

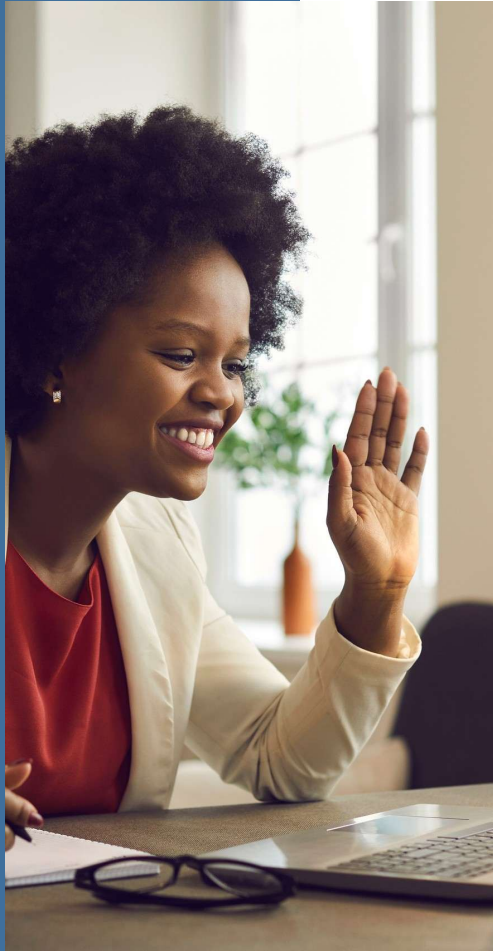


Annual Purchase of Service Meeting

Reunión Anual de Compra de Servicios

March 25, 2026 & March 26, 2026
25/MAR/2026 Y 26/MAR/2026

2



Welcome | Bienvenidos

**Language Interpretation is available |
Hay interpretación de idiomas**

**Closed Captioning function will be on |
La función de subtulado estará activa**

**Enter questions or comments into the chat |
Introduzca sus preguntas o comentarios en el chat**

Meeting Agreements | Acuerdos de reunión

**Please be respectful to everyone. |
Por favor sea respetuoso con todos.**

**Please keep your microphone on mute until the designated times
for questions and comments. |
Mantenga su micrófono en silencio hasta las horas designadas
para preguntas y comentarios.**

Today's Meeting | La reunión de hoy



Review Data | Revisar Datos

FY 2024-2025
Demographics and
POS Data |
Año Fiscal 2024-2025
Datos Demográficos
y de POS



How Harbor is addressing disparity | Cómo Harbor está abordando la desigualdad



Gather Your Input | Recibir sus aportaciones

We want to hear from
you | Queremos saber
de usted



Mission Statement

Harbor Regional Center empowers everyone with developmental disabilities, and the people who support them, by providing innovative and person-centered services that help them live their best lives in our diverse community.

Declaración de misión

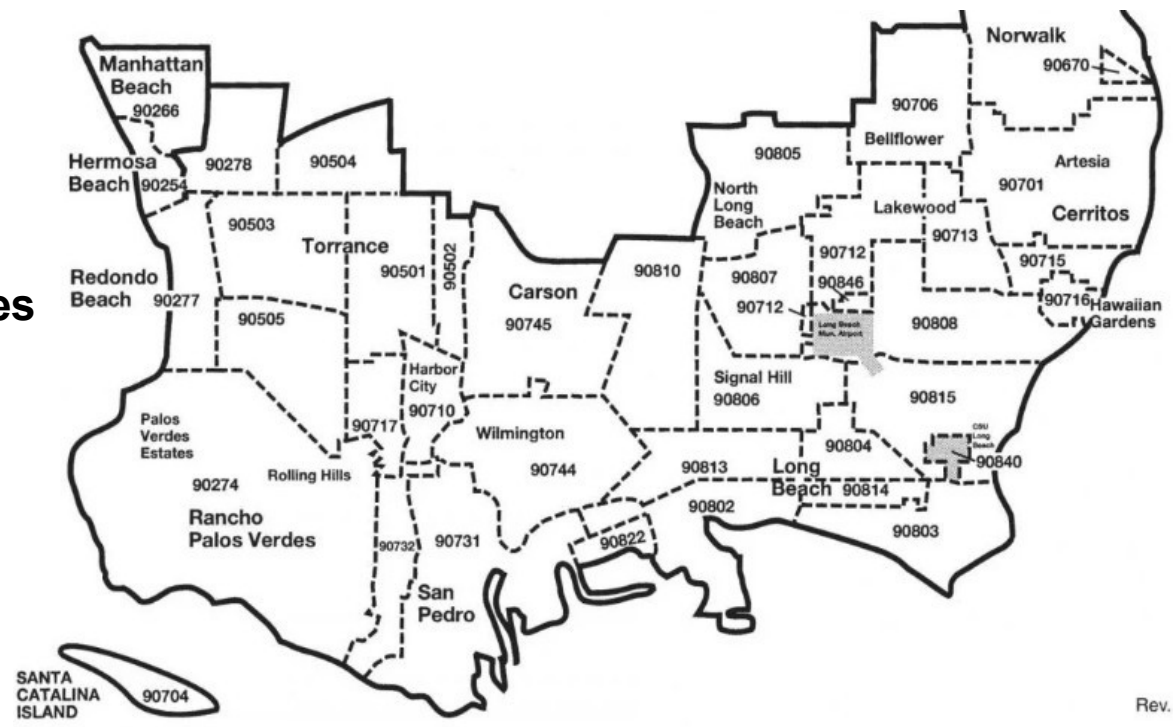
Harbor Regional Center empodera a todas las personas con discapacidades del desarrollo y a las personas que las apoyan, brindandoles servicios innovadores y centrados en la persona que las ayudan a vivir sus mejores vidas en nuestra diversa comunidad.

6

Reviewing the Data | Revisando los datos

Demographics | Datos demográficos

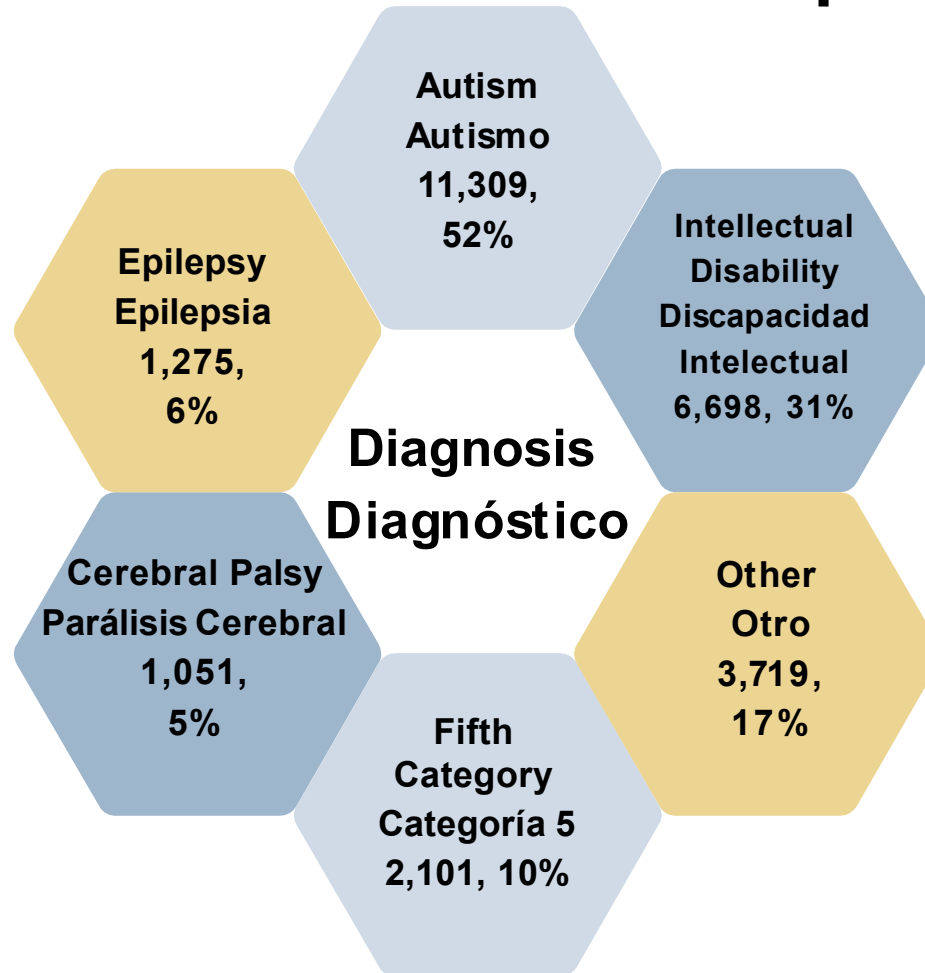
One of seven regional centers in Los Angeles County |
Uno de los siete centros regionales del condado de Los Ángeles



Rev.

In FY 2024-2025, Harbor Regional Center served 21,871 individuals |
En FY 2024-2025, Harbor atendió a 21,871 personas

