May 31, 2017

Allan Smith
Department of Developmental Services
1600 9th Street, Room 320, MS 3-9
Sacramento, CA 95814

Dear Mr. Smith:

In compliance with the Welfare and Institution code 4519.5, the San Andreas Regional Center has completed the statutory requirements of posting the data and hosting community forums to address the purchase of service requirements. The enclosed document explains in more detail what was discussed and feedback that we received from the community.

San Andreas remains committed to providing opportunities and information to all people, regardless of their language or race. SARC continues to outreach to many communities and at many events to allow the maximum information be presented to as many people as possible. SARC is also utilizing the Cultural Specialist position to better work with communities to customize outreach and information.

We are available if you need further information regarding any our programs. We are also working toward full implementation of the ABX 2-1 monies awarded to San Andreas for disparity reduction.

Sincerely,

Javier Zaldívar
Executive Director

www.sarc.org

Member of the Association of Regional Center Agencies

"Consumers First Through Service, Advocacy, Respect and Choice"
Serving Persons with Developmental Disabilities
OUTREACH

San Andreas Regional Center published its disparity data on its website (http://www.sanandreasregional.org/pos-data-analysis-fy16/) before the end of calendar year 2016. A link to the data was provided through its website, social media presence (e.g. Facebook, Twitter), and community listserv. Community stakeholders and partners, such as parent-assistance organizations, Disability Rights California, and the State Council on Developmental Disabilities were also informed and encouraged to spread the word. A flyer (which included text in English, Spanish, and Vietnamese) was mailed and digitally posted on our website and social media presence to inform the community of the public forums. This information remained prominent until after the forum dates had passed.

PUBLIC FORUMS

San Andreas held public forums regarding its analysis of the Purchase of Service Disparity data for Fiscal Year 2015-2016. These forums were held from 6:00 to 7:30 in the evening at:

- Santa Cruz County – March 9th at Louden Nelson Community Center in Santa Cruz
- Monterey County – March 23rd at Millennium School in Salinas
- San Benito and South Santa Clara Counties – April 6th at the Gilroy Senior Center in Gilroy
- Santa Clara County – April 20th at the Camden Community Center in San Jose

Regional center staff members fluent in each threshold language for each county were present to provide translation for community members. Translators used wireless headphones to simultaneously translate. Based on previous years’ experience, a separate presentation was given at the same time in Salinas for Spanish-speaking attendees. Visual analysis was projected via PowerPoint (attached) while the information was presented.

Attendance (this does not include regional center staff) was taken via sign-in sheet:

- March 9th: 8 staff, 3 community
- March 23rd: 7 staff, 16 community
- April 6th: 5 staff, 2 community, but they decided to not stay
- April 20th: 10 staff, 30 community
Engagement

Attendees were engaged after the presentation in a question-and-answer fashion by the regional center presenter. The questions were prepared in advance; however, individuals may have been posed extemporaneous follow-up questions as appropriate. Questions included a focus on how families prepare for their individual program plan meetings and gather information regarding services. Participants were asked about how they felt their culture or language needs were respected by their regional center service coordinator. They were asked if they were aware of regional center-produced materials, if they utilized our website or social media presence, and if materials explaining their rights were provided to them as required. Participants were questioned regarding their knowledge and self-advocacy. Feedback was sought regarding our public outreach and other processes.

Feedback

Attendees expressed surprise at the levels of disparity shown in the data. A common theme was a need for more information in a timely manner prior to individual program plan meetings. Another common theme was that while service coordinators were generally rated as culturally sensitive and respectful, community members served consistently felt that their worker did not have enough time and availability to devote sufficient attention to their needs; this lack was universally blamed, by the community, on high caseloads.

Families also raised concerns about the quantity and quality of information available from both DDS and the regional center regarding the intake process, what developmental disabilities are, and what services are available both from the regional centers and from other community sources. Audiences generally felt that a better, centralized source of information would benefit their ability to prepare for IPP or other meetings. Parents also requested more follow-up from the regional center to make sure needs were met after the meeting and that information presented was understood. Feedback made it clear that written materials are not being consistently distributed by workers.

As in previous years, the availability and quality of services in areas outside of the San Jose – Sunnyvale – Santa Clara metropolitan area was of noted concern. The ability of service providers to meet linguistic and cultural needs remains of particular concern. There is currently a marked dearth in the availability of intensive behavior intervention providers for individuals not diagnosed with autism and willing to accept regional center rates. Contrary to previous years – where feedback encouraged an emphasis on online presence – this was seen as less important to participants.
We also solicited requests for topics for our new monthly digital workshops. Requested topics included more information on diagnoses, sex education, transitions between age groups (e.g. school-age to adult), services and resources, and more transparency from the regional center (e.g. the purchase of service process).

**Ongoing and Planned Actions to Reduce Disparities**

- Over the past year, San Andreas has hired 17 new service coordinators, with an emphasis on bilingual staff
- We have created and staffed a disparity specialist position to provide culturally-specific training to regional center and vendor staff and outreach to the community
- Continue to sponsor and hold Spanish-language specific conferences in Santa Clara, Santa Cruz, and Monterey counties annually
- Continue to hold Vietnamese-language specific conference annually
- Regional center staff appear on Spanish, Vietnamese, and Chinese-language radio
- Drop-in “coffee socials” occur on a semi-regular basis at each office
- Participates in a disparity task force with SCDD and other stakeholders
- Outreach to community stakeholders, with an emphasis on Chinese and Korean groups
- Developed “Welcome Binders” for eligible individuals through feedback from the disparity task force
- Annual self-determination conference
- Annual community festivals at adaptive parks in Santa Clara, Monterey, and Santa Cruz counties
- Developing digital workshops
Disparity Presentations

NEW Address for Disparity Presentation in Salinas
NUEVA Ubicacion por presentacion en Salinas

Location: Millennium School

Address: 940 N. Main Street, Salinas, CA

(Disparity presentation will not be held at 901 Blanco Circle)

