



May 10, 2021

**SANTA CLARA AND
SAN BENITO COUNTIES**

6203 San Ignacio Avenue
Suite 200
San Jose, CA 95119

P.O. Box 50002
San Jose, CA
95150-0002
Tel: 1(408) 374-9960
Fax: 1(408) 281-6960

MONTEREY COUNTY

1370 S. Main Street
Salinas, CA 93901
Tel: 1(831) 900-3636
Fax: 1(831) 424-3007

SANTA CRUZ COUNTY

1110 Main Street
Suite 8
Watsonville, CA 95076
Tel: 1(831) 900-3737
Fax: 1(831) 728-5514

Nancy Bargmann, Director
Department of Developmental Services
1600 Ninth St. Room 340, MS 3-12
Sacramento, CA 95814

Dear Nancy Bargmann,

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 the 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 Regional Center (SARC) remains committed to providing opportunities and information to all consumers, regardless of their language or race. SARC continues to provide outreach to many communities and at many events to allow the maximum information to 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 of our programs.

Sincerely,

www.sarc.org

Member of the Association
of Regional Center Agencies



STAY CONNECTED

Ruben Colón, LCSW
Diversity and Inclusion Specialist
6203 San Ignacio Ave. Suite 200
San Jose, CA 95119
Direct: (408) 560-7630
Fax: (408) 281-6966
E-mail: rcolon@sarc.org

"Consumers First Through Service, Advocacy, Respect and Choice"

Serving Persons with Developmental Disabilities

RESULTS OF THE PUBLIC FORUMS ON REGIONAL CENTER PURCHASE OF SERVICE DISPARITIES: FISCAL YEAR 2019-2020

Outreach

San Andreas Regional Center published its disparity data on its website (<https://www.sanandreasregional.org/app/uploads/2020/12/Disparity-Data-2020-Combined.pdf>) before the end of calendar year 2020. A link to the data was provided through its website, social media presence (e.g. Facebook), 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. To inform the community of the public forums, a flyer (which included text in English, Spanish, and Vietnamese) was digitally posted on our website, social media sites and forwarded to consumers, families and stakeholders.

Public Forum

Due to the current state of emergency, our regional center held the public forum regarding its analysis of the Purchase of Service Disparity data for Fiscal Year 2019-2020 remotely, via Zoom. This forum was held on April 15, 2021 from 5:00PM to 6:30PM in the evening. Participants were able to register in advance and a list of attendees was generated by remote platform application.

Regional center staff members fluent Spanish and Vietnamese provided simultaneous translation during the presentation and break-out sessions. Visual analysis was projected via PowerPoint (attached) by using the “share screen” function on the Zoom remote platform.

Attendance at the virtual public forum had a total of 62 attendees which included service providers, representatives of public agencies and community based organizations, consumers and families of consumers.

Engagement

During the public forum, attendees were welcomed to the virtual meeting and instructions were provided to access translation and break-out room functions. The SARC cultural specialist presented a power point presentation with details about POS data for fiscal year 2019-2020. A PDF file was attached in the chat section for attendees to have copies of power point presentation slides. After the presentation about POS data, attendees were encouraged to provide feedback regarding matters related to service access and POS utilization by joining a break out room.

Three break out rooms were created according to language. There were break out rooms conducted in English, Spanish and Vietnamese. Facilitators for the break out rooms provided space for attendees to provide open ended comments or ask questions. To help generate dialogue, the following questions were prepared in advance: Do you receive services in your preferred language?; Are the services that you receive responsive to your cultural needs?; Please identify the three biggest barriers to obtaining services?; Is there an authorized service that you are not

receiving due to language need?; Do you feel comfortable in approaching your service coordinator?; and Are you given reports and materials in your preferred language?

Feedback

During this year's public forum, feedback and comments from the community were related to language and services access.

Matters related to Language:

- IPPs are not always written in Spanish but the community recognized that a request can be made to translate the IPP.
- There are certain forms that are not translated in to the family's native language. Sometimes families can't read the documents or applications they have received.
- Transition fairs often only have English representatives, and non-English speakers are required take a translator with them in order to obtain information. Consumers or families whom speak a language other than English might feel left out. Zoom has helped bridge that gap by enabling a Spanish speaking resource fair; however, it has been difficult for resource fair organizers to recruit vendors to fair targeting specific language populations.
- The regional center has service coordinators that can speak the language of the consumer/family, but various service provider agencies do not have the staffing capacity to translate for parents. This lack of language capacity at the service provider level, results in confusion for the consumer/family.
- The migrant families whom speak native Mexican languages are a group in the rural areas of the community and they have much difficulty accessing services in their native language.
- Many websites do not have translation for all the website's content, thus becoming a barrier.

