

RESULTS OF THE PUBLIC FORUMS ON REGIONAL CENTER PURCHASE OF SERVICE DISPARITIES:  
FISCAL YEAR 2017-2018

*Outreach*

San Andreas Regional Center (SARC) published its disparity data on its website (<http://www.sanandreasregional.org/wp-content/uploads/2015/12/Disparity-Data-FY-17-18.pdf>) before the end of calendar year 2018. A link to the data was provided through its website and social media including facebook, instagram, and twitter. The information was also on our website. Community stakeholders and partners, including the Family Resource Centers, Disability Rights California, and the State Council on Developmental Disabilities were also informed and encouraged to advertise and share this information. A mail flyer (which included text in English, Spanish, Vietnamese and Chinese) was mailed and posted on our website and social media sites to inform the community of the public meeting dates and times. This information continued to be shared with the community through all outlets described until after the public forum dates had passed.

*Public Forums*

San Andreas held public forums regarding its analysis of the Purchase of Service Disparity data for Fiscal Year 2017-2018. These forums were held from 5:30-6:30pm and consisted of the data presentation and open Q and A. These presentations took place in the evening at:

- Monterey County – March 13th at Monterey County Office of Education in Salinas
- Santa Clara County – March 14th at the Camden Community Center in San Jose
- Santa Cruz County – March 13<sup>th</sup> at the Civic Plaza Library in Watsonville
- The Santa Clara County public forum meeting was broadcasted live on the Agency's Facebook social media site.

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 the County's specific language needs simultaneous Vietnamese, Chinese and Spanish language translation were offered at the San Jose, CA presentation.

A visual breakdown of the data was projected via a PowerPoint (attached) where slides were displayed while the information was presented. The power point provided a graph representation of the data that offered a comparison of how clients from different age groups, ethnics groups and language needs accessed and utilized regional center funded services. Ten

discussion questions were presented to small separated by language needs and led by regional center staff which were used to encourage discussion and idea sharing.

Attendance was taken via sign-in sheet:

- March 13th: Salinas, CA, 6 staff, 6 community members
- March 13th: Watsonville, CA, 5 staff, 0 community members
- March 14th: San Jose, CA 9 Staff, 17 community members

### *Engagement*

Attendees were allowed an opportunity to ask questions of the presenter after the presentation in a question-and-answer manner. Attendees were also encouraged and provided the opportunity to participate in group discussion and feedback session which took place after the initial presentation of the data. Feedback was sought regarding our public outreach and other processes and how to increase the participation from individuals with primary language needs in one of the SARC's threshold languages.

### *Feedback*

- The following were the common themes:
- The client and family's need to know their service coordinator better
- The need for service coordinators to know the client better to offer services that focus on the client's strengths and needs, not only crisis needs
- Need for new service coordinators to have more knowledge of services available to clients
- Lack of services providers, especially in more remote areas (South Monterey County) Vendors/service providers who will not accept clients with higher levels of needs into their programs
- Staff did not have enough time and availability to devote sufficient attention to the client's specific needs. Attendees most commonly blamed these issues on high caseload numbers.
- Concerns about the lengthy and overwhelming intake process
- Better educating service providers on client's diagnosis and needs
- The need for more information to help families better understand and prepare for IPP meetings

As in previous years attendees expressed the need for more follow-up from the regional center staff to make sure needs are being met and parents understand available services after the initial IPP meeting.

### *Ongoing and Planned Actions to Reduce Disparities*

- The position of Cultural Diversity Specialist continues to provide outreach to the community, to work with community based organizations who have partnered with SARC to meet community needs in all catchment areas counties.
- The Cultural Diversity Specialist participates in regular teleconferences with the Department of Developmental Services as scheduled by the Department.
- The Cultural Diversity Specialist continues to meet regularly with counterparts from neighboring regional centers to share and develop practices for addressing issues of disparities
- San Andreas' continues its "Prometora" style community Outreach Project in partnership with a community based organizations who has contracted with San Andreas to take a lead role with community outreach to the African-American communities throughout the San Andreas catchment area, Ujima Adult and Family Services
- Community based organizations in the SARC catchment area who have received disparity funding have launched programs to:
  - Housing Choices Coalition launched a program to help SARC clients secure affordable housing with appropriate accommodations;
  - Special Kids Connect (SKC) has launched an outreach program in Monterey County to increase service equity for the Hispanic community through education, self-advocacy and educational workshops and trainings;
  - Friends of Children with Special Needs has launched a mentorship program to increase education and access to services.
- SARC is working with SKC to analyze the data for Monterey County. SKC is reaching out personally to families who appear to not be using their services or have no service in place. SKC staff meets regularly with SARC staff to discuss known and discovered issues for clients and families utilizing and accessing regional center services.
- San Andreas continues to hire new service coordinators, with an emphasis on bilingual staff. Fifteen bilingual service coordinators were hired in the last fiscal year.
- San Andreas continues to sponsor and hold Spanish, Vietnamese, Tagalog and Chinese-language specific conferences and an African-American focused conference in Santa Clara and Monterey counties annually. These conferences offer clients and their family's access to a variety of information including regional center eligibility and services, diagnosis, conservatorship, the IEP process and others in their primary language.
- Regional center staff has appeared on Spanish and, Vietnamese-language radio.
  - In August, 2018 service coordinator Juan Villacana was a guest on Radio Bilingue, during the Triqui hour, and provided information (translated into Triqui) regarding regional center eligibility, how to access services and supports.