**TIME: 6:00 – 7:30 PM AT EACH LOCATION**

<table>
<thead>
<tr>
<th>March 9th</th>
<th>March 23rd</th>
<th>April 6th</th>
<th>April 20th</th>
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<tbody>
<tr>
<td>Louden Nelson</td>
<td>Millennium School</td>
<td>Gilroy Senior Center</td>
<td>Camden Community Center</td>
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<tr>
<td>Community Center</td>
<td>901 Blanco Circle</td>
<td>7371 Hanna Street</td>
<td>3369 Union Avenue</td>
</tr>
<tr>
<td>301 Center Street</td>
<td>Salinas, CA</td>
<td>Gilroy, CA</td>
<td>San Jose, CA</td>
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<td>Santa Cruz, CA</td>
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</table>

Join us for a presentation on how services were delivered, then for a discussion on how to outreach and ensure people know their rights and how to ask for services.

Les invitamos a una presentación sobre cómo se utilizaron los servicios, y a luego una discusión sobre la forma de divulgación, como asegurar que las personas conozcan sus derechos, y cómo solicitar los servicios.

Tham gia với chúng tôi để trình bày về cách phục vụ được giao, sau đó đề ra một cuộc thảo luận về cách tiếp cận công động và đảm bảo mọi người biết quyền lợi của mình và làm thế nào để yêu cầu dịch vụ.
To: Rosa Linda Ogas-Hernandez, SARC
CC: Javier Zaldívar, SARC
Fr: David Grady, SCDD CC on behalf of the Disparity Task Force
Re: Local implementation of Special Needs Network / Public Council Recommendations
Dt. 5/16/17

Thanks to Regional Center for their commitment to attending to the ongoing issue of Purchase of Service Disparity among minority communities. Thanks too for hosting the series of meetings in March and April throughout the community. The difficulty of promoting the community meetings on such a complex issue and getting strong turnout of individuals and families to these events is understood. It is good to see that the Salinas and San Jose events were well attended. Work still is needed to improve attendance at the Gilroy and Santa Cruz area, and State Council Central Coast is committed to providing support for next year.

Along with the many comments received from the community, I’d also like to share with San Andreas Regional Center the Recommendations from the Public Counsel of the Special Needs Network. I’ve attached their recommendations here.

These recommendations were submitted to the California Senate Human Services Committee on March 14th. Although written from a statewide perspective directed primarily at the Department of Developmental Service and legislature, many of the recommendations can currently be applied to a local regional center level.

Particularly:
- In advance, as part of the intake and orientation process or during program planning process individuals and families are informed in accessible, understandable language the availability for exceptions or exemptions after a denial of service has been made. Prior notice can better inform families in the planning process and avoid the pressures families face when having to hastily make their cases through an adversarial fair hearing process or choose to take no action at all.
- Likewise, informing and training families on their appeal and fair hearing rights prior to an IPP meeting can better empower families when arranging services.
- Improved methods of informing families of a list of all services available through regional center. As stated in the Network’s recommendations, “a person cannot effectively plan for their own future unless they are fully informed of the services and supports available” to them. Improved and seamless access to the regional center’s web-based resource directory and instruction on its use can be extremely helpful in keeping families informed.

The network goes on to offer other suggestions about changes in the law and empowering families through the re-establishment of trust with the regional center. I strongly encourage these recommendations be taken into consideration.

"The Council advocates, promotes & implements policies and practices that achieve self-determination, independence, productivity & inclusion in all aspects of community life for Californians with developmental disabilities and their families."
<table>
<thead>
<tr>
<th>Question</th>
<th>Comments</th>
<th>Recommendation</th>
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<tbody>
<tr>
<td>1. What is something you draw from this presentation?</td>
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<td>2. What would help you better prepare for your IPP meeting?</td>
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<tr>
<td>3. How can we help you to explore your different services needed?</td>
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<td>4. Do you feel that you are treated with respect by your SC?</td>
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<td>5. Do you feel that SC's give you information about services that you may need or request?</td>
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<td>6. Do you know that SARC has written material available to you?</td>
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<td>7. Are you aware of the SARC's internet presence? If yes, what is your opinion?</td>
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## 2017 Disparity Process Questions

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<tr>
<th></th>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>8</td>
<td>Does your planning team acknowledge your culture and values?</td>
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<tr>
<td>9</td>
<td>How can SARC better help you to advocate for yourself?</td>
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<tr>
<td>10</td>
<td>What are your ideas for better outreach?</td>
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<tr>
<td>11</td>
<td>What would you recommend be different about the service process?</td>
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<td>12</td>
<td>Are vendors culturally sensitive?</td>
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<td>13</td>
<td>SARC is launching a monthly “topic of the month” digital workshops. What are your ideas for these topics?</td>
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2017 Disparity Process Questions

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<td>13. SARC is launching a monthly “topic of the month” digital workshops.</td>
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</table>

- Use a description of different categories of program
- Relationship-based model as opposed to authoritarian model
- Connecting and networking
- Vendor category for PCP
- San Andreas column in the FRC newsletter/website
- Use different outreach because to have a SARC column
- Vendor train
- Transition @ 3 Transition @ 81
- Digital Work Shop to support the above groups
- Different languages
- Digital Work Shop - Disabilities
- B - Different Evaluation
- C - Generic Services
- What you got from presentation:
  - Age group differences in utilizing services
  - Binders - starting giving them - detailed, but a simple binder - welcome binder
  - Cultural competency training & reflective practice training
## 2017 Disparity Process Questions