Individuals Served by Diagnosis | Personas atendidas por diagnóstico



Individuals Served by Age Group | Personas atendidas por grupo de edad



Birth to 2 years/ Nacimiento a 2 años

3,195

15%



3 years to 21 years / 3 años a 21 años

11,873

54%

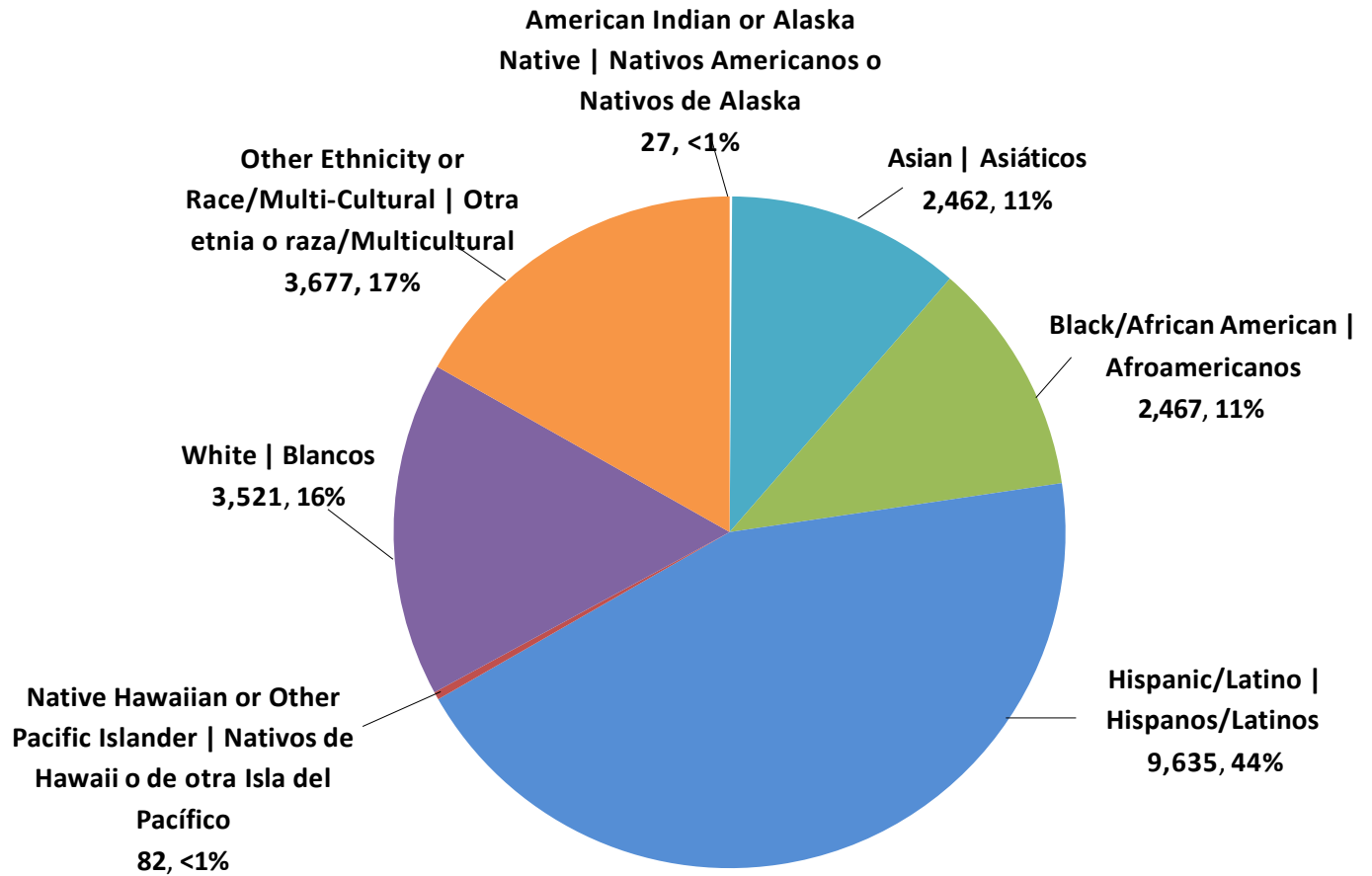


22 years and older / 22 años y mayores

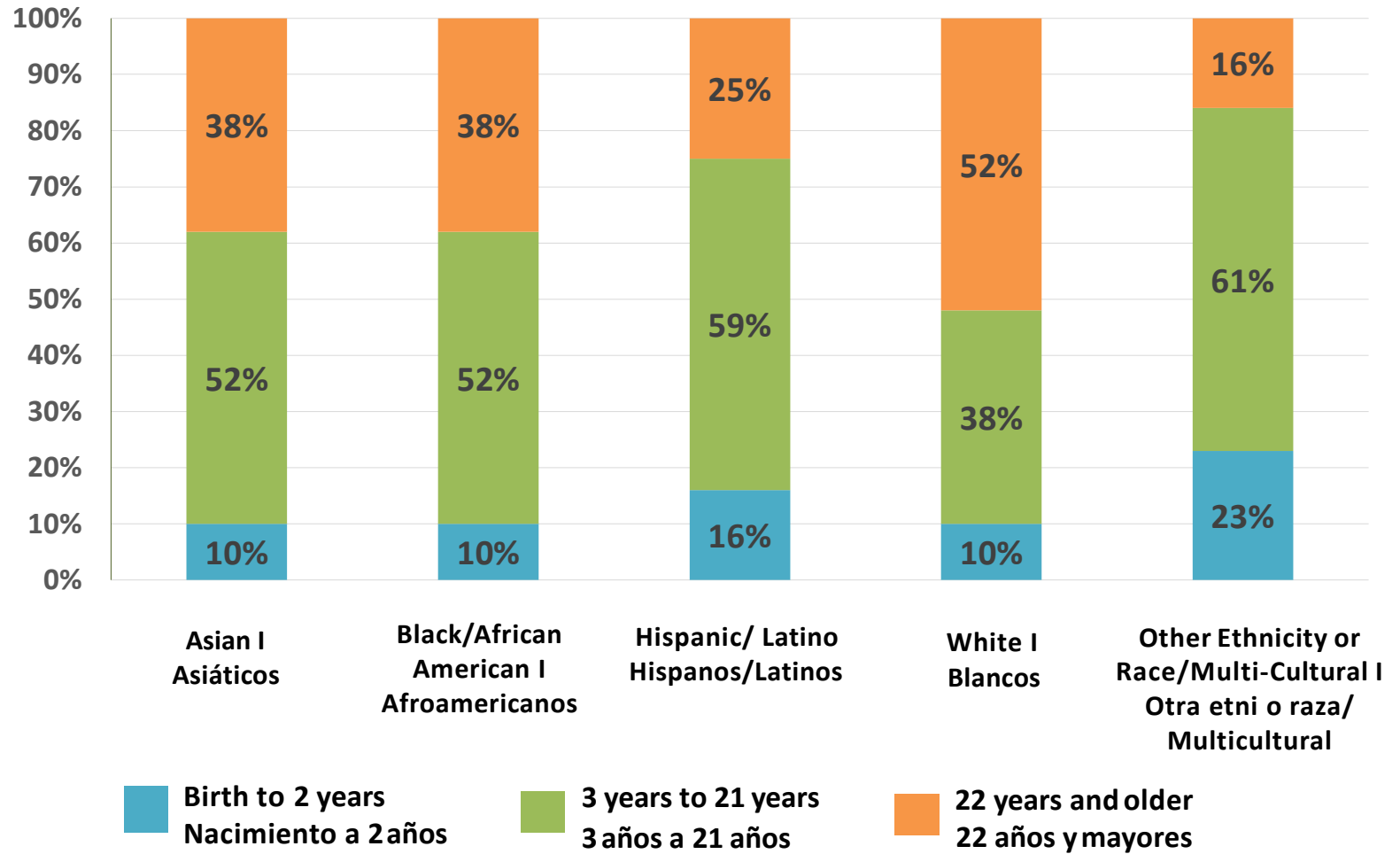
6,803

31%

Ethnicity of Individuals Served | Etnia de las personas atendidas

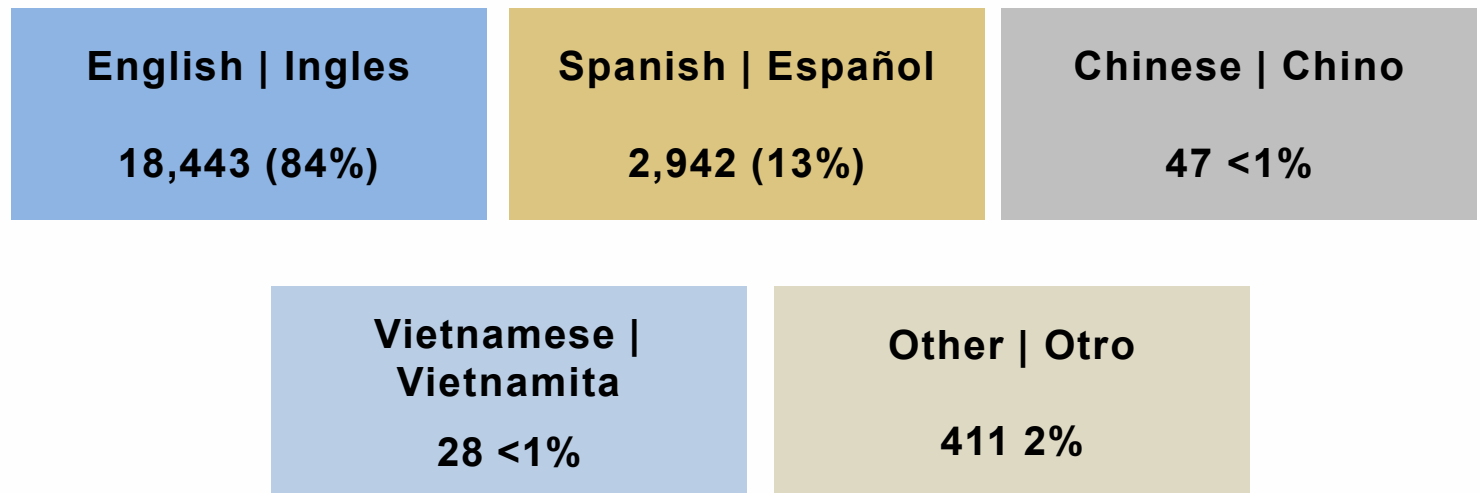


Age Group by Ethnicity | Grupos de edad por etnia





Languages of Individuals Served | Idiomas de las personas atendidas

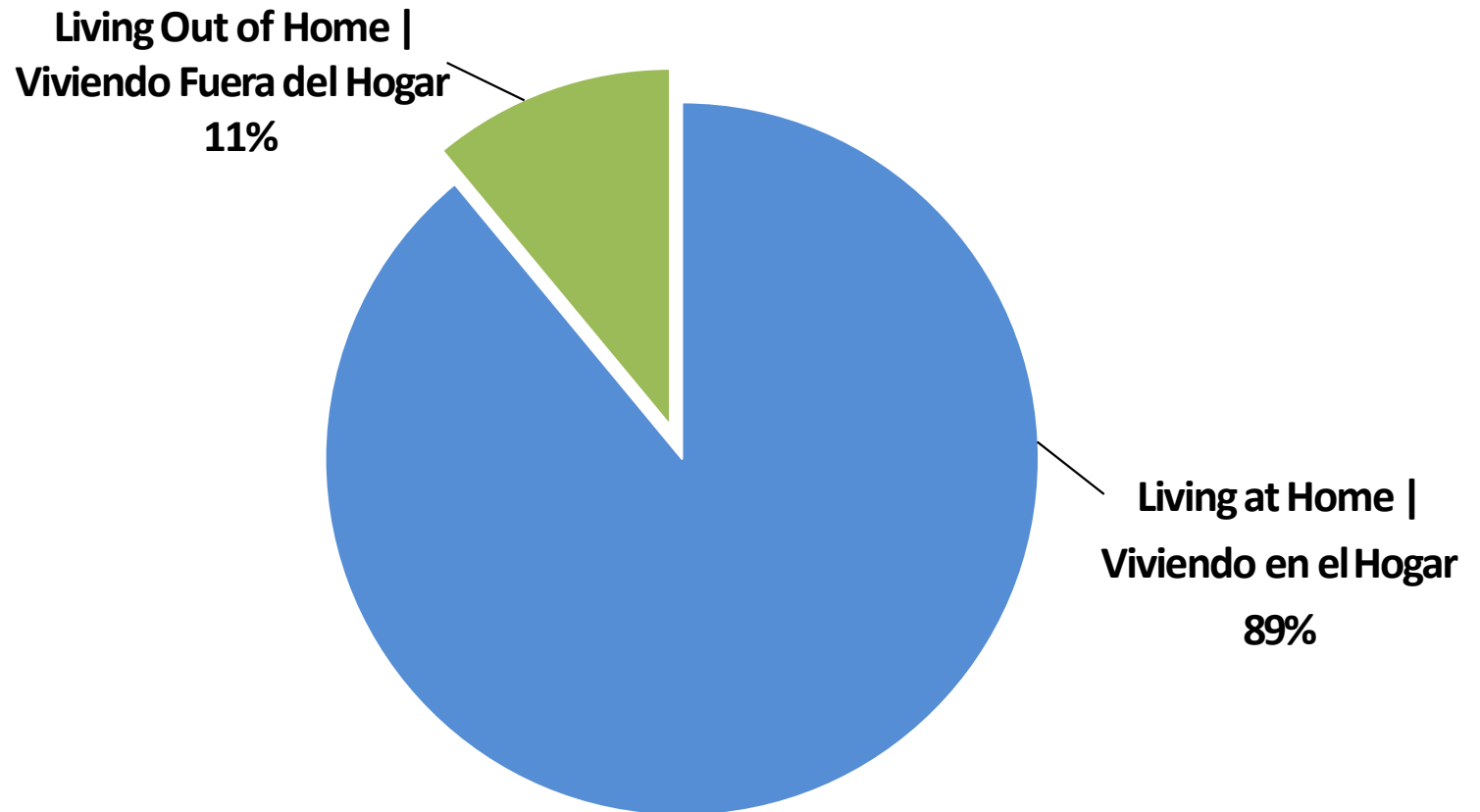


Residences of Individuals Served | Residencias de las personas atendidas

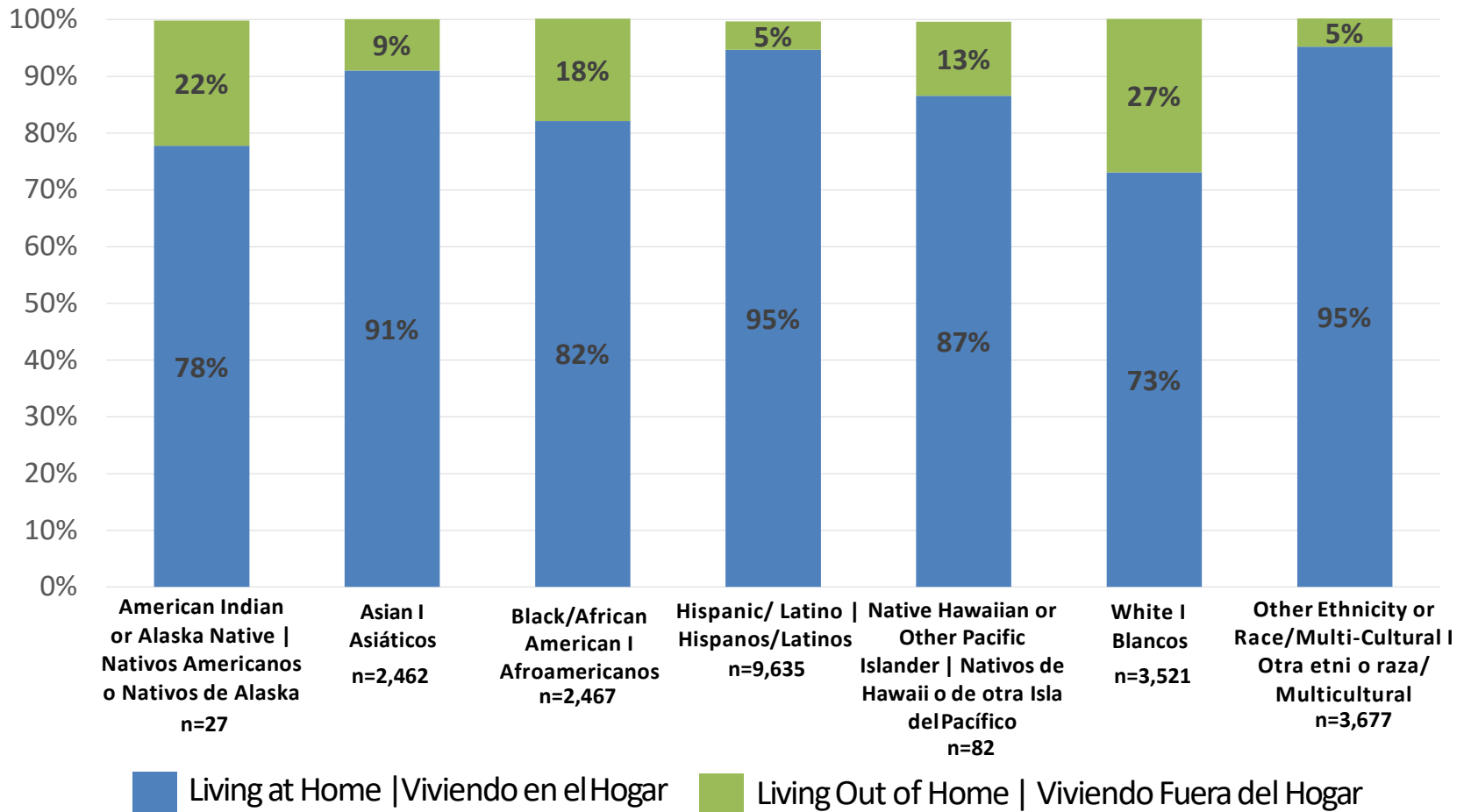


* In accordance with California Health and Human Services de-identification guidelines, counts of one through ten have been suppressed.

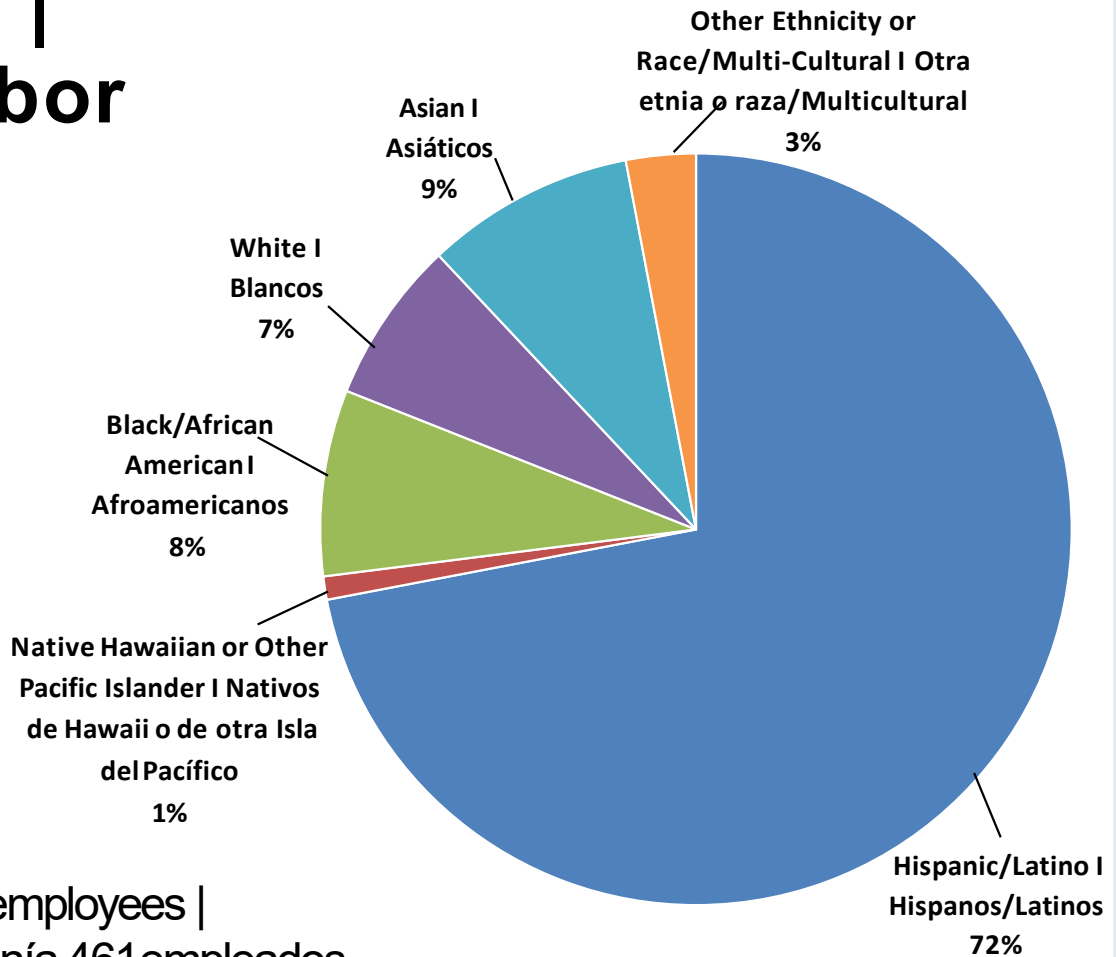
Individuals Living at Home Versus Out of Home | Personas que viven en el hogar vs fuera del hogar