- In 2017 district manager, Thi Tran, appeared on the Saigon Radio station and is currently working on obtaining a regular time slot with this Vietnamese radio station to provide listeners information about regional center services.
- Drop-in “coffee socials” occur on a regular basis at each office, offering clients and families opportunities to discuss case specific needs with SARC staff
- SARC staff participates in a Disparity Task Force with SCDD and other stakeholders. The group’s focus is to address issues of disparity by combining efforts to conduct outreach to the most under-represented ethnic communities.
- SARC staff continues outreach to community stakeholders, with an emphasis on Latino, Asian and African-American groups. Outreach takes place in family oriented events to include an educational component as well as fun family activities. SARC developed and printed “Welcome Binders” which are now available to eligible individuals and their families
- SARC developed and launched “Welcome Orientations” for all newly eligible clients and their families. These orientations offer attendees additional information about regional center services and opportunities to ask questions of SARC staff.
- Annual community festivals in Santa Clara, San Benito, Monterey, and Santa Cruz counties. Locations include community locations with accessible and inclusive playgrounds. These events include resources fairs where families can further explore regional center services. Bilingual staff is available to assist families at these events.
- Continued development of digital workshops which will be presented in all threshold languages.
- SARC has partnered with vendors to offer support to new families by walking them through the registration process for services
- SARC participated in the “Comunidad del Valle” talk show on KNTV where services and programs were discussed in both English and Spanish.

SARC continues to partner and work in collaboration with community based organization within the SARC catchment area to address issues of disparity and to continue to identify best practices for working with all of the diverse populations we serve. SARC has provided a copy of the “Welcome Guide” to all collaborative to share with regional center families. SARC continues with the commitment to working towards ensuring all eligible individuals and their families understand the regional center services and supports available to them and are able to access these services.

Data

San Andreas continues to provide services regardless of ethnicity. For a full report, please go to our website. Below, is a comparison of services for people who live in home and those who live out of home.

Purchase of Service – total annual expenditures – Consumers living In home

<b>Fiscal Year 2018 Ethnicity</b>	<b>Consumer Count</b>	<b>Total Authorized</b>	<b>Per Capita Authorized</b>
White	3,686	\$52,834,965	\$14,334
Hispanic	6,933	\$70,658,446	\$10,192
Asian	3,477	\$41,502,564	\$11,936

The data above shows that San Andreas authorizes almost \$18 million more for Hispanics than Whites and \$28 million more than Asians, however, when we look at the per capita expenses, Hispanics receive approximately \$4,000 less than Whites and \$1,500 less than Asians. Our focus groups and outreach indicates that many Hispanics are fearful of asking for and using services and their use of services is very different, as they prefer to work with known individuals vs strangers who may come from an agency. Further, many have indicated that they live in a multifamily situation that makes receiving in home services difficult.

Purchase of Service- Total annual expenditures- Consumers living out of home

<b>Fiscal Year 2018 Not Home by Ethnicity</b>	<b>Consumer Count</b>	<b>Total Authorized</b>	<b>Per Capita Authorized</b>
Asian	298	\$20,665,719	\$69,348
Hispanic	674	\$53,599,415	\$79,524
White	1,952	\$165,800,797	\$84,939

The data above shows that as a total, Whites receive a significant amount of POS monies more than Asians or Hispanics. However, when you look at the per capita expenses, Whites receive approximately \$6,000 more than Hispanics and approximately \$15,000 more than Asians.

## Purchase of Service- Independent Living and Supported Living Services

<b>Fiscal Year 2018 Ethnicity</b>	<b>Consumer Count</b>	<b>Total Expenses</b>	<b>Total Authorized</b>	<b>Per Capita Authorized</b>
White	757	\$53,105,251	\$66,031,953	\$87,228
Hispanic	253	\$14,042,389	\$17,975,021	\$71,048
Asian	76	\$3,847,830	\$5,159,517	\$67,888

Based on interviews and analysis, there is a greater expectation of white individuals to fulfill independence at an earlier age and often move out of their family homes at an earlier age.. Hispanics and Asians tend to support their individuals more at home and for a longer period of time. The data shows that Whites receive almost \$15,000 more than Hispanics and almost \$20,000 more than Asians. The services offered often depend on the availability of generic resources including In Home Support Services and school programs. Some individuals may also require 24/7 support.

Please go to [www.sarc.org](http://www.sarc.org) for the full report.