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<td></td>
<td>Age group differences, willing sets, welcome binders, cultural competency training.</td>
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<tr>
<td></td>
<td></td>
<td>SC's to do guided decision trees, Generalized support by probing questions.</td>
</tr>
<tr>
<td>2. What would help you better prepare for your IPP meeting?</td>
<td>Lack of education, information. More info at intake send out notice letters and remind them what will be covered so they can prepare.</td>
<td>Utilizing welcome book during transition period to build awareness about services.</td>
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<tr>
<td></td>
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<td>Dedicate resources appropriately.</td>
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<tr>
<td>3. How can we help you to explore your different services needed?</td>
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<tr>
<td>4. Do you feel that you are treated with respect by your SC?</td>
<td>Yes supported. Sometimes family feels dismissive.</td>
<td>Email or call 48 hr call back/email call to acknowledge email.</td>
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<tr>
<td>5. Do you feel that SC's give you information about services that you may need or request?</td>
<td>Sometimes family feels dismissive if SC does not acknowledge call/email.</td>
<td>Explain in simple language. Open ended/reflective question links on website transition page for ages/stage of life span.</td>
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<tr>
<td>6. Do you know that SARC has written material available to you?</td>
<td>No real answer. 507 - 507.</td>
<td>Coffee shop - coin clientele.</td>
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<tr>
<td>7. Are you aware of the SARC's internet presence? If yes, what is your opinion?</td>
<td>Yes</td>
<td>Links for services.</td>
</tr>
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</table>

(8) Does your cultural values been acknowledged? Rec: Greater interpersonal model - relationship based model as oppose to an authoritative model.
PURCHASE OF SERVICE EXPENDITURES AND DEMOGRAPHICS FOR CALIFORNIA FISCAL YEAR 2015-2016

By James Elliott, Special Projects Manager and Greg Hoffman, Chief Financial Officer

IDENTIFICATION

› San Andreas staff do not make assumptions about a person's race or language spoken

› Individuals/families determine how they wish to be identified

SAN ANDREAS REGIONAL CENTER

› San Andreas Regional Center served 16,300 residents of Monterey, San Benito, Santa Clara, and Santa Cruz Counties during fiscal year 2015-2016 (July 1, 2015 – June 30, 2016).

› This makes SARC’s service population greater than the I/DD service population of the states of Alaska, Delaware, Montana, North Dakota, Rhode Island, South Dakota, Vermont, or Wyoming, as well as the District of Columbia.

› SARC's four counties cover 7,073 square miles, making our region larger than Connecticut, Delaware, or Rhode Island.

WHO WE SERVE: LANTERMAN ACT

› Individuals must have an eligible diagnosis, as defined by law:
  - Intellectual Disability
  - Autism
  - Cerebral Palsy
  - Epilepsy
  - And/or a condition related to, or requiring services similar to, intellectual disability (i.e. traumatic brain injury)

› The condition must occur before age 18;

› The condition must present a permanent, pervasive, and substantial impairment in three or more areas of daily living.
AUTHORIZATIONS AND EXPENSES

- San Andreas Regional Center provides case management services to all active individuals. Many individuals receive a service provided by a vendor of San Andreas Regional Center and funded using taxpayer dollars.

- The planning team meets together to talk about a person's life and their goals, to determine their needs, and what services and supports are required to meet these needs and goals. A few examples of these services are respite, day care, behavioral support, day programs, or residential placement.

- Services and supports include those coming from other sources, such as schools, health care plans, and families. Regional center services therefore do not represent the only source of services for individuals with intellectual or developmental disabilities.

- "Authorization" or "Authorizations" are IPOS dollars that the regional center agrees to use to fund one or more services for an individual.

- "Authorizations are expenditures when the purchase of service is billed upon by the service provider.

WHAT ARE "DISPARITIES?"

- According to the American Association on Intellectual and Developmental Disabilities and the Institutes of Medicine, disparities are "racial and ethnic differences in the quality of care that are not due to access factors or clinical needs, preferences, and appropriateness of intervention."

- Broadly speaking, this is Age, Diagnosis, Language, and Ethnicity for our service population.

SOME NOTES

- A printed copy of this form is available today.

- This presentation and the raw data from the Department of Developmental Services will all be made available at http://www.sanandreasregional.org

- All categories, terms (e.g. ethnic groups, languages, etc.), and information used here are provided by the State of California's Department of Developmental Services.

THE BUDGET FOR FY2016

- Regional centers are funded on exclusive contracts to the California Department of Developmental Services.

- The Purchase of Service budget, which includes Community Placement Plan (i.e. developmental center leavers) and Early Start, was:
  - Authorized by SARC (as of 12/31/16): $173,914,268
  - Claimed (as of 12/31/16): $108,747,223
  - The budget is kept open for three years, so the data as presented is not fully reconciled.
AGE: DATA TRENDS

- Per capita approvals decreased for Early Start and School-Age, but increased for adults.
  - This makes sense, as generic supports have increased for children.
- Adult services have risen from approximately 72% of purchases of service to approximately 77%.
  - Early Start is approx. 6%, consistent with last year.

SERVICE POPULATION - DIAGNOSIS

DIAGNOSIS BY AGE

DIAGNOSIS: PURCHASE OF SERVICE APPROVAL & USAGE
**Usage by Diagnosis and Age**

**Diagnosis: Usage by the Numbers**
- Autism: $72,805,322
  - Utilization: 81%
- ID: $212,556,786
  - Utilization: 87.2%
- CP: $12,690,728
  - Utilization: 84.9%
- Epilepsy: $7,773,811
  - Utilization: 85%
- 5th: $19,263,958
  - Utilization: 78.7%
- Other: $224,991,499
  - Utilization: 69.5%

**Diagnosis: Receiving No Services**

**Diagnosis: Receiving No Services by Age Group - FY 2016**

FY 2015  |  FY 2016
**Diagnosis: Data Trends**

- Intellectual Disability continues to be a POS driver (61% overall), as the vast majority (72%) of our adult population have ID as a primary diagnosis.
- Autism is the primary diagnosis for a plurality (48%) of our School-Age population.
- Autism leads all diagnoses in per capita spending for Early Start and Adults – though this even out greatly in adulthood – but not in School-Age.
ETHNICITY BY AGE FOR FY 2016