Individuals Living at Home Versus Out of Home by Ethnicity | Personas que viven en el hogar vs fuera del hogar por etnia



Harbor Employees | Empleados de Harbor



As of December 2025, Harbor had 461 employees |
A partir de diciembre de 2025, Harbor tenía 461 empleados

Languages Spoken by Harbor Employees | Idiomas que hablan los empleados de Harbor



Questions | Preguntas



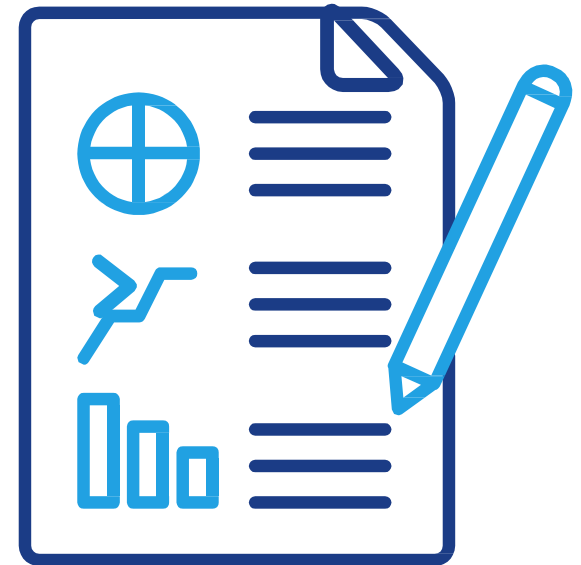
Data Collection | Recopilación de datos

For information on how this data was collected, please visit DDS:

- [Frequently Asked Questions \(FAQs\)](#)
- [Annual POS Reports Methodology](#)

Para obtener información sobre cómo se recopilaron estos datos, visite DDS:

- [Preguntas frecuentes \(FAQs\)](#)
- [Metodología de los informes anuales de POS](#)





Terms & Definitions | Términos & definiciones

Purchase of Service (POS) | Compra de servicios (POS)

Services funded by regional center to meet an individual's needs as determined through the Individual Program Plan (IPP) or Individualized Family Service Plan (IFSP) process. |

