their loved one, and how to apply and advocate for future services.

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**Sub Section Name:** Target Population

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**1. Applicant Question:** Ethnicity Groups Served

Select the ethnicity group(s) the project will serve. For "Indian", "Pacific Islander", "Slavic" or "Other" use comment section to list specific groups.

**Applicant Response:**

- African American
- Hispanic

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**2. Applicant Question:** Ethnicity Group(s), Language(s) and Number of Individuals Served

For each ethnicity group, provide the number of individuals your project intends to serve and the related language(s).

**Applicant Response:**

Ethnicity Group(s)	Individuals Served	Language(s)
Latino	580	Spanish, English
African-American	100	English

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**3. Applicant Question:** Age Group(s) Served

Select all Age Groups the project will serve.

**Applicant Response:**

- Birth up to Three (Early Start)
- Three to Five
- Three to 21
- 16 to 21
- 22 and older

**Applicant Comment:**

The Navigator Program supports individuals of all ages, from young children in need of assessment or early intervention services, school aged children who need support with access to POS or generic services, to adults in need of help with acquiring POS including day programs, independent living or work programs.

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**Section Name:** Project Application

**Sub Section Name:** Project Application

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**1. Applicant Question:** Project Summary and Organizational Experience

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. In your answer, include what experience your organization has working with the target population and how your organization will work with the local RC(s).



### **Applicant Response:**

The Navigator Program provides education and support to individuals served by SCLARC and their caregivers with acquiring services and benefits, and with addressing barriers to service. The program targets individuals with no services, providing education on available POS and how to request services. The program also serves those with POS who need help with accessing additional services. Staff provides one to one and group education on resources including IHSS, SSI, and Medi-Cal funded services such as ABA and other therapies. The program works to connect underserved children and adults to services by offering guided support through the intake and assessment process for both Lanterman and Early Start. The program is available to all of SCLARC's service area, and the main target populations are Latinos, African-Americans and Spanish-speakers.

Program staff include two Navigator Specialists and five Navigators, who work one to one with families and provide group education sessions on the topics of:

- Regional Center Overview and the IPP,
- In-Home Supportive Services (IHSS),
- Accessing Behavioral Services, and
- Transition to Adulthood.

During the next project cycle, the program will add an educational and support component, focused on older adults served by SCLARC and aging caregivers. Staff will implement a new 4 part learning series aimed at providing resources, information and planning guidance to families supporting adults with developmental disabilities. Topics will include supported decision-making, employment, independent living options and services which support the needs of older adults. The group will offer opportunities for peer to peer relationship building to help families build their informal network of support by connecting to others with common experiences.

Participants self-refer or are referred by Service Coordinators and community partners. Individuals work with an assigned Navigator to identify goals for working together and are provided one to one or group education depending on the services they identify as needed. Throughout the process of acquiring services, staff maintain contact to ensure barriers to services are removed, and to remind participants of important deadlines and next steps. Staff understand the complexities of POS services and the criteria for each service. Staff are well versed in the common generic services available for individuals with disabilities, and the majority of program staff are bilingual in Spanish.

The Navigator Program has successfully served thousands of individuals and families since its inception, connecting children and adults to SCLARC for the first time through the intake process, and supporting families with acquiring POS such as respite or diapers. The program has helped families receive needed SSI, IHSS, ABA and other generic resource benefits.

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### **2. Applicant Question:** Data and Community Input

Explain why you have selected your priority population(s) using RC POS data and other data as supporting evidence of the disparity or inequity. Include how your organization used input from the community, target population, and RC to design the proposal.

**Applicant Response:**

Of the 18,100 individuals served by SCLARC, 70% are Latino, 22% African-American, 2% White, 6% Other, and 42% are monolingual Spanish-speakers. SCLARC's 2020-21 data shows inequity in POS services, as 15% of Latinos have no POS, and have an average per capita POS expenditure of \$18,476, compared to \$37,859 per capita expenditures for African-Americans.

Annual data shows a decrease in utilization of authorized services during the pandemic, with 57% of Latinos and 53% of African Americans utilizing available services. Navigators not only work to help families acquire new POS, but also work to ensure that they are able to access and use services, supporting them through the entire process of putting services in place. In 2023-24, the program would target Latinos, African-Americans, and Spanish-speakers served by SCLARC, with a specific focus on individuals with no or low POS, and individuals not utilizing services.