- Asian: 461
- Black/African-American: 8
- Filipino: 25
- Hispanic: 1,816
- Native American: 0
- Other: 731
- Polynesian: 2
- White: 692
- Total: 3,773

Early Start

ETHNICITY BY AGE FOR FY 2016

- Asian: 1,533
- Black/African-American: 143
- Filipino: 251
- Hispanic: 3,058
- Native American: 3
- Other: 917
- Polynesian: 18
- White: 1,724
- Total: 7,697

School Age

ETHNICITY BY AGE FOR FY 2016

- Asian: 765
- Black/African-American: 230
- Filipino: 235
- Hispanic: 1,983
- Native American: 25
- Other: 473
- Polynesian: 21
- White: 2,945
- Total: 6,677

Adult

ETHNICITY: APPROVAL & UTILIZATION BY THE NUMBERS

- Asian: 5,132,251
- Black: 50,744,241
- Filipino: 38,750,401
- Hispanic: 59,931,412
- Native American: 88,901
- Other: 52,815,620
- Polynesian: 799
- White: 688,413,929
- Total: 6,677

FY 2015

FY 2016

- Asian: 5,939,852,743
- Black: 50,318,575
- Filipino: 39,595,820
- Hispanic: 59,575,860
- Native American: 88,663,691
- Other: 53,121,281
- Polynesian: 78
- White: 689,660,854
- Total: 6,677

- Asian: 5,939,852,743
- Black: 50,318,575
- Filipino: 39,595,820
- Hispanic: 59,575,860
- Native American: 88,663,691
- Other: 53,121,281
- Polynesian: 78
- White: 689,660,854
- Total: 6,677

Utilization: 85%
**ETHNICITY: DATA TRENDS**

- Demographically, each group's share of our population remains largely consistent, with whites slightly decreasing and Hispanics slightly increasing.
- Whereas African-Americans are 2% of our overall population, consistent with demographics, they are only 0.2% of Early Start.
  - They also have the lowest per capita approvals and usage by nearly 50% in that age group.
- Overall, whites receive 48% of approvals, but represent only 29% of our overall population.
  - They do represent a plurality (44%) of adults.
  - Per capita, white adults receive more than $1,000 more than the next highest group.

**Ethnicity: State-wide Comparison**

- For all groups, SARC has lower percentages without Purchases of Service than their statewide averages.
- The average authorization for each group is in keeping with statewide averages, except:
  - In Early Start, African-Americans and Whites had less in per capita approvals.
  - In School-Age, African-Americans had much higher amounts per capita while Asians had less.
  - For Adults, all groups exceed statewide averages in per capita approvals.
**Threshold Languages**

- Threshold languages are defined by the California Department of Health and Human Services as "those languages that have 3,000 primary speaking Medi-Cal beneficiaries or 5% of the county’s total beneficiaries, whichever is lower."

- The Department of Mental Health determines threshold languages by county annually. For San Andreas Regional Center, these are:
  - Santa Clara County: English, Spanish, Vietnamese, Tagalog, and Chinese (Mandarin and Cantonese)
  - Monterey, San Benito, and Santa Cruz Counties: English and Spanish

**Service Population – Language**

**Language: Approval and Usage by the Numbers**

- English: $286,610,377
  - Utilization: 84.9%
- Spanish: $43,658,385
  - Utilization: 79.1%
- Chinese: $3,281,720
  - Utilization: 81.7%
- Tagalog: $2,436,475
  - Utilization: 89%
- Vietnamese: $10,654,524
  - Utilization: 86.9%
- Other: $6,511,033
  - Utilization: 84.1%

**Language: Receiving No Services by Age Group**

<table>
<thead>
<tr>
<th>Age Group</th>
<th>FY 2015</th>
<th>FY 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Start</td>
<td></td>
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<tr>
<td>Adult</td>
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<tr>
<td>School-Age</td>
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</tbody>
</table>
Language: Approvals & Usage Per Capita by Age Group—FY 2016

<table>
<thead>
<tr>
<th>Language</th>
<th>Early Start</th>
<th>School Age</th>
<th>Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>$6,463 (67.8%)</td>
<td>$8,632 (72.2%)</td>
<td>$47,002 (66.7%)</td>
</tr>
<tr>
<td>Spanish</td>
<td>$5,681 (69.6%)</td>
<td>$5,998 (71.5%)</td>
<td>$33,085 (81.9%)</td>
</tr>
<tr>
<td>Chinese</td>
<td>$6,504 (71.8%)</td>
<td>$8,924 (72.2%)</td>
<td>$36,448 (86.5%)</td>
</tr>
<tr>
<td>Tagalog</td>
<td>$7,856 (78.1%)</td>
<td>$6,931 (83.5%)</td>
<td>$29,273 (83.2%)</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>$12,868 (75%)</td>
<td>$6,207 (84.8%)</td>
<td>$29,203 (80.8%)</td>
</tr>
<tr>
<td>Other</td>
<td>$9,488 (71.2%)</td>
<td>$8,258 (67.1%)</td>
<td>$32,997 (85.9%)</td>
</tr>
</tbody>
</table>

Data Trends - Language

- English speakers receive 79% of all approvals but represent only 67% of the population.
- Approvals for adult English-speakers are on average $1,000 more per capita than the next-nearest group.
- These statistics are tracked by the person served, not the primary caretaker or guardian’s primary language.
- The percentage of each group with no services fell for all threshold languages, most notably for Spanish-speakers.

Disparities - Reasonable Conclusions

- Total authorizations are up across all groups; usage increased by 2% in Early Start and fell only slightly in School Age.
- For smaller populations, changes can create large variability in the statistics.
- Age and diagnosis and the corresponding availability of generic services make a huge difference in service authorization.
- Geographic access: Providers, especially bilingual and culturally-competent ones, are simply less available in Monterey, San Benito, and Santa Cruz counties.