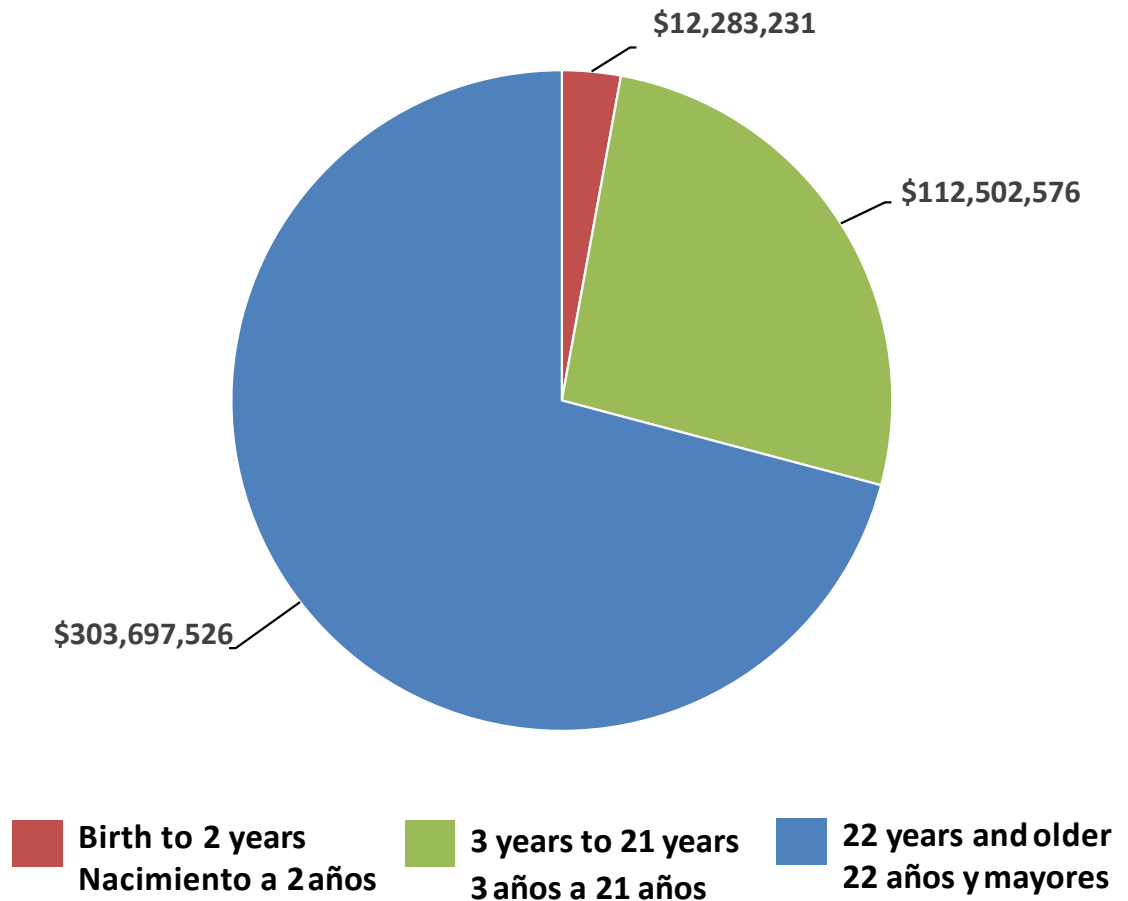
Servicios financiados por el centro regional para satisfacer las necesidades de un individuo, según se determine a través del proceso del Plan de Programa Individual (IPP) o del Plan de Servicios Familiares Individualizado (IFSP).

Total Expenditure | Gasto total

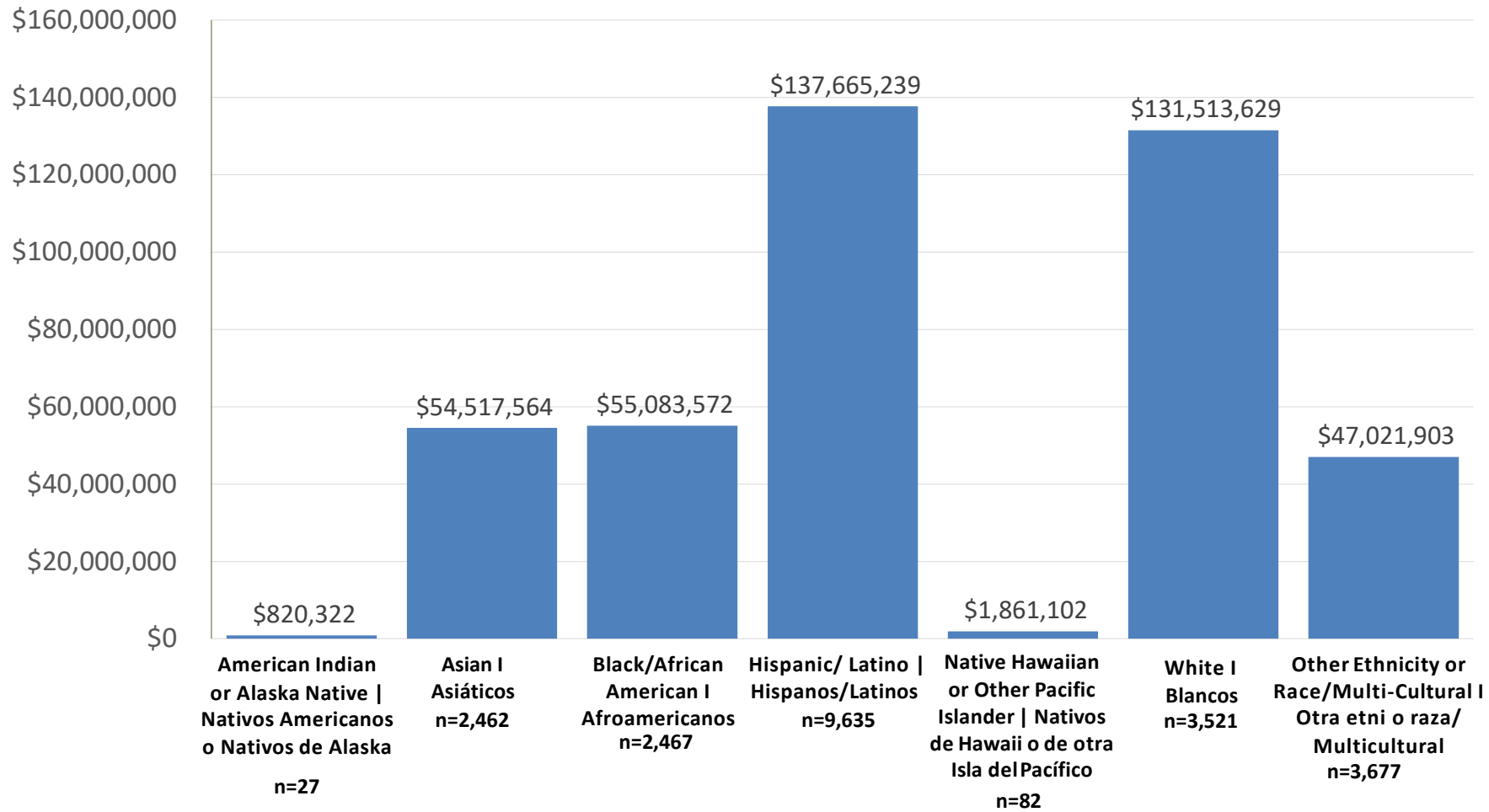
The amount of funds spent by the regional center, based on service provider claims. |

El monto de los fondos gastados por el centro regional, con base en las reclamaciones de los proveedores de servicios.

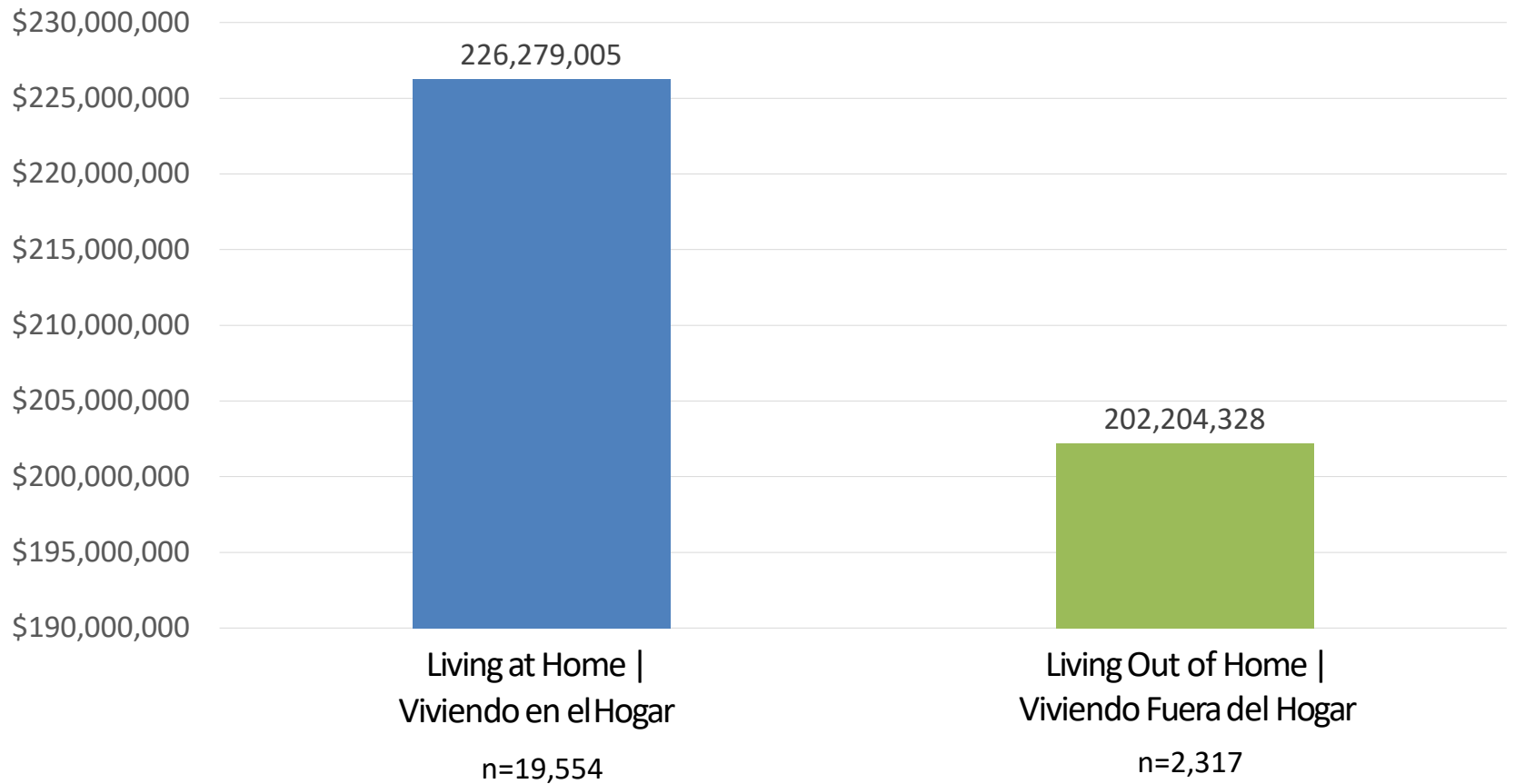
Total Expenditures by Age Group | Gastos totales por grupo de edad