Matters Related to Service Access:

- Families may not know whom they should invite to different meetings because they don't know the procedures. For instance, in IEP transition meetings, this has been reported to be an issue. Some families may not know that the regional center will need to be invited to an IEP in order for a service coordinator attend. Some parents might assume that the services coordinator will accept an invitation from the school district alone.
- Almost 30% of autism cases aren't getting services. The questions were posed: "Maybe people didn't want services during the pandemic, or services were covered by insurance?"

- Parents don't know what regional center services to ask for, so a good initial orientation for new families or families in transition can help inform which services they may be able to access.
- Respite is one of the main services used by families and they often get confused about it. Some families report that it feels like the process for setting up respite takes too much time. The process, which parents view as tedious, may be a deterrent for respite or other services. It was suggested for families to obtain better information and training in how to access specific services such as respite.
- It's hard for service providers/vendors to recruit workers that speak a consumer or family's language.
- Families may be in different types of crisis such as difficulty affording adequate housing. Sometimes it would be helpful to look at all of the issues the family is going through and know that, when a family is in crisis, they may be looking at the basics rather than focusing on other services. When a family has a sense of feeling overwhelmed, they may have a difficult time seeking or navigating access to services.
- People give up on accessing a particular service because the waiting lists for services are too long. It was speculated whether this long wait time for accessing services could be why some consumers do not receive certain services.
- For some families, transportation resources are limited and this becomes an obstacle when they want to obtain access to services. Lack of child care can also affect a family's ability to obtain or take part in a service.

SARC will continue to follow through on its previous commitments to addressing the service access and equity issues in our regional center system and will identify innovative strategies to meet the needs of consumers and their families. Attached to this letter are various supporting documents including: flyer for public form, slides presented during public forum, list of questions presented during forum and a list of past and future action tasks the regional center will incorporate to address issues related to service access and equity.

Should you have any questions or concerns regarding this report, the presentation or the data provided here, please feel free to contact us.

Sincerely,



Ruben Colón, LCSW
 Diversity and Inclusion Specialist
 6203 San Ignacio Ave. Suite 200
 San Jose, CA 95119
Direct: (408) 560-7630
Fax: (408) 281-6966
E-mail: rcolon@sarc.org



SAN ANDREAS REGIONAL CENTER

Public Information Meeting

Review of Purchase of Service
Data for Fiscal Year 2019-2020

Reunión de Información Pública

Repaso de los datos de compra de
servicio para el año fiscal 2019-2020

Buổi Thông tin Công cộng

Công bố Dữ liệu Mua Dịch vụ
trong Năm Tài chính 2019-2020

WHEN:

Cuándo:
Thời gian:

Thursday April 15, 2021 • 5PM-6:30PM

Jueves 15 de Abril, 2021 • 5PM-6:30PM

Thứ Năm, ngày 15 tháng 4 năm 2021 • 5 giờ chiều -6:30 chiều

WHO:

Quié: n:
Khách mời:

Consumers of San Andreas Regional Center, their families/care providers & community stakeholders
Consumidores del la Centro Regional de San Andreas, sus familias/proveedores de atención y colaboradores de la comunidad
Các thân chủ của Trung tâm Vùng San Andreas, gia đình/người chăm sóc của họ, và các tổ chức cộng đồng liên quan.

WHERE:

Dónde:
Địa điểm:

Zoom Remote Meeting: Due to the current State of Emergency, this yearly public forum will be held virtually.

Reunión virtual debido al estado actual de emergencia, este foro público anual se llevará acabo virtualmente.

Cuộc họp sẽ được thực hiện qua Zoom: Do tình trạng khủng hoảng y tế hiện tại, diễn đàn định kỳ năm nay sẽ được tổ chức trực tuyến.

HOW:

Cómo:
Cách tham dự:

To attend this meeting, please use the Eventbrite link below to register and receive a link to the Zoom meeting.