Causes for Concern: Identified Disparities

- How can we ensure that African American infants and toddlers have more access and information about early start?
- Why do whites overall receive a percentage of approvals in excess of their share of population?
  - Why do adult whites receive such a high per capita average compared to others?
- Why do English-speakers, especially adults, receive such a high per capita average and why do they receive a higher amount of approvals compared to other languages?
**Addressing Possible Disparities:**

- SARC will work with local County Offices of Education to determine why African-American intakes for Early Start are so low.
  - SARC will work internally with service coordinators and managers in Early Start to determine why service approvals and usage remain so low.
- SARC has received state funds to hire a full-time staff person to address disparity and cultural training issues.

**Addressing Possible Disparities:**

- SARC has received state funds to produce "welcome" documents in its threshold languages for distribution when someone is found eligible for services.
- SARC continues to prioritize hiring linguistically and culturally-competent service coordinators.
  - 64% of SARC service coordinators are bilingual
  - SARC has received state funds expressly to hire more bilingual and culturally-competent staff.

**Addressing Possible Disparities:**

- SARC partnered with the State Council on Developmental Disabilities' Silicon Valley/Monterey Bay regional office and community stakeholders to address community awareness and access to services.
- SARC sponsors annual Spanish and Vietnamese-specific conferences for parents to learn about our services and express concerns.

**Addressing Possible Disparities:**

- SARC continues to identify and translate all materials necessary to our threshold languages: English, Spanish, Vietnamese, Chinese (both Cantonese and Mandarin), and Tagalog.
- SARC utilizes a language translation line and a document translation service.
  - SARC is exploring additional translation options.
ADDRESSING POSSIBLE DISPARITIES:

- SARC continues to reach out to and partner with community leaders and grassroots groups in the African-American, Chinese, Korean, Hispanic, Vietnamese, Filipino, and other ethnic groups.
  - Examples:
    - Black History Month at San Jose city hall
    - Staff speaking on a Vietnamese and Spanish language local radio stations
    - Supporting parent groups throughout the region
    - Maintaining close working relationships with parent assistance organizations such as Parents Helping Parents, Special Parents Information Network, Jerna, Families of Children with Special Needs, etc.

BARRIERS TO CONSIDER

Issues beyond regional center control – Regional centers must implement required statutory and regulatory standards, many of which were put in place in response to state-level fiscal pressures. Some of these measures may disproportionately impact the ability of those in underserved communities to access needed services.

Changing federal and state mandates will continue to change the picture of how regional center dollars are apportioned and used.

BARRIERS TO CONSIDER

- State-mandated rates of reimbursement directly affect service provider availability.

- Budgetary Constraints
  - California continues to support the DD community. Currently, the state is reviewing the funding mechanisms related to RC operations and Purchase of Service
  - ABX2 allocated in FY 16/17 helped both operations and POS to stabilize services

DDS Disparity Projects approved by DDS

- Purchase Headsets
- Digital Workshops
- Welcome Binders
- Website Redesign
- Cultural Competency training for staff
WHAT NEXT?

› We want to hear from you!

› We will now take questions and discuss the information presented here.

› Please take a few moments to fill out the feedback forms provided to you.

    Thank you!
El personal de San Andreas no forma suposiciones sobre la raza o el idioma de las personas.

Individuos/familias determinan como ellos desean ser identificados.

SAN ANDREAS REGIONAL CENTER

- El Centro Regional de San Andreas sirvió un total de 18,149 residentes en los condados de Monterey, San Benito, Santa Clara y Santa Cruz durante el año fiscal 2013-2016. (1 Julio, 2013- 30 Junio, 2016).
- En resultado la población apoyada San Andreas es más que la población de servicio de personas con discapacidades intelectuales y discapacidades del desarrollo que los estados de Alaska, Delaware, Montana, North Dakota, Rhode Island, South Dakota, Vermont, Wyoming y el Distrito de Columbia.
- Los cuatro condados de San Andreas cubren 7,673 millas cuadradas, constituyendo a nuestra región más grande que los estados Connecticut, Delaware, o Rhode Island.

A quien Apoyamos: Acta Lanterman

- Las personas deben tener un diagnóstico elegible, según definido por la ley:
  - Discapacidad Intelectual
  - Autismo
  - Parálisis Cerebral Severa
  - Epilepsia
  - y/o una afición relacionada con, o que requiera servicios similares, a la discapacidad intelectual (es decir lesión cerebral traumática)
  - La condición debe ocurrir antes de los 18 años de edad
  - La condición debe presentar un deterioro permanente, penetrante, y substancial en tres o más áreas de la vida diaria.
Autorizaciones y Gastos

- El Centro Regional San Andreas proporciona servicios de gestión de casos a todos los individuos con un caso activo. Muchas personas reciben un servicio prestado por un proveedor del Centro Regional San Andreas y financiado con dinero de los contribuyentes.
- El equipo de planificación se reúne para discutir sobre la vida de una persona y sus metas para determinar sus necesidades y que servicios y apoyos son necesarios para satisfacer las necesidades y metas del individuo. Algunos ejemplos de estos servicios son respiración, cuidado durante el día, apoyo de comportamiento, programas de día, o colocación residencial.

Algunas notas

- Una copia impresa de este formulario está disponible hoy.
- Esta presentación y los datos brutos del Departamento De Servicios del Desarrollo (DDS por sus siglas en Inglés) estarán disponible en http://www.sanandresregional.org
- Todas las categorías, términos (por ejemplo, grupos étnicos, idioma, etc.), y la información utilizada son proporcionados por DDS.

Autorizaciones y Gastos

- Los servicios y apoyos incluyen aquellos que provienen de otras fuentes, como escuelas, planes de salud, y familias. Por lo tanto, los servicios de los centros regionales no representan la única fuente de servicios para las personas con discapacidades intelectuales o desarrollo.
- “Aprobaciones” o “Autorizaciones” es dinero de la compra de servicios que el centro regional acepta usar para financiar uno o más servicios para un individuo.
- Los gastos reales son gastos cuando la facturación del servicio es facturado por el proveedor de servicios.