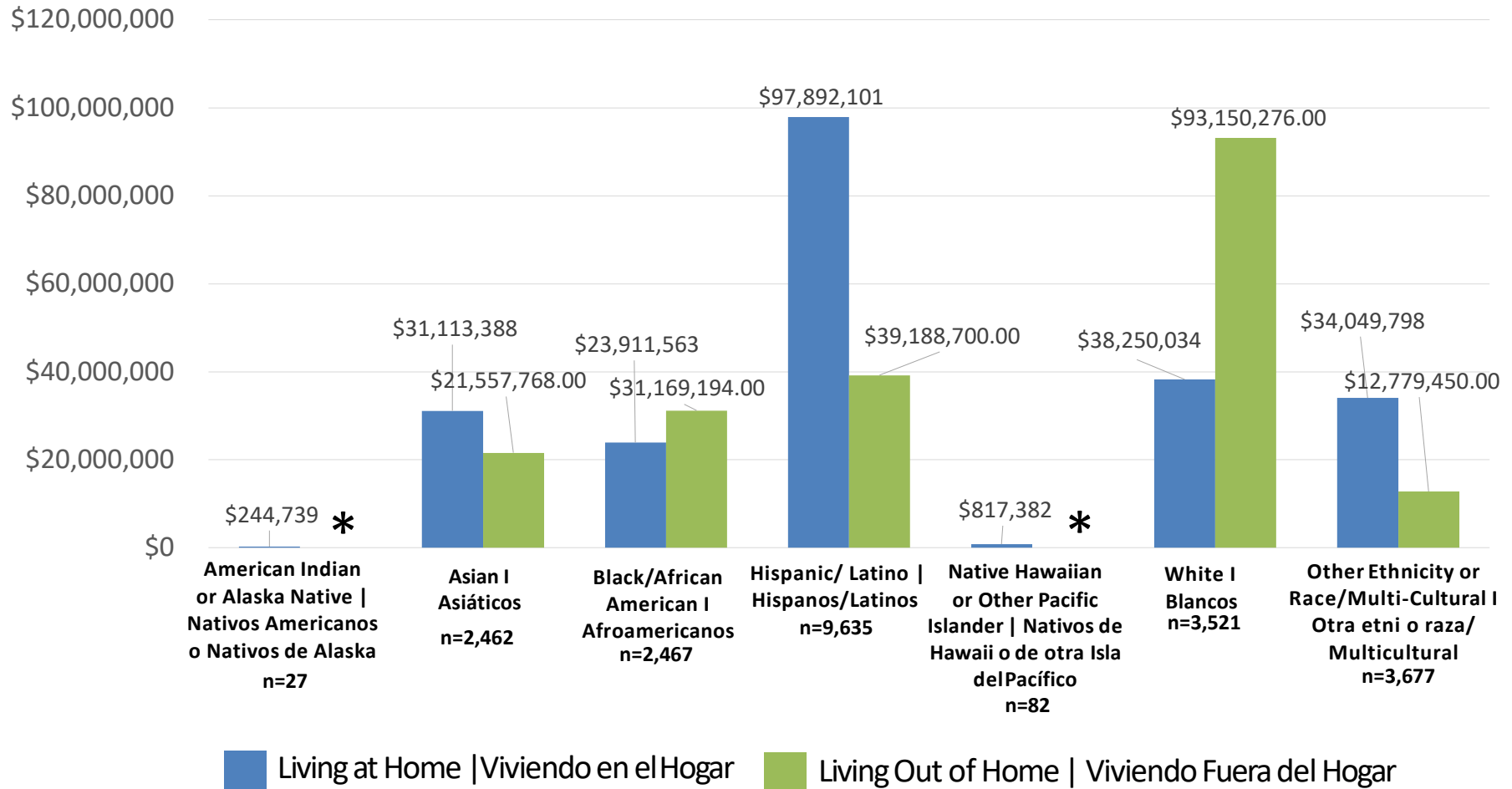
Total Expenditures by Ethnicity | Gastos totales por etnia



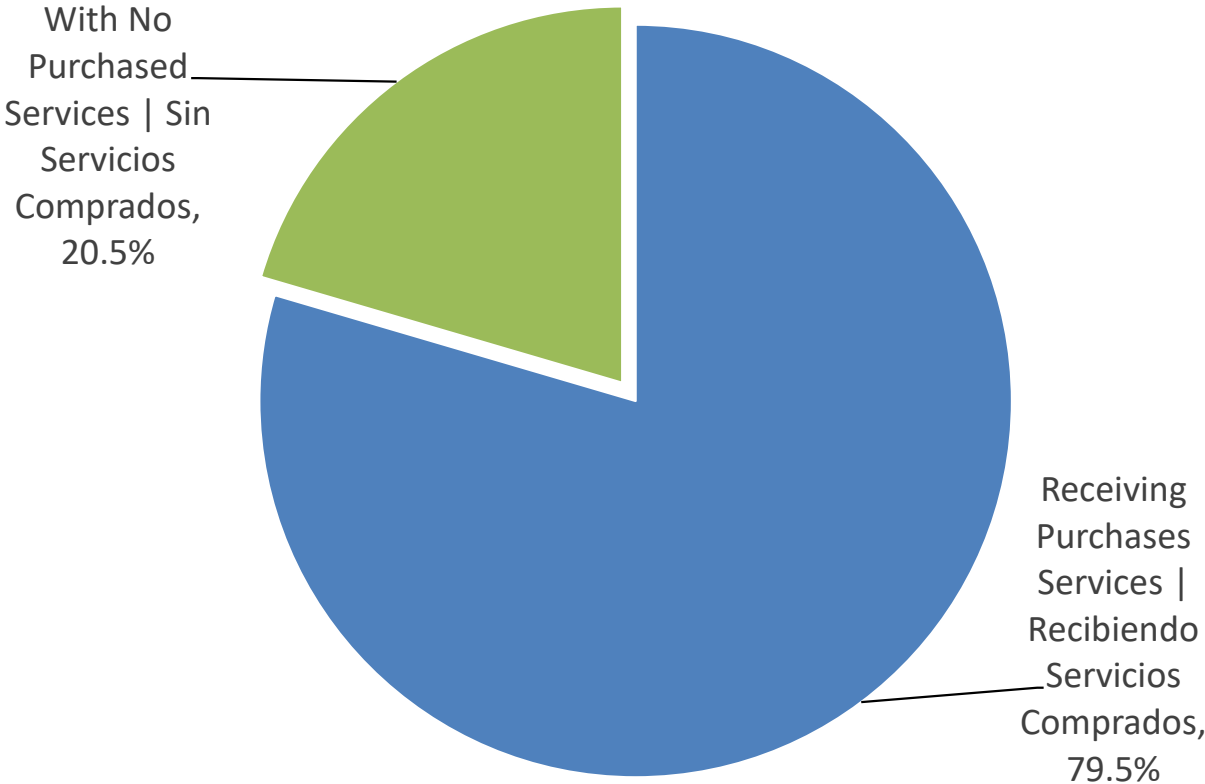
Total Expenditures by Living Arrangement | Gastos totales por arreglo de vivienda



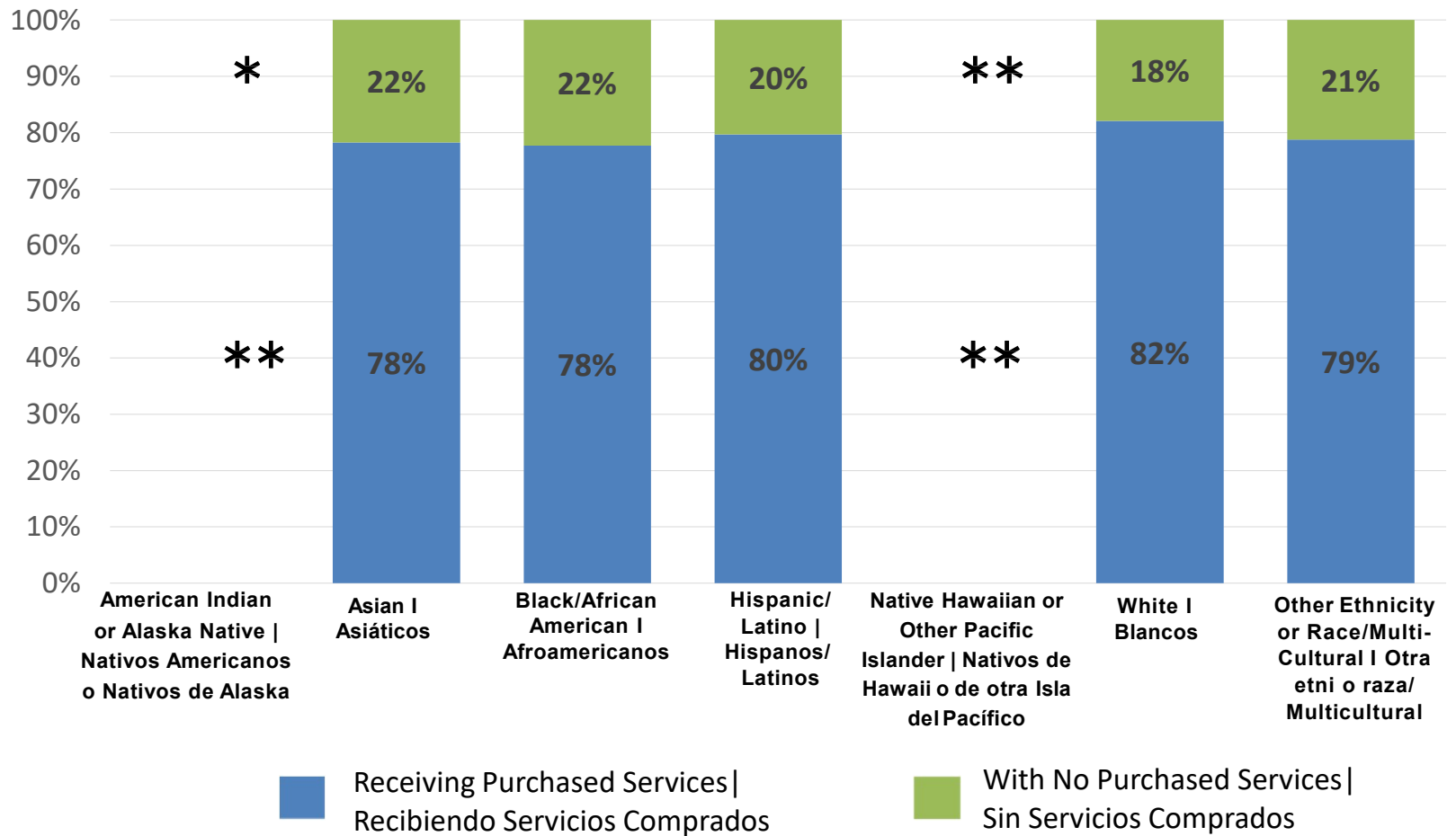
Total Expenditures by Living Arrangement and Ethnicity | Gastos totales por arreglo de vivienda y etnia



