



May 27, 2025

Ernie Cruz, Deputy Director
Department of Developmental Services
Community Services Division
Office of Community Operations

Re: Expenditure and Demographic Data and Public Meetings per W&I Code §4519.5 and Department of Developmental Services (DDS)/Regional Center Contract for Fiscal Year 2023-2024

Dear Mr. Cruz:

In December 2024, the link to the DDS' website consisting of *Annual Expenditures and Authorized Services for Fiscal Year 2023-2024* was posted on [Harbor's website](#) pursuant to Welfare and Institution (W&I) Code §4519.5, as well as Harbor's contract with DDS. The DDS webpage included de-identified data reports of purchase of service authorization, utilization, and expenditures, with respect to age, race and ethnicity, language, living arrangement and disability.

In accordance with Welfare and Institution (W&I) Code §4519.5(g), Harbor Regional Center scheduled two Purchase of Service (POS) Expenditure and Demographics Data public meetings for March 24, 2025 and March 26, 2025 at 6:00 pm. The meetings occurred virtually on the Zoom platform as interactive meetings with Harbor's community. Both meetings were scheduled for the evening to allow working individuals and families an opportunity to participate.

Harbor Regional Center created a flyer and a social media graphic, and both of these documents were available in nine languages (English, Khmer, Korean, Japanese, Simplified Chinese, Spanish, Tagalog, Traditional Chinese, and Vietnamese). Spanish is the largest threshold language for Harbor's community, and thus one meeting was presented entirely in Spanish. In addition, anyone requiring interpretation in any additional language was also encouraged to indicate their preference during the meeting registration process to allow Harbor to secure the appropriate interpreter for the public meetings.

On January 29, 2025, the meeting dates, flyer, and registration information was posted and continuously maintained on Harbor Regional Center's website. On February 3, 2025, notice of the public meetings were provided via electronic mail to the Department of Developmental Services, Office of Community Operations. On February 5, 2025, the social media graphic including date, time, and location of the scheduled meetings were posted on Harbor's Instagram, Facebook, and Twitter/X platforms. This information was shared in nine languages.

At the public Board of Trustees Meeting on March 18, 2025, information about the



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scheduled Purchase of Services Expenditure and Demographics Data was provided, including the meeting dates, times, and meeting registration details.

Harbor Regional Center provided and continuously maintained additional public notices through the Harbor Regional Center electronic newsletters and social media accounts and shared with individual stakeholders as follows:

- Electronic newsletter (e-newsletter) on February 14, 2025 to 25,887 English and 580 Spanish subscribers.
- Electronic newsletter (e-newsletter) on February 28, 2025 to 25,858 English and 579 Spanish subscribers.
- Electronic newsletter (e-newsletter) on March 12, 2025 to 25, 837 English and 579 Spanish subscribers.
- Social Media posts on February 5, 2025 to Facebook (2.5K Followers) and Instagram (2K followers). The posts were “pinned” to Harbor’s feature page on Facebook and Instagram’s grid to allow users to see the information/opportunity as a priority. Graphics were provided in nine languages.
- Social Media posts on February 5, 2025 on Twitter (527 Followers). Graphics were provided in nine languages.
- Meeting information and invitation to participate was shared via email with Harbor Regional Center’s Korean and Chinese Support Group facilitators on February 11, 2025.
- Meeting information and invitation to participate was shared via email with Community Based Organizations, Cambodian Association of America, United Cambodian Community, Boat People SOS, Department of Mental Health Promotoras, Japanese Speaking Parents Association of Children with Challenges, and National Alliance on Mental Illness on February 11, 2025.
- Meeting information and invitation to participate was shared via email with Spanish-speaking support group, Juntos por la Inclusion on February 26, 2025.
- Meeting information and flyer was shared and reviewed with Spanish-speaking support group, Unidad y Fuerza on February 26, 2025 at their virtual support group meeting.

The two public meetings were held as scheduled on the virtual platform, Zoom. The March 24, 2025 meeting was presented in Spanish, in addition, English and American Sign Language interpretation was provided, along with live transcription/Closed Captioning. During the March 26, 2025 English meeting, simultaneous Spanish and American Sign Language was provided, along with live transcription/Closed Captioning.