Que son las Disparidades

- “Las disparidades son diferencias raciales y étnicas en la calidad de la atención que no se deben a factores de acceso o necesidades clínicas, preferencias de intervención”. (American Asociación on Intellectual and Developmental Disabilities)
- En términos generales, esto es Edad, Diagnostico, Lenguaje y Étnicidad para nuestra población apoyada.
El presupuesto para el año fiscal 2016

- Los centros regionales son financiados por contratos exclusivos con el Departamento de Servicios de Desarrollo de California (DDS).
- El presupuesto de la compra de servicios que incluye el plan de ubicación de la comunidad (es decir, los que abandonan los centros de desarrollo) y el Programa Comenzar Temprano (Early Start) fue:
  - Autorizado por San Andreas (31/12/16): $373,514,268
  - Reclamado: (a partir de 31/12/16): $308,747,223
- El presupuesto se mantiene durante tres años; hasta la fecha presentada no se a reconciliado.

### Edad Según los Datos

<table>
<thead>
<tr>
<th></th>
<th>FY 2015</th>
<th>FY 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Start:</td>
<td>3,311</td>
<td>3,776</td>
</tr>
<tr>
<td>Lanterman 3-21:</td>
<td>7,408</td>
<td></td>
</tr>
<tr>
<td>Lanterman 22+:</td>
<td>6,393</td>
<td>6,677</td>
</tr>
<tr>
<td>Total:</td>
<td>17,112</td>
<td>18,149</td>
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### Edad: Compra De Servicios y Uso

<table>
<thead>
<tr>
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<th>FY 2015</th>
<th>FY 2016</th>
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</thead>
<tbody>
<tr>
<td>Early Start:</td>
<td>$23,798,816</td>
<td>$24,966,223</td>
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<tr>
<td>- Utilización:</td>
<td>67.7%</td>
<td>69.2%</td>
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<tr>
<td>Lanterman 3-21:</td>
<td>$60,103,730</td>
<td>$60,797,931</td>
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<tr>
<td>- Utilización:</td>
<td>71.7%</td>
<td>72.6%</td>
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<tr>
<td>Lanterman 22+:</td>
<td>$263,249,938</td>
<td>$288,350,114</td>
</tr>
<tr>
<td>- Utilización:</td>
<td>88.2%</td>
<td>85.9%</td>
</tr>
</tbody>
</table>
Edad: Personas no Recibiendo Servicios

Edad: Por Cápita Según los Datos

Edad: Tendencia de Datos

Las aprobaciones por cápita disminuyeron para el Programa Early Start y De Edad Escolar, pero aumentaron para adultos.

Esto tiene sentido, ya que los soportes genéricos han aumentado para los niños.

Los servicios para adultos han aumentado de aproximadamente 72% de las compras de servicios a aproximadamente 77%. Programa Early Start es de aproximadamente 6%, consistente con el año pasado.

Población de Servicio: Diagnosis

- Autism: 4,409 individuals
  ID: 7,131
  CP: 504
  Epilepsy: 230
  5th: 876
  Other: 3,742

- Autism: 4,803 individuals
  ID: 7,423
  CP: 523
  Epilepsy: 244
  5th: 990
  Other: 4,166
Diagnosis: Compra de Servicios Aprobación y Uso

Autorizaciones por Diagnosis y Edad

- Autism: $72,805,322
  - Utilization: 81%
- ID: $212,558,786
  - Utilization: 87.2%
- CP: $12,690,728
  - Utilization: 82.0%
- Epilepsy: $7,775,811
  - Utilization: 86%
- Other: $22,061,899
  - Utilization: 69.6%

Diagnosis: Individuos No Recibiendo Servicios

- Autism: $79,999,145
  - Utilization: 79.9%
- ID: $228,696,513
  - Utilization: 85.1%
- CP: $13,687,111
  - Utilization: 86%
- Epilepsy: $7,984,369
  - Utilization: 82.9%
- Other: $21,956,863
  - Utilization: 70.9%
### Diagnosis: Aprobaciones y Usos por Cédula por Grupos de Edad - Año Fiscal 2016

<table>
<thead>
<tr>
<th>Diagnosis</th>
<th>Early Start</th>
<th>School Age</th>
<th>Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autism</td>
<td>$39,062 (68.1%)</td>
<td>$86,061 (72%)</td>
<td>$47,429 (86.9%)</td>
</tr>
<tr>
<td>ID</td>
<td>$6,778 (59.9%)</td>
<td>$6,008 (74.7%)</td>
<td>$4,104 (86.3%)</td>
</tr>
<tr>
<td>Cerebral Palsy</td>
<td>$4,092 (65.1%)</td>
<td>$9,712 (70.3%)</td>
<td>$41,326 (84.7%)</td>
</tr>
<tr>
<td>Epilepsy</td>
<td>$0 (0%)</td>
<td>$9,008 (71.4%)</td>
<td>$4,421 (84.7%)</td>
</tr>
<tr>
<td>5%</td>
<td>$8,471 (66%)</td>
<td>$9,089 (71.5%)</td>
<td>$55,244 (82.1%)</td>
</tr>
<tr>
<td>Other</td>
<td>$5,826 (60.1%)</td>
<td>$4,027 (66.8%)</td>
<td>$39,209 (89.2%)</td>
</tr>
</tbody>
</table>

### Diagnosis: Tendencias de los Datos

- La Discapacidad Intelectual continúa siendo un conductor principal de Compra de Servicios (61% en general), y que la gran mayoría de nuestra población adulta son diagnosticados con Discapacidad Intelectual como diagnóstico primario.
- El autismo es el diagnóstico principal para el 48% de nuestra población de edad escolar.
- El Autismo lidera a todos los diagnósticos en el gasto por cédula para el Programa Early Start y adultos—Este dato se iguala mucho en la edad adulta—pero no en la edad escolar.