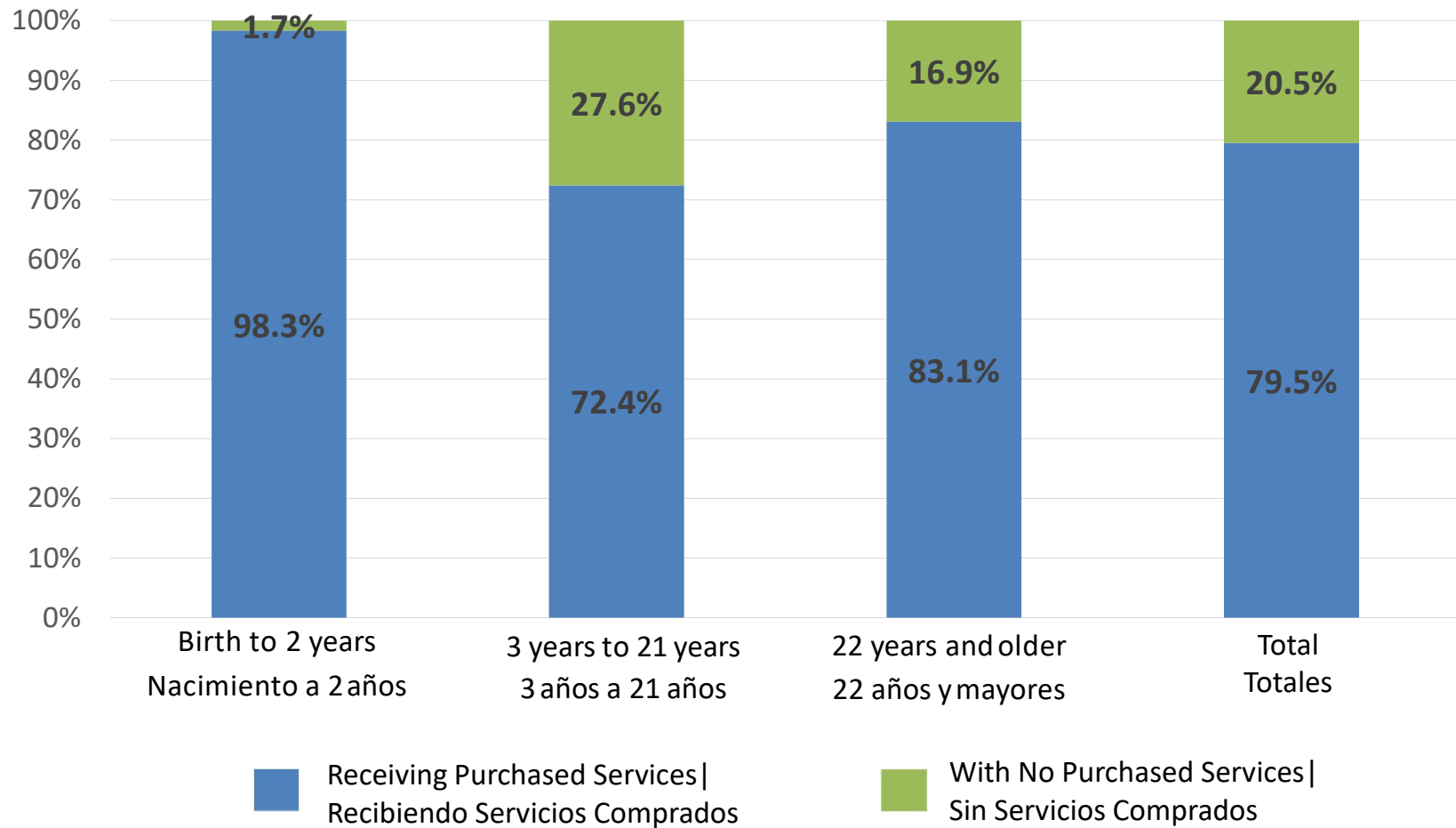
Purchase of Services Versus No Purchase of Services | Compra de servicios vs no compra de servicios



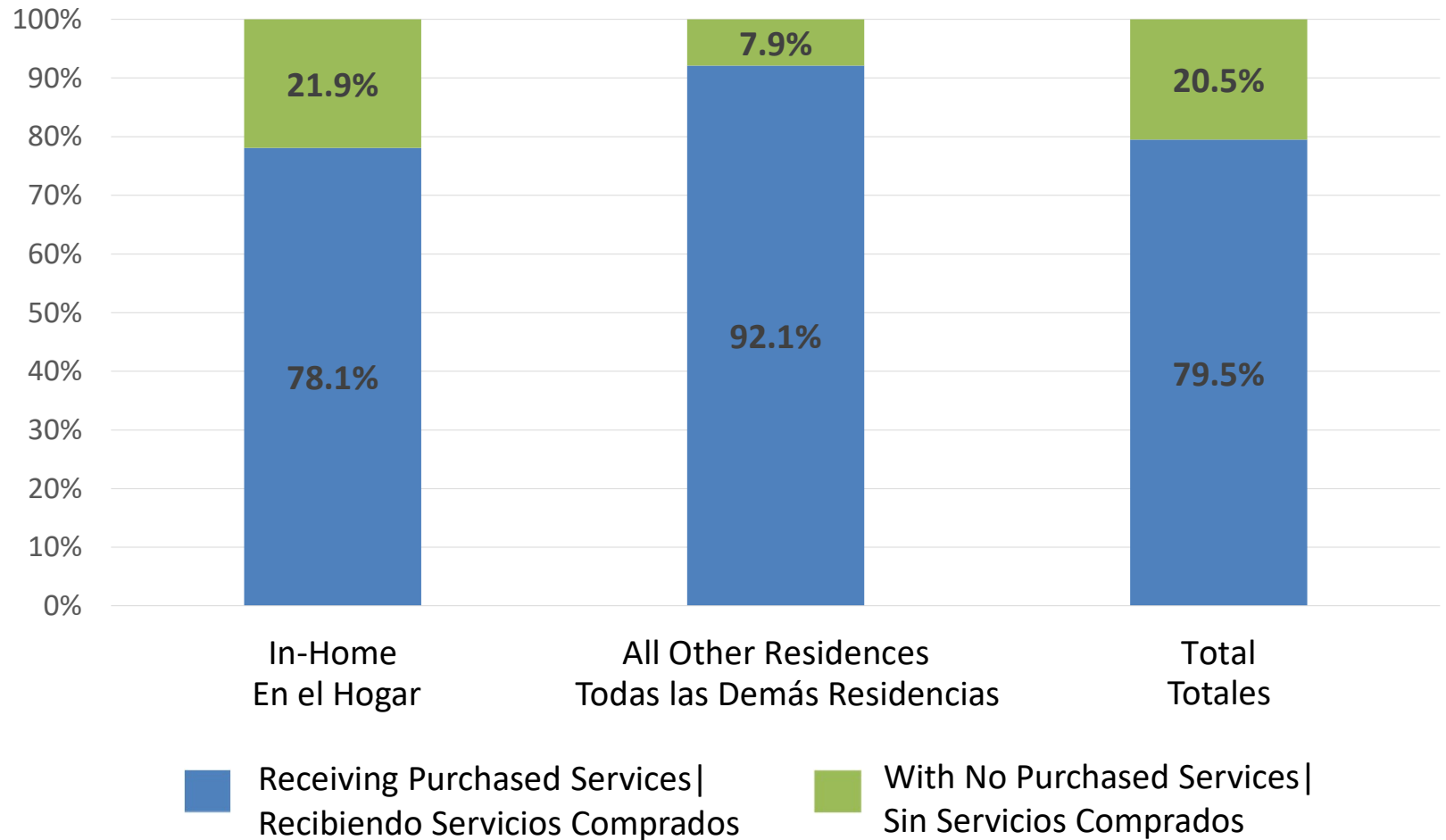
Purchase of Services Versus No Purchase of Services by Ethnicity | Compra de servicios vs No compra de servicios por etnia



Purchase of Services Versus No Purchase of Services by Age | Compra de servicios vs No compra de servicios por edad



Purchase of Services Versus No Purchase of Services by Residence | Compra de servicios vs No compra de servicios por residencia

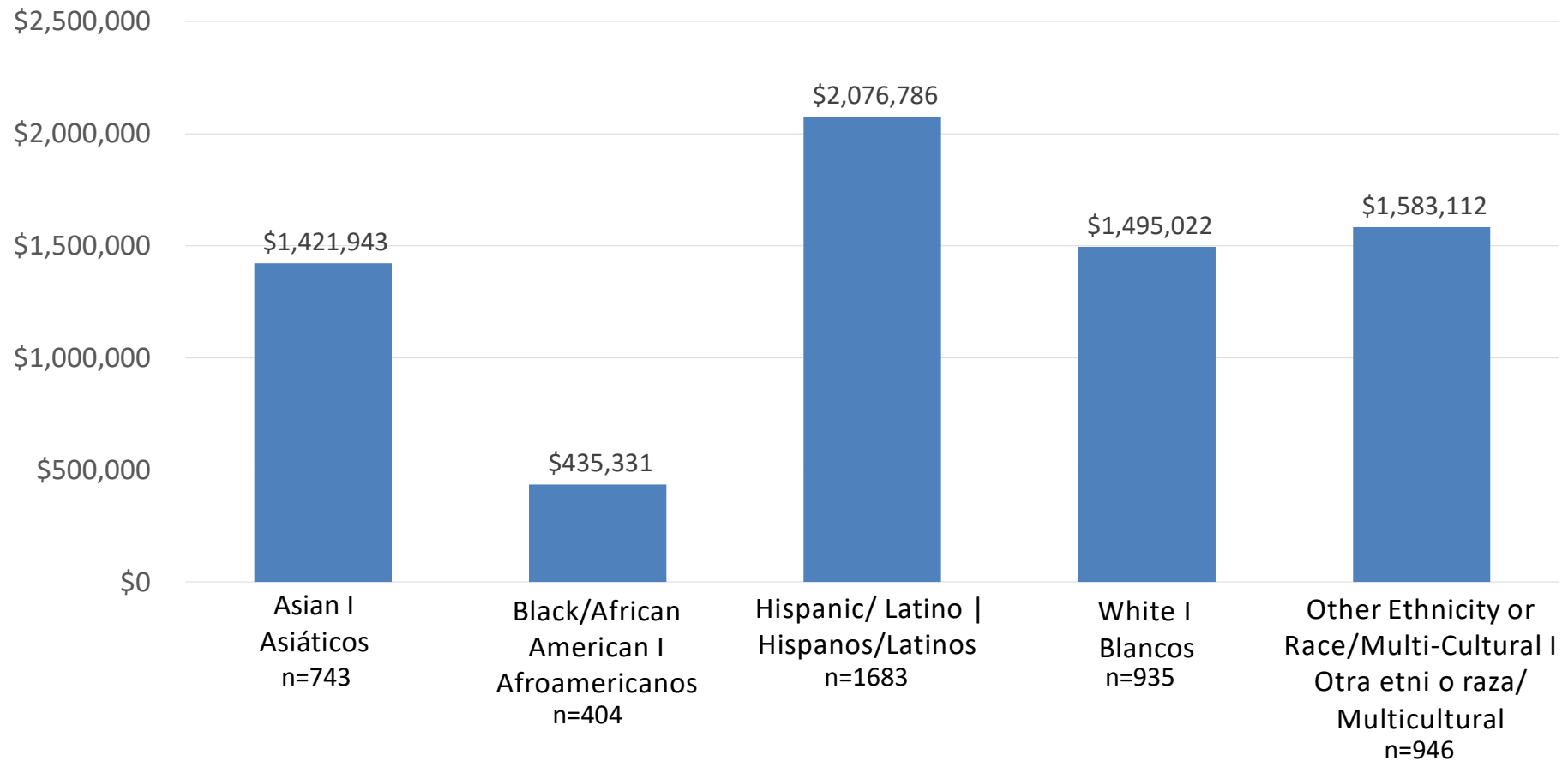


Individual Program Plan Translations by Language | Traducciones de planes de programas individuales por idioma

Language Idioma	# Translation Requests # Solicitudes de traducción	# & % Requests Not Completed within 45 days # & % Solicitudes no completadas dentro de los 45 días	# Translation Requests # Solicitudes de traducción	# & % Requests Not Completed within 60 days # & % Solicitudes no completadas dentro de 60 días
Chinese Chino	*	0 / 0%	*	0 / 0%
English Ingles	351	0 / 0%	30	0 / 0%
Spanish Español	1,831	0 / 0%	*	0 / 0%
Vietnamese Vietnamita	*	0 / 0%	15	0 / 0%
All Other Languages Todos los demás idiomas	*	0 / 0%	74	0 / 0%

* In accordance with California Health and Human Services de-identification guidelines, counts of one through ten and complementary cells have been suppressed.