Harbor Regional Center’s presentation entitled, *Annual Purchase of Service Meeting | Reunión Annual de Compra de Servicios*, was developed using simplified terminology (plain language), limited text on each slide, simple visuals, colorful graphs, many photographs, along with a second language (Spanish) on the same slides/presentation. This was to ensure that individuals served by Harbor, along with families, and community participants were able to see the data visually, in a manner in which it would be easier to follow and understand. On slides where data was analyzed and shared, graphs were limited to one on each slide. This presentation was projected on the screen throughout the virtual meetings so that participants could follow along. The presentation was posted for viewing/download on Harbor’s website on March 17, 2025, and the presentation file was shared with participants via the chat function during both meetings.



In order to enhance linguistic accessibility, considering Harbor's community and their varied digital proficiency, a step-by-step visual guide created by Harbor was shared in the chat function so that participants could view and access the interpretation feature, if needed.

Harbor's bilingual Manager of Diversity and Inclusion, Erika Segovia, and bilingual Community Outreach Specialist, Edgar Marroquin presented at both meetings. Demographic and purchase of services expenditure information from Fiscal Year 2023-2024 was shared at each meeting; including the number of instances when written copies of Individual Program Plans (IPPs) were provided for threshold and non-threshold languages; the numbers, percentages, and total expenditure amounts for all social recreational activities; along with demographic information about Harbor's diverse employees. In addition, activities within Harbor's Strategic Plan and other current initiatives like Harbor's Language Accessibility and Cultural Competency (LACC) Plan were also shared with the community. Harbor continued to designate "Questions/Preguntas" periods throughout the entirety of the meetings, after sharing data and information, to allow for the public's input and opportunities to discuss or clarify any questions that participants may have had. The chat feature was also enabled to allow for those who wish to share their questions, suggestions, and input, as well as foster opportunities for community interaction and dialogue.

On March 24, 2025, there were 84 participants in attendance, including 54 individuals served/parents/community members/community partners; one (1) representative from Disability Rights California; one (1) representative from DDS; two (2) language interpreters; and Harbor Regional Center staff. On March 26, 2025, there were 51 participants in attendance including 19 individuals served/parents/community members/community partners; one (1) representatives from Disability Rights California; one(1) representatives from DDS; two (2) language interpreters; and Harbor Regional Center staff.

Harbor Regional Center reviewed expenditures by age and ethnicity. Expenditures for social recreational activities, camps, educational services, and non-medical therapies were also reviewed and discussed. A review of the data suggests that in FY 2023-24, 77% of individuals received purchased services compared to 23% of individuals who did not have purchased services. The number of individuals receiving purchased services had increased from the previous fiscal year.

Several self-advocates, family members, service providers, community partners, and community members, including those who do not reside or receive services within the Harbor catchment area submitted comments throughout both presentations. We received one email submission with input on March 20, 2025 from the Office of Client's Rights Advocacy. During the March 24, 2025 meeting in Spanish, many of the comments were received from attendees who do not receive services from Harbor Regional Center. Some common themes included suggestions for regional centers to provide more advocacy support for navigating services, requests for data related to Notice of Actions provided to individuals served, and suggestions for improved trainings on specific regional center services, as well as improved training for Harbor staff. During the March 26, 2025 meeting, no concerns or challenges were posed. Two participants had questions related to services



such as respite and social groups. A participant thanked Harbor Regional Center for this meeting.

The POS data FY2023-24 suggests that there is a need to reduce disparities and increase access to purchase of services and supports in Harbor Regional Center's catchment area. Below are Harbor Regional Center's recommendations and plans to promote equity and reduce disparities in purchase of services:

Harbor Regional Center remains committed to meeting the needs of *all* individuals served regardless of age, ethnicity, language preference, diagnosis, or citizenship status. Harbor Regional Center continued to address several focus areas related to enhancing service coordination, providing high-quality information, increasing the number of resources that are developed to meet individual needs, as well as engaging with the community to facilitate individual and family collaboration and partnership with Harbor.

Harbor Regional Center is dedicated to listening and receiving feedback from our community. In addition to public meetings, Harbor continued to expand opportunities to directly hear and learn from self-advocates, family members, and circles of support about their experiences related to accessing services through listening sessions and focus groups. These avenues have allowed Harbor to gather input, feedback, ideas, and recommendations regularly from various cultural and language-specific communities.