### Etnicidad Según los Datos

- Asian: 2,693
- African-American: 386
- Filipino: 458
- Hispanic: 6,367
- Native American: 29
- Other: 1,967
- Polynesian: 45
- White: 5,386

- Asian: 2,829
- African-American: 383
- Filipino: 511
- Hispanic: 6,837
- Native American: 28
- Other: 2,141
- Polynesian: 41
- White: 5,360
Etnia por Edad Año Fiscal 2016

- Asian: 481
- Black/African-American: 8
- Filipino: 25
- Hispanic: 1,816
- Native American: 0
- Other: 751
- Polynesian: 2
- White: 692
- Total: 3,775

Etnia por Edad Año Fiscal 2016

- Asian: 1,383
- Black/African-American: 143
- Filipino: 251
- Hispanic: 3,058
- Native American: 3
- Other: 917
- Polynesian: 18
- White: 1,724
- Total: 7,697

Etnia por Edad Año Fiscal 2016

- Asian: 765
- Black/African-American: 230
- Filipino: 235
- Hispanic: 1,983
- Native American: 25
- Other: 473
- Polynesian: 21
- White: 2,943
- Total: 6,677

Etnicidad: Aprobación y Utilización Según los Datos

- Asian: $35,152,251
  - Utilización: 0%
- Black: $10,034,243
  - Utilización: 0%
- Filipino: $8,750,401
  - Utilización: 0%
- Hispanic: $93,361,426
  - Utilización: 58%
- Native American: $810,911
  - Utilización: 0%
- Other: $5,931,020
  - Utilización: 0%
- Pacific Islander: $10,045,220
  - Utilización: 58%
- White: $60,364,929
  - Utilización: 0%
Porcentaje de Individuales No Recibiendo Servicios por Edad Año Fiscal 2016

Etnicidad: Aprobaciones y Utilización por Cápita según edad- Año Fiscal 2016

<table>
<thead>
<tr>
<th>Etnicidad</th>
<th>Early Start</th>
<th>School Age</th>
<th>Adulta</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian</td>
<td>$8,391 (75.9%)</td>
<td>$7,201 (73.3%)</td>
<td>$30,070 (82.8%)</td>
</tr>
<tr>
<td>Black/African American</td>
<td>$4,360 (54.3%)</td>
<td>$11,812 (75.1%)</td>
<td>$38,579 (82.1%)</td>
</tr>
<tr>
<td>Filipino</td>
<td>$8,012 (72.2%)</td>
<td>$8,377 (82.5%)</td>
<td>$30,866 (82.1%)</td>
</tr>
<tr>
<td>Hispanic</td>
<td>$5,998 (67.6%)</td>
<td>$8,858 (72.7%)</td>
<td>$34,993 (81.7%)</td>
</tr>
<tr>
<td>Native American</td>
<td>$2 (0.7%)</td>
<td>$590 (28.9%)</td>
<td>$34,805 (85.5%)</td>
</tr>
<tr>
<td>Other</td>
<td>$7,466 (67.3%)</td>
<td>$7,476 (70.2%)</td>
<td>$38,247 (84.9%)</td>
</tr>
<tr>
<td>Polynesian</td>
<td>$403 (100%)</td>
<td>$8,219 (82.2%)</td>
<td>$40,012 (81.8%)</td>
</tr>
<tr>
<td>White</td>
<td>$5,012 (71.7%)</td>
<td>$9,777 (71.5%)</td>
<td>$31,997 (87.6%)</td>
</tr>
</tbody>
</table>

Etnicidad: Tendencias de Datos

- Demográficamente, la participación de cada grupo en nuestra población sigue siendo consistentemente en grande medida, Anglo Sajones ligeramente aumentando y Hispanos ligeramente creciendo.
- La población Afroamericana cuenta por 2% de nuestra población total, de acuerdo con la demografía, son solo el 0.2% del Programa Early Start.
- La población Afroamericana también tiene las aprobaciones y el uso por cápita más bajo por casi el 50% en ese grupo de edad.
- En general, la población Anglosajona recibe el 48% de las aprobaciones, pero representan solo el 29% de nuestra población total.
- Representan una pluralidad (44%) de adultos.
- Por cápita, los adultos Anglosajones reciben más de $1,000 más que el siguiente grupo más alto.

Idiomas de Umbral

- Los idiomas de umbral son definidos por el Departamento de Salud y Servicios como "aquellos idiomas que tienen 3,000 beneficiarios de Medi-Cal de habla o 5% de los beneficiarios totales del condado, el que sea menor".
- El Departamento de Salud Mental determina el umbral de idiomas por condado anualmente. Para el Centro Regional de San Andreas, son:
  - Condado de Santa Clara: Inglés, Español, Vietnamita, Tagalo y Chino (Mandarín y Cantones).
  - Condados de Monterey, San Benito y Santa Cruz: Inglés y Español.
Populación Servida - Lenguaje

Lenguaje Según los Datos
- English: 11,649
- Spanish: 3,718
- Chinese: 351
- Tagalog: 108
- Vietnamese: 865
- Other: 421

Lenguaje: Aprobación y Uso Según los Datos
- English: $278,610,177
  - Utilization: 84.9%
- Spanish: $43,058,185
  - Utilization: 78.9%
- Chinese: $5,281,729
  - Utilization: 81.7%
- Tagalog: $2,126,475
  - Utilization: 83%
- Vietnamese: $10,664,324
  - Utilization: 80.9%
- Other: $6,310,013
  - Utilization: 84.1%

Lenguaje: Aprobación y Uso por Edad - Año Fiscal 2016
- English: $14,024,080
  - Utilization: 67.9%
- Spanish: $5,038,918
  - Utilization: 69.6%
- Chinese: $806,438
  - Utilization: 71.9%
- Tagalog: $1,492,272
  - Utilization: 71.9%
- Vietnamese: $1,211,486
  - Utilization: 79%
- Other: $1,356,039
  - Utilization: 77.2%
- Total: $24,866,233
  - Utilization: 69.2%
Language: Receiving No Services

FY 2015 | FY 2016
**Etnicidad: Tendencias de Datos**
- Demográficamente, la participación de cada grupo en nuestra población sigue siendo consistentemente en gran medida, Anglo Sajones ligeramente aumentando y Hispanos ligeramente creciendo.
- La población Afroamericana cuenta por 2% de nuestra población total, de acuerdo con la demografía, son solo el 0.2% del Programa Early Start.
- La población Afroamericana también tiene las aprobaciones y el uso por cápita más bajo por casi el 50% en ese grupo de edad.
- En general, la población Anglosajona recibe el 48% de las aprobaciones, pero representan solo el 29% de nuestra población total.
- Representan una pluralidad (44%) de adultos.
- Por cápita, los adultos Anglosajones reciben más de $13,000 más que el siguiente grupo más alto.