Total Expenditures for All Social Recreation Activities by Ethnicity | Gastos totales en todas las actividades de recreación social por edad y etnia



Questions | Preguntas



**How Harbor is addressing disparities |
Cómo Harbor está abordando las
disparidades**

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Strategic Plan | Plan Estratégico

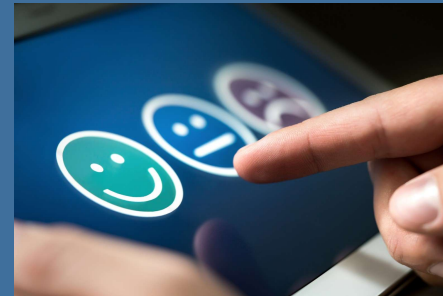
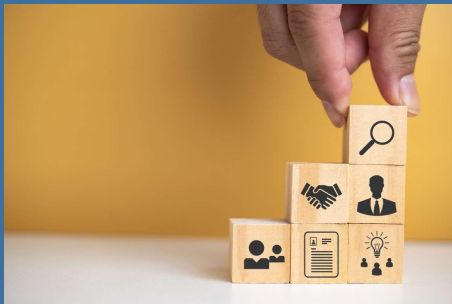
Improve Individual and Family Experience and Satisfaction |
Mejorar la experiencia y la satisfacción individual y familiar

Enhance Service Coordination |
Mejorar la Coordinación de Servicios

Increase Resource Development |
Incrementar el desarrollo de recursos

Strengthen Community Engagement |
Fortalecer la participación comunitaria

<https://www.harborrc.org/resources/current-initiatives/>



Person-Centered Service Planning | Planeación de servicios centrados en la persona

- In January 2025, a standardized IPP was implemented across the regional center system. |
En enero de 2025, se implementó un IPP estandarizado en todo el sistema de centros regionales.
- Case management staff were trained on the new IPP and on how to facilitate a person-centered service plan. |
El personal encargado de la gestión de casos recibió formación sobre el nuevo IPP y sobre cómo facilitar un plan de servicios centrado en la persona.



Person-Centered Service Planning | Planeación de servicios centrados en la persona

- In FY 24/25 surveys were given to individuals and families immediately after every IPP meeting. |
En el año fiscal 24/25, las encuestas se entregaron a las personas y familias inmediatamente después de cada reunión del IPP.
- More than 15,000 IPPs were held and 1,333 surveys were returned. |
Se realizaron más de 15 000 IPP y se devolvieron 1333 encuestas.



Person Centered Service Planning Survey Questions | Planeación de servicios centrados en la persona

Agree/
Strongly Agree
De acuerdo/
Totalmente de
acuerdo

My service coordinator listened to me. |
Mi coordinador de servicios me escuchó.

99%

My service coordinator supported me in talking about things that are important to me. |
Mi coordinador de servicios me ayudó a hablar de las cosas que son importantes para mí.

99%

My service coordinator respected my choices and opinions. |
Mi coordinador de servicios respetó mis decisiones y opiniones.

99%

My service coordinator was skilled in developing my/my family member's IFSP/IPP. |
Mi coordinador de servicios estaba capacitado para elaborar el IFSP/IPP de mi familiar o mío.

99%

My/my family member's IFSP/IPP is person centered (focuses on my needs, values and preferences). |
Mi IFSP/IPP o el de mi familiar está centrado en la persona (se centra en mis necesidades, valores y preferencias).

99%

My/my family member's IFSP/IPP meets my/my family member's needs. |
Mi plan IFSP/IPP o el de mi familiar satisfacen mis necesidades o las de mi familiar.

99%

Staff Development | Desarrollo de personal

Cultural Humility |
Humildad cultural

Diversity, Service Access, and
Equity | Diversidad, acceso a
servicios y equidad

Implicit Bias |
Prejuicios implícitos

Person Centered Thinking |
Entrenamiento centrado
en la persona

Harbor's Universal Customer Service
Standards and General Customer Service |
Normas universales de atención al cliente y
atención al cliente general de Harbor



Case Management Efforts| Esfuerzos de gestión de casos

To provide education and support to families and individuals regarding access to both generic and regional center funded services, the following case management strategies are in place | Para brindar educación y apoyo a familias y individuos en relación con el acceso tanto a servicios genéricos como a aquellos financiados por los centros regionales, se han implementado las siguientes estrategias de gestión de casos:

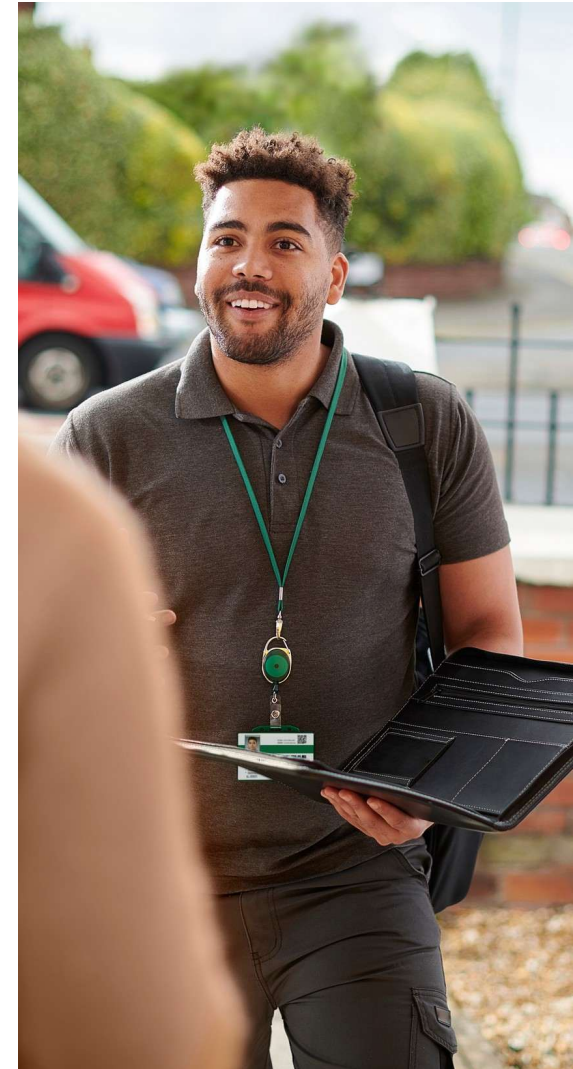


- Enhanced Service Coordination | Coordinación de servicios mejorada
- Coordinated Family Support Services | Servicio de Apoyo Familiar Coordinado (CFS)
- Parent Mentor Program | Programa de padres mentores

Enhanced Service Coordination (ESC) | Coordinación de servicios enfocada

ESC provides increased coordination and support meant to reach the Individual Program Plan (IPP) goals and needs | ESC proporciona una mayor coordinación y apoyo destinados a alcanzar los objetivos y satisfacer las necesidades del Plan de Programa Individual (IPP).

Available to individuals identified as having low or no (\$0-\$1,999) POS expenditures through the regional center | Disponible para personas identificadas con gastos de POS bajos o nulos (\$0-\$1,999) a través del centro regional.



Coordinated Family Support Services (CFS) | Servicio de Apoyo Familiar Coordinado (CFS)

CFS provides assistance with the coordination of services and supports that allow adults to continue living in their family home such as: | CFS brinda asistencia en la coordinación de servicios y apoyos que permiten a los adultos continuar viviendo en su hogar familiar, tales como:

- Developing skills in the home | Desarrollo de habilidades en el hogar
- Coordinating & getting services delivered, including help with generic services | Coordinación y prestación de servicios, incluida la asistencia con servicios generales.
- Helping people access their community | Ayudar a las personas a acceder a su comunidad

Available to adults who are 18 years and older who choose to live in their family home | Disponible para adultos de 18 años o más que elijan vivir en su hogar familiar.



Parent Mentor Program | Programa de Padres Mentores

Parent Mentors support families who need step-by-step assistance with accessing services and supports |

Los Padres Mentores apoyan a las familias que necesitan asistencia paso a paso para acceder a los servicios y apoyos



Parent Mentors in Your Community | Padres mentores en su comunidad

Tichenor Orthopedic Clinic Long Beach

PARENT MENTOR CLINIC
IN YOUR COMMUNITY!



Harbor Regional Center Parent Mentors will be available on-site to assist individuals/families who are served by regional centers with applications, questions, resources, and much more!

CLINIC DATES

1/12/26	5/11/26	8/17/26
2/9/26	6/15/26	9/14/26
3/16/26	7/13/26	10/19/26
4/13/26		11/16/26

TIME
9 AM - 12 PM

TICHENOR ORTHOPEDIC CLINIC
1660 TERMINO AVE.
LONG BEACH, CA 90804

FOR MORE INFORMATION
(310) 543-7904
<https://www.harborrc.org/services/services-we-provide/>

New Harvest Church Norwalk

CLÍNICA DE PADRES MENTORES
¡EN SU COMUNIDAD!

Los padres mentores de Harbor estarán disponibles para ayudar a personas/familias que reciben servicios de los centros regionales con solicitudes, preguntas, recursos, y mucho más!

FECHAS

26/1/26	18/5/26	24/8/26
23/2/26	22/6/26	21/9/26
23/3/26		26/10/26
20/4/26	20/7/26	23/11/26

HORA
9 AM - 12 PM

NEW HARVEST CHURCH
11364 IMPERIAL HWY.
NORWALK, CA 90650

** ENTRE POR LA CALLE ORR & DAY RD. **




SI GUSTA MÁS INFORMACIÓN
(310) 543-7904
<https://www.harborrc.org/services/services-we-provide/>

https://www.harborrc.org/events_detail/parent-mentor-drop-in-clinics-2/2026-02-23/

Services Fact Sheets | Hojas informativas sobre servicios




CHILDCARE SERVICES

We believe that access to safe and appropriate childcare services is essential for caregivers to pursue employment or educational opportunities.