Harbor Regional Center has also developed and implemented several surveys. Harbor implemented an Annual Survey for Fiscal Year 2023-24 to learn about the individual and family experience, including whether the information Harbor provides is easy to access and understand and whether it helps families make informed decisions about services and supports. The survey also asked about the quality of customer service received from Harbor staff, their experiences with their person-centered service planning process, their views about the diversity of Harbor's service providers and the people who support them. The survey provided opportunities for our key stakeholders to inform improvements to our service delivery and address potential challenges and barriers to service access and utilization. Some key results from our Annual Individual and Family Experience and Satisfaction Survey FY 2023-24 are shared below. The entire report of results can be found on Harbor's [website](#).

Communication and Delivery of Information: A combined total of 81% responded that they were satisfied or very satisfied with the information and materials provided by Harbor.

Person-Centered Service Planning: When asked if their service coordinator was skilled in developing their Individualized Family Service Plan (IFSP) or Individual Program Plan (IPP) and if their IFSP/IPP was person-centered, a combined total of 87% agreed or strongly agreed.

Diversity of Harbor's Provider Community: When asked if they had several providers to choose from before deciding who could best meet their needs and preferences, 64% agreed or strongly agreed. A combined total of 85% agreed or strongly agreed with the belief that Harbor has service providers who can meet the different cultural and language



needs of our community.

Additional surveys are open and available year round to collect input from our community, including the Person Centered Service Planning Survey, Customer Service Survey, and Service Needs/Resource Development Survey. Harbor Regional Center intends to continue implementing surveys, listening sessions, and focus groups to regularly inform Harbor's plan to improve service access and utilization.

Enhanced Service Coordination supported 87 new individuals within the past year in accessing over 200 regional center funded services and over 50 generic, community-funded services. Enhanced Service Coordination will continue to support individuals served and their families with low or no Purchase of Services to access services.

Harbor's Language Accessibility and Cultural Competency (LACC) Plan continues to promote cultural diversity, bridge linguistic and communication needs, and enhance information. Harbor's Parent Mentor Program continues to be available to support parents and caregivers to navigate the different, and often times complex, service systems that serve individuals with developmental disabilities. Our goal remains to support families to increase understanding, reduce barriers to accessing services and build closer relationships with Harbor and the service coordination team.

Harbor's bilingual Language Accessibility Cultural Specialist and bilingual Community Outreach specialist continue to work closely with the Spanish-speaking and emerging language (i.e. Cambodian, Japanese, Korean, Tagalog, Mandarin, Cantonese, and Vietnamese) groups within our community to increase awareness about regional center services, collaborate with community-based organizations, and build trust. Additionally, Harbor has created a new peer support group for adults receiving regional center services, called "Peer Hangout." Facilitated by Harbor's Peer Advocate, we hope this is a space where adults can create new friendships and learn more about services and supports that are available.

Through our ongoing efforts to provide comprehensive information, we launched a redesigned website with specific improvements in accessibility and language support. Harbor also deployed information on the availability of various communication aids and accessibility supports for any visitor to our campuses, including the individuals and families who receive services from Harbor. Harbor also developed a list containing common services, service descriptions, one-page fact sheets on various services, a list of social recreational vendors, and information is shared in all nine threshold and emerging languages. Any individual supported by Harbor Regional Center has the opportunity to request information and participate in all meetings, trainings, and events in their preferred language. Harbor Regional Center is committed to providing information, services, and support in culturally and inclusive ways for our community.

Harbor Regional Center continues to collaborate with community partners to provide trainings in-language. Harbor will expand our trainings to providing more hands-on workshops that will help guide participants to access services, such as In-Home Support Services (IHSS). These trainings will be recorded and made available on Harbor's website to allow people to learn at their own pace, even if they were not able to attend a training

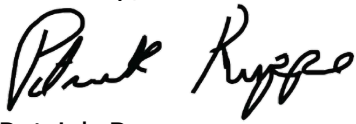


or workshop.

Plans are also underway for Harbor to host Service Provider Resource Fairs to increase awareness about the various service options available to individuals and families, highlighting the opportunity for those served by Harbor to interact with providers who may meet geographic, linguistic, or cultural needs.

We believe success is best achieved by collaborating and growing with our partners—those we serve, their circles of support, our staff, our service providers, community leaders, local and state legislators and others who share our commitment to the vision of the Lanterman Act.

Sincerely,



Patrick Ruppe
Executive Director

Enclosures: Website Postings
Annual Purchase of Service Meeting Flyers
Annual Purchase of Service FY 2023-24 Presentation
Annual POS Expenditure Meeting Flyers
Attendee Reports from Meetings
Public Comments/Chat from Meetings
Email Comment submission