**Etnicidad: Comparación a Nivel Estatal**
- En el programa Early Start, Afroamericanos y Anglo Sajones tienen menos aprobaciones por cápita.
- En La Edad Escolar, Afroamericanos y Anglosajones tienen cantidades mucho más altas por cápita mientras la población
- Asiática tienen menos.
- Para Adultos, todos los grupos sobresalen promedios estatales en aprobaciones por cápita.

**Causas de Preocupación: Disparidades Identificadas**
- ¿Por qué los Afroamericanos constituyen un porcentaje tan pequeño de beneficiarios y aprobaciones del Programa Early Start?
- ¿Por qué los Anglosajones reciben un porcentaje de aprobaciones superiores en comparación del resto de la población?
- ¿Por qué los adultos anglosajones reciben un promedio de beneficios por cápita en comparación a otros?
- ¿Por qué las personas que hablan Inglés, reciben un promedio por cápita más alto, y porque reciben una cantidad de aprobaciones mejor en comparación de otros idiomas?

**El Enfoque en Posible Disparidades**
- El Centro Regional de San Andreas trabajará con las Oficinas de Educación del Condado para determinar porque las entradas de la población Afroamericana para el Programa Early Start es tan bajo.
- El Centro Regional de San Andreas trabajará internamente con los coordinadores de servicios y los gerentes del Programa Early Start para determinar el por que las aprobaciones y el uso de servicios siguen siendo tan bajos.
- El Centro Regional de San Andreas ha recibido fondos estatales para contratar a un empleado de tiempo completo para enfocarse en las cuestiones de disparidad y formación cultural.
El Enfoque en Posible Disparidades

- SARC has received state funds to produce "welcome" documents in its threshold languages for distribution when someone is found eligible for services.
- SARC continues to prioritize hiring linguistically and culturally-competent service coordinators.
  - 64% of SARC service coordinators are bilingual
  - SARC has received state funds expressly to hire more bilingual and culturally-competent staff.

ADDRESSING POSSIBLE DISPARITIES:

- SARC partnered with the State Council on Developmental Disabilities' Silicon Valley/Monterey Bay regional office and community stakeholders to address community awareness and access to services.
- SARC sponsors annual Spanish and Vietnamese-specific conferences for parents to learn about our services and express concerns.

ADDRESSING POSSIBLE DISPARITIES:

- El Centro Regional de San Andreas ha recibido fondos estatales para producir documentos de "bienvenida" en sus idiomas umbrales para distribuir cuando alguien es elegible para recibir servicios.
- El Centro Regional de San Andreas sigue priorizando la contratación de servicios lingüísticos y competentes culturalmente coordinadores de servicios.
- 64% de los coordinadores de servicios del Centro Regional de San Andreas son bilingües.
- El Centro Regional de San Andreas ha recibido fondos estatales expresamente para contratar a más empleados bilingües y competentes culturalmente.
- El Centro Regional de San Andreas se asocia con la oficina regional del Consejo de Estado para el Desarrollo de Discapacidades Silicon Valley/Monterey Bay y los interesados de la comunidad para la sensibilización y acceso a los servicios.
- El Centro Regional de San Andreas patrocina conferencias anuales de español y Vietnamita específicas para que los padres aprendan sobre nuestros servicios y poder expresar preocupaciones.
**Addressing Possible Disparities:**

- El Centro Regional de San Andreas continúa contactando líderes comunitarios y grupos de base en los grupos étnicos de Afroamericanos, Chinos, Coreanos, Hispanos, Vietnamitas, Filipinos y otros grupos étnicos.
- Ejemplos:
  - Mes de Historia Afro-Americana en el ayuntamiento de San José.
  - Personal hablando de una emisora local Vietnamita y en el lenguaje de español.
  - Mantenimiento relaciones de trabajo cercanas con organizaciones de 'Parents Helping Parents, Special Parents Information Network, Jeeja, Families of Children with Special Needs, etc'.

**Barreras**

Cuestiones que van más allá del control de los centros regionales. Los centros regionales deben de implementar normas reglamentarias y requeridas, muchas de las cuales se pusieron en marcha en respuesta a las presiones estatales a nivel fiscal. Algunas de estas medidas pueden tener un impacto desproporcionado en las comunidades desatendidas para acceder a los servicios necesarios.

- El cambio de los mandatos federales y estatales continuara cambiando la imagen de cómo el dinero del centro regional se utilizan y reparten.

**Proyectos**

- Talleres Digitales
- Información de bienvenida
- Website Redesign
- Entrenamiento de empleados

**¿Qué Sigue?**

- ¡Necesitamos saber de usted!
- Ahora tomaremos preguntas y discutiremos la información presentada aquí.
- Por favor tome unos momentos para llenar los formularios sobre sus respuestas y comentarios sobre la presentación, que le han proporcionado. ¡Gracias!
<table>
<thead>
<tr>
<th>First</th>
<th>Last</th>
<th>Email</th>
<th>Organization</th>
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</thead>
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## Disparity Presentation in San Jose on April 20, 2017

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<tr>
<td>Maria</td>
<td>Ruiz</td>
<td>(408) 826-5273 cell.</td>
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<td>Wenjuan</td>
<td>Shi</td>
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