The Program presents annual data at SCLARC's board meetings and annual Town Hall meetings, requesting feedback from stakeholders about the program. The Program collects feedback from participants through surveys, and SCLARC discusses program outcomes during public board meetings and annual Town Hall meetings. Of families surveyed upon exiting the program, 100% agreed that support from the Navigator program helped them to better understand their loved ones disabilities and needs, and 88% agreed that they felt they had power to make positive changes for their family.

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**3. Applicant Question: Uniqueness**

How is the proposed project unique from a currently funded grant (e.g., strategies, activities, and goals) in the proposed RC catchment area? If the project is similar to a currently funded grant listed on the Department's website, how is the proposed project different?

**Applicant Response:**

The Navigator Program is a unique program, serving the SCLARC community since 2017. Providing one to one support and group education for individuals and families served by SCLARC, the program has already provided support and education to thousands of regional center families, and connected hundreds of children and adults to the regional center for the first time.

Although other family education and support programs exist, SCLARC's Navigator Program continues to draw success from working within the Regional Center. This is an advantage when families need help with accessing vital paperwork, in following up on requests for POS, and in working collaboratively with regional center staff to put services in place. Because staff work under the umbrella of the Family Resource Center, work is conducted within a parent support framework, and guided by person centered thinking practices. The Navigator Program is unique in supporting families with understanding their loved ones documents, explaining complicated paperwork and in walking people through each step in the service acquisition process.

Navigators work directly with SCLARC's intake and clinical staff, and Service Coordinators, reducing time needed to resolve problems or to put new POS services in place. Navigator staff are able to stay up to date on changes to SCLARC's policies and procedures, and offer input to the Leadership team on trends within underserved communities, and barriers to service provision.

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**4. Applicant Question:** Improve Equity and Service Access

How will your project measurably improve equity, access, and reduce barriers to services for individuals with intellectual and developmental disabilities and their families?

### **Applicant Response:**

This project increases the number of individuals with no POS who receive new POS services, and increases the number of individuals who become eligible for SCLARC services. Successes are achieved by providing families with one to one education and system navigation support in acquiring services and benefits to improve the quality of their lives. The program focuses on outreach to individuals with no current POS funded services, offering families an overview of SCLARC POS services, education on the IPP, and support with requesting services. Staff also work with families to acquire new generic services including IHSS, SSI, special education, CalFresh benefits, and Medi-Cal funded services including ABA, diapers, and other therapies.

This project reduces barriers for families who have previously not had success in receiving needed services or benefits by providing them education and help understanding of the systems to which they are applying. Staff help parents learn about their child's needs, and understand the eligibility requirements of systems, leading to better outcomes. The program relies on building a trusting relationship with families, many of whom express that their previous experience at SCLARC was frustrating or negative. The consistent follow up of Navigator staff with families throughout the process of applying for services supports families who encounter questions or barriers, and helps parents to feel supported throughout their journey of finding new services.

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### **5. Applicant Question:** Support of RC Plan

Does the project support the RC plan to promote equity and reduce disparities in their catchment? 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 to promote community inclusion?

### **Applicant Response:**

A core component of SCLARC's plan to promote equity and reduce disparities is to continue the successful implementation of the Navigator Program. SCLARC Service Coordinators refer individuals and families in need of support with understanding available POS or generic services, or with addressing barriers to services. Navigators also support SCLARC's plan by offering parent education workshops, which for this year remained online due to the ongoing pandemic, but will transition to a hybrid format within the next year. The program specifically achieves goals which align with SCLARC's plan by connecting underserved individuals to the intake and assessment process, by helping clients with no services put POS services in place, and by increasing utilization of services authorized by ensuring families understand how POS services work. Navigators continue to work with the USC UCEDD at Children's Hospital Los Angeles (CHLA) on cases with a need for support in accessing medical records or physician documentation.

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### **6. Applicant Question:** Project Activities and Measures

**Note: Before answering this question, applicants must complete the Activities Template located in the middle tab directly above.**

The schedule of activities clearly and specifically demonstrates the steps that the project will take to achieve its stated

objective and measures. Do the proposed measures appropriately track the project objective and activities, provide insight into the effectiveness of project, and demonstrate impact on the target population?

**Applicant Response:**

This project will increase POS for underserved individuals, increase access to generic services, and increase the number of individuals who become eligible for SCLARC services by:

- Identifying individuals with no POS, or who are underserved in other ways, and providing one on one support with acquiring POS and/or generic services; Hosting educational workshops on Regional Center Overview and the IPP;
- Hosting workshops on In Home Supportive Services benefits and eligibility;
- Hosting workshops on Accessing Behavioral Services;
- Hosting workshops on Transition to Adulthood for SCLARC families with a loved one ages 14 to 21; and
- Implementing a new supportive education group tailored to caregivers of adults and older adults served by SCLARC.