If this service interests you, talk to your service coordinator about:

- The needs of your child(ren)
- Your scheduling needs

Important:
Services are determined through the Person-Centered Planning process. This service is only provided for those individuals served by Harbor.

Services may help you by:

- Providing supervision while parent/caregiver is unavailable
- Adding extra support at an afterschool program
- Assisting with some or all of the associated costs, depending on the child's age and the setting

Where to find more info:

- Harbor Policy on Childcare
- Harbor Regional Center - Family Resource Center





SERVICIOS DE EMPLEO

Nos comprometemos a ayudarle a encontrar un empleo inclusivo en su comunidad.

Si este servicio le interesa, hable con su coordinador de servicios sobre lo siguiente:

- El tipo de trabajo que desea y los lugares en los que le gustaría trabajar
- Experiencia laboral anterior remunerada y no remunerada
- Necesidades de transporte

Los servicios pueden ayudarle a:

- Apoyar su búsqueda de empleo y el proceso de entrevista.
- Ayudar a preparar el curriculum vitae y llenar las solicitudes.
- Ayudarlo mediante apoyo para desarrollar habilidades para su trabajo.

Dónde encontrar más información

- Política de prioridad al empleo
- Centro de Recursos para Familias del Harbor Regional Center
- Departamento de Rehabilitación (DOH)
- Servicios de empleo, Departamento de Servicios del Desarrollo de CA

Importante:
Los servicios se determinan mediante el proceso de planeación centrada en la persona.





SOCIAL RECREATIONAL SERVICES

We believe that social and recreational activities help strengthen community connections and enrich your overall well-being.

If this service interests you, talk to your service coordinator about:

- Things you enjoy doing or want to try
- Supports or items needed to access the activities
- Dates, times, and duration of an activity

Services may help you by:

- Creating opportunities to enjoy preferred activities
- Increasing time spent with others in your community
- Providing access to non-medical therapies such as art, music, and equine therapies
- Connecting you to educational services such as tutoring
- Supporting a camping experience

Where to find more info:

- Harbor Socialization, Leisure/Recreation Policy
- Social Recreation & Camp Article
- Harbor Regional Center - Family Resource Center

Important:
Services are determined through the Person-Centered Planning process.



Social Recreation Services | Servicios recreación social



HARBOR PRESENTS:



HARBOR
REGIONAL CENTER

Social Recreation 101

When & Where:



Monday, December 29, 2025
5:00 pm – 6:00 pm
English with Spanish interpretation

To attend use the QR code or the link below

<https://bit.ly/490Sw9l>



Come learn about:

- Harbor's Social Recreation Policy
- How to access services
- Understanding timelines for services

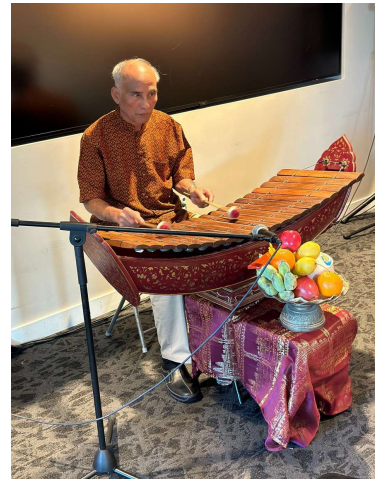
Interpretation for Spanish and English will be provided. Interpretation for all other languages are available upon request by advance reservation at least five (5) business days prior to the event.

Presentation is available before training upon request.

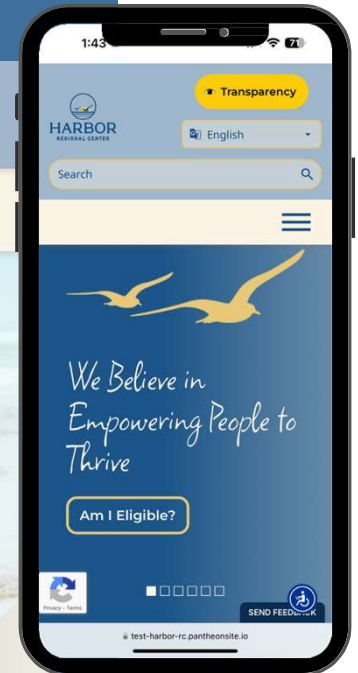
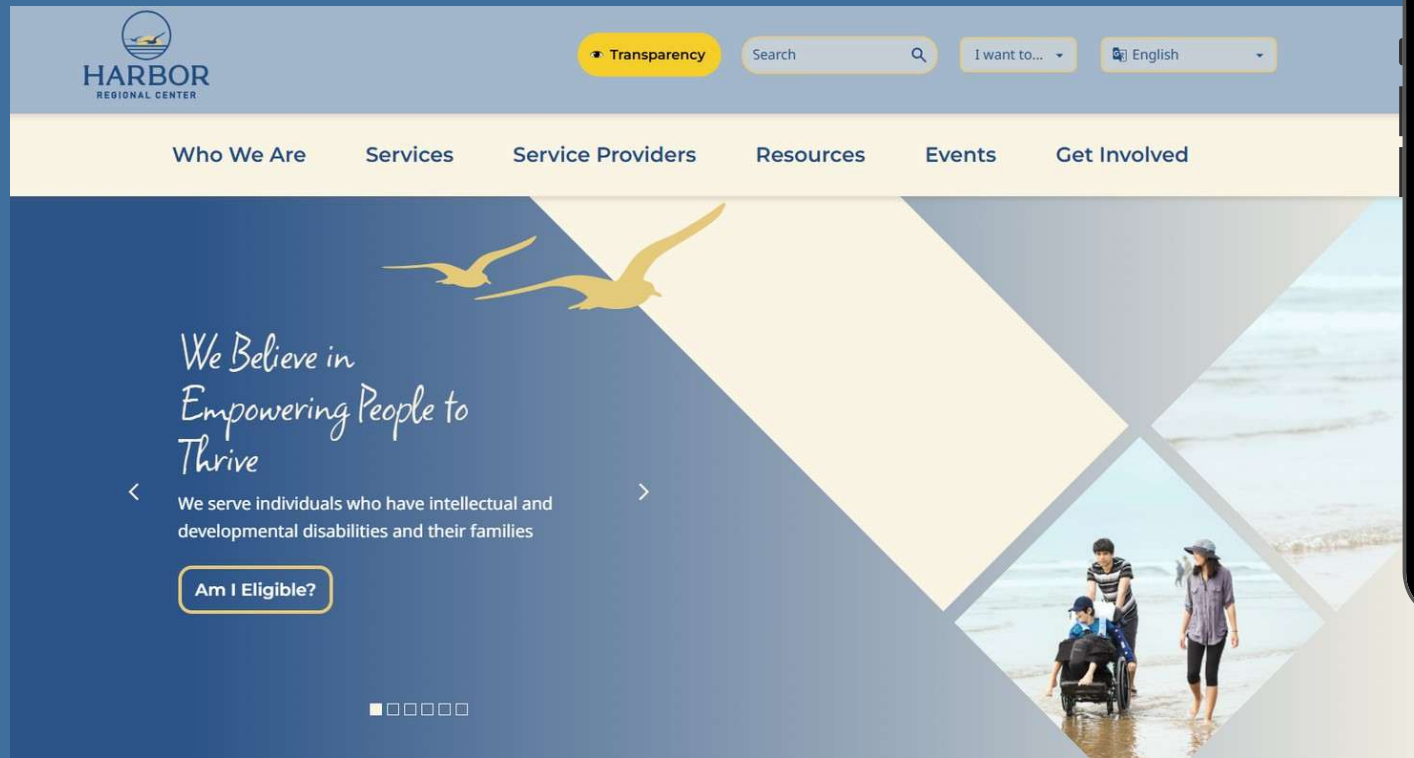
Please contact your service coordinator if you need additional care hours to attend the training.

For More Information or to Request Interpretation Please Call:  **310-543-0152**

Community Outreach & Engagement | Alcance comunitario y participación



Website | Sitio Web



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Harbor Regional Center Services List | Lista de servicios del Centro Regional Harbor

Harbor Regional Center Services List

December 2024





Important Considerations:

- Generic Resources should be explored, as appropriate
- This list is not exhaustive
- Services are based on individual need and should be discussed with Service Coordinator

Service	Ages 0-3	School Age	Adult	Service Description
Adaptive Skills Training		✓	✓	Addresses skill domains such as socialization, communication, personal hygiene, self-help, and community integration. Services are designed to teach the person served to become as independent in age appropriate activities of daily living when these needs are not met through the school district. Caregiver(s) involvement is highly recommended. Based on assessed need, services can be provided in group/individual settings.
Adult Day Activities Program			✓	Services that offers a wide variety of day program services which offer structured and diverse activities within the community for person served who are no longer eligible for school services. Typically, person served who participate in these programs have chosen not to pursue higher education or employment.
Assessment and Consultation	✓	✓	✓	Services provided include coordinating consultation with one or more of Harbor's specialists, to evaluate a person served needs. Assessment and consultation may assist in providing or clarifying a diagnosis, determining types of services and supports needed, identifying family health and mental health needs, etc.

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Harbor Happenings Newsletter | Boletín Harbor Happenings

What's Happening at Harbor? |
¿Qué está pasando en Harbor?

Meet Our... |
Conozca a nuestros...

Your Friendly Neighborhood Peer Review |
Su amigable revisión entre pares

Community Services Corner |
Rincón de servicios comunitarios

<https://www.harborrc.org/resources/publications/harbor-happenings-newsletter/>



Stay Connected | Mantengase conectado



PARENT MENTOR CLINICS | CLÍNICAS DE PADRES MENTORES

Long Beach: 1660 Termino Ave.
Long Beach, CA 90804
Norwalk: 11364 E Imperial Hwy.
Norwalk, CA 90650



E-NEWSLETTER | BOLETÍN ELECTRÓNICO

Sign-up/ Inscríbese:
<https://www.harborrc.org/resources/e-newsletter/>



FAMILY RESOURCE CENTERS | CENTROS DE RECURSOS FAMILIARES

Norwalk: 12110 Walnut Street,
Norwalk, CA 90650
Long Beach: 1155 E. San Antonio Drive,
Long Beach, CA 90807
Torrance: 21231 Hawthorne Boulevard,
Torrance, CA 90503



SOCIAL MEDIA | REDES SOCIALES

Facebook: Harbor Regional Center
Instagram: @harborregionalcenter
X: @HarborRC



WEBSITE | SITIO WEB

<https://www.harborrc.org/>

Gather Your Input | Recibir sus aportaciones

How can we better serve you? |
¿Cómo podemos servirle mejor?

Please share your questions,
comments, suggestions, and ideas. |
Por favor comparta sus preguntas,
comentarios, sugerencias, y ideas.



THANK
YOU!

GRACIAS

谢谢

감사합니다

ありがとう

SALAMat

សមរម្យ
គុណ