



San Andreas Regional Center- Disparity Update 2015

San Andreas Concluded the Disparity Presentations for the year. Dates held: Santa Clara County, Greater Opportunities, 1/21; Santa Cruz County, Hope Services, 1/22; Monterey County, Paradigm, 1/28; San Benito County, SVS 1/29.

Total of 31 community members attended. 11, 10, 9, 1

San Andreas decided to hold 4 meetings this year in order to get a better turn out. The meetings were held at our partner programs and had easy access to transportation. San Andreas also sent out targeted flyers and worked with community groups to get a better turn out for these meetings. We also took full advantage of social media. There were translators available at all sites. The attendance was better, but needs to improve.

Community Feedback

OCRA: Post notice in advance of the holidays. Translate presentation documentation into Spanish and Vietnamese.

“Area Board:” Create/coordinate community stakeholders to activate themselves to address problems of usage disparity.

Fiesta Familiar: Get out into the community more to educate.

Parent:

- 1) SARC needs to be more open about services that are available. At times, it feels like the parents are relying on each other for information rather than the SC’s evaluating and offering services.
- 2) SARC needs to reassure parents that they are not a civil agency and they will not report back if services are used. Several examples were given that many are undocumented and will not use services as they fear being reported to the INS or other law enforcement agencies.
- 3) Many parents do not trust unknown individuals working with their loved ones. Can SARC offer more vouchered programs for parents to direct their own services.
- 4) Can SARC send letters out to parents if there is a POS that is not being used over a given period, such as 3-6 months of no use.

- 5) Can SARC stop requesting financial and insurance information? Many parents are unwilling to give such information, and many have stopped using services as they do not want to access or provide requested financial information
- 6) San Andreas needs more professionals to work in the various geographic regions. Parents reported feeling stuck with vendors when there is little or no choice. How can SARC offer more vendors for the needed services
- 7) Why do parents need to provide information if they are divorced or in a situation where the parents are not communicating. It is not fair that things are considered equally when there may not be an equal situation.
- 8) Why do some people get more services despite the fact that everything appears equal? Can SARC give the same services without variance?
- 9) Many parents do not use more services as they do not have safe, secure housing. Can SARC do more to offer rental or other kind of housing assistance?
- 10) Many parents are undocumented and are not eligible for any public services. Why can't SARC do more to fill in those GAPS if they do not report to the INS or other law enforcement agencies?

Response:

- 1) SARC is considering other ways to attract more people to the presentations. Although we were in the community, many parents did not show up. Maybe we will tap into existing parent groups to get the information out.
- 2) SARC is embarking on a series of informational sessions.
 - a. SARC will offer orientation workshops for people out of intake so they know of their rights, IPP, services, community integration, and employment. First workshop is on Feb. 26th from 3-5. We will duplicate these in the other counties or teleconnect.
 - b. SARC is hosting the 1st Vietnamese Conference where many of these topics will be discussed. March 14th at the San Jose Tully Library
 - c. SARC is offering an all-Spanish Conference in May where many of these topics will be discussed.
 - d. JZ is going to a parent group on Feb. 20th to in Spanish to discuss these very issues. They have offered to help SARC determine the barriers and how to break them down.
 - e. SARC is having our first "Coffee Social" on Feb. 19th where parents/individuals can come to get more information on many services that are provided. If this is successful, phase 2 will be taking these sessions into the community, such as coffee shops.
- 3) DDS must reconsider how rates are set for vendors. It is very challenging when RC's are unable to negotiate rates to serve the community without a laborious process.

- 4) DDS should discontinue the FCPP and AFPF programs. Both have had a very negative impact and have not yielded any significant savings.
- 5) SARC will continue to outreach and deliver services without consideration of race or language
- 6) SARC will work with stakeholders to look at the barriers, real and perceived, and
- 7) address them in a thoughtful and respectful manner.