These activities support the Program’s continued efforts to increase the number of underserved individuals who receive new POS, increase the number of POS services acquired per consumer and increase the number of individuals who become eligible for SCLARC’s early intervention and Lanterman services. Bilingual education workshops support families with understanding system navigation basics, while one to one support is provided for individuals who need help removing barriers or guidance through the often complicated steps to service acquisition.

The project will continue to utilize measures required by DDS for Community Connector projects, and measures included in this proposal will help demonstrate the success of staff in providing education and one to one support. The project aims to support individuals served by SCLARC and their families in receiving education and support in navigating various systems of care in order to receive new services and benefits. As such, the measures show the numbers of individuals served, the number of services received, including measures for individuals who become eligible for SCLARC services for the first time.

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**7. Applicant Question:** Budget Template and Narrative

**Note: Before answering this question, applicants must complete the Budget Template located in the tab directly above.**

The project budget is consistent with the stated project objective and activities, and clearly and concisely explains how the proposed expenditures support the overall project design and outcomes. The project budget costs are clearly associated with the activities and does not include non-allowable costs or costs funded by other sources.

- Budget Template example is located at [Attachment C](#).
- Budget Details and Restrictions are available [here](#).

**Applicant Response:**

The project budget is consistent with the stated project objective and activities, and clearly explains how the proposed expenditures support the overall project design and outcomes. The project budget costs are associated with the activities and do not include non-allowable costs or supplant funds from other sources.

The budget includes costs for salary and benefits for two Navigator Specialists and five Navigators. The Navigator Specialists, two full time and one half time, provide education, skill development, training, and guidance to Navigators in working with consumers and families. These Specialists also work one on one with consumers and families to put services in place. Navigators primarily work one on one with individuals and families, offering support and education in navigating various systems of care to obtain services. Specialists and Navigators also conduct educational workshops. Fringe benefits calculations were based on currently prescribed local, state, and federal rates and were estimated at 34% of the salary rate.

Operating expenses include an interpreter for bilingual English/Spanish parent education and translation educational materials, office supplies such as paper and toner, and instructional supplies for parent education such as binders, pens and paper.

Indirect costs include those for administrative supervision of the project from executive staff and the Family Resource Program Manager, who will collect and report data and ensure successful implementation of the project. Additional indirect costs include those for accounting, payroll, janitorial, parking and utilities. Finally, indirect costs are included for information technology support to ensure equipment used by staff is working, able to be updated with new software, and that staff receive technology support when needed.

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**Section Name:** Proposal Certification

**Sub Section Name:** Certification

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**1. Applicant Question:** Confirm Proposal Discussion with RC(s)

CBOs are required to discuss their proposal with each RC(s) the CBO is intending to serve. If you are a CBO, have you discussed your proposal with each RC you are intending to serve?

**Applicant Response:**

Yes

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**2. Applicant Question:** RC Contact

CBOs are required to submit their application concurrently to the Department and to each RC(s) catchment the CBO is intending to serve. If you are a CBO, state the name(s) of the contact person(s) at each RC you have emailed your proposal application. The RC contact list is available here at [Attachment F](#).

**Applicant Response:**

SCLARC is a Regional Center.

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### 3. Applicant Question: Code of Conduct

#### Grantee Code of Conduct

The Department is committed to supporting services and programs with integrity that foster collaboration and professionalism. Grantees are expected to conduct project activities in a professional and respectful manner that include:

- **Valuing Diversity and Inclusion.** Grantees should embrace diversity that includes but is not limited to: ability, race, language, national origin, citizenship, age, gender identity or expression, sexual orientation, and religion.
- **Conducting Activities with Personal and Professional Integrity.** All activities with individuals, families, community organizations, regional centers, and state, local and federal agencies should be conducted with professionalism, dignity, respect, and fairness. Grantees should be open to listening to different points of view and fostering productive communication.
- **Providing a Positive Work Environment:** All projects should foster a positive and respectful work environment with their colleagues and other grantees.

#### Applicant Response:

- I acknowledge that I have reviewed the Code of Conduct.
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### 4. Applicant Question: Applicant Certification

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.

#### Applicant Response:

Yes

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