Para asistir a esta reunión, utilice el enlace Eventbrite a abajo para registrarse y recibir un enlace a la reunión de Zoom.

Sau khi Quý vị đăng ký qua liên kết Eventbrite phía dưới, quý vị sẽ nhận được một liên kết ID cho cuộc họp Zoom

Zoom link/enlace/liên kết:

<https://us06web.zoom.us/j/92385078236?pwd=aW40OUNxVW1JNHBTvXRsaHFneUQzQT09>

For questions or additional info:

Ruben Colon, LCSW
rcolon@sarc.org
or (408) 655-0200

Ongoing and Planned Actions to Address Service Access and Equity

- We continue to staff a disparity specialist position to provide culturally-specific training to regional center and vendor staff and outreach to the community.
- We were able to collaborate with FRC, Special Parents Independence Network (SPIN), and local school district to hold an English and Spanish-language series of virtual workshops. These remote workshops were available to families from all of SARC's catchment areas and were held on Saturdays. English from 10AM-11:30AM and Spanish from 1PM-2:30PM. Below were the dates and topics provided to consumers and families:
 - 10/17/20: Routines for Distance Learning
 - 11/14/20: How to Fully Participate in Your Child's IEP
 - 12/5/20: How to Relieve Stress in Times of Crisis
 - 2/6/21: Assistive Technology Tools to Support Learning
 - 3/6/21: Stress Management Techniques for Parents and Children
 - 4/10/21: Parenting Children with a Developmental Disability during Covid-19
- We continue to provide information and support to FRCs and local CBOs by joining their remote meetings, support groups, workshops and conferences. Below are some of the events SARC has supported during the past year.

Grupo Chuparrosa Parent Support Group

- On 11/20/20 at 6PM SARC cultural specialist joined remote Spanish parent group Grupo Chuparrosa to provide information on strategies to access regional center services.

Mariposa Parent Support Group

- On 1/20/21 at 6PM-8PM SARC cultural specialist joined remote Spanish parent group Grupo Mariposa to provide information on accessing regional center support services during current state of emergency.

PRAGNYA South East Asian Family Support Agency:

- On 6/7/20 at 6PM-7:30PM SARC staff joined PRAGNYA's remote parent support group to provide an overview of regional center services.

Jeena South East Asian Family Support Agency:

- On 4/25/21 at 4PM-6PM SARC staff joined PRAGNYA's remote parent support group to provide an overview of regional center services.

Special Kids Connect Family Resource Center (SKC):

- On 9/29/20 at 3PM SARC cultural specialist joined SKC's Spanish remote parent group to provide information on accessing regional center support services during current state of emergency.
- For one hour every two months (for the past year), cultural specialist, service coordinator and district manager participate in the Respite Orientation Committee which planned, developed and provided orientations for families to learn to effectively understand and utilize respite services.

Special Parents Independence Network Family Resource Center (SPIN):

- Cultural specialist joined SPIN's Spanish parent support groups on 8/5/20 and 2/3/21 from 6-7PM to provide information about accessing regional center support services.

Friends of Children with Special Needs Family Resource Center (FCSN):

- Cultural specialist and SARC staff joined FCSN's Mandarin and Cantonese speaking parent support groups on the following dates from 4-6PM to provide information about topics related to early start, intake and services for transition aged youth. 4/17/20; 2/5/21 and 3/12/21.

Migrant Seasonal Head Start Program (MSHS):

- On 4/8/21 cultural specialist and SARC Staff met with MSHS staff to discuss prospective efforts to target Migrant regional center families in rural catchment areas. A follow up meeting is scheduled on 5/24/21 at 2:30PM.

City of Milpitas Community Services Program:

- On 4/30/21 cultural specialist and SARC Staff met with Milpitas Community Services Program staff to discuss prospective efforts to provide information and support to consumers and families residing in the city of Milpitas, Ca. Plans are to provide community members information related to regional center support services.

Parents Helping Parents Family Resource Center (PHP):

- Cultural specialist and SARC staff presented at PHP's Webinar on Transition Age Services for Individuals with Developmental Disabilities on 1/30/21 from 10AM-12PM.
- Cultural specialist joined panel at PHP's Workshop on Understanding Respite Services on 4/10/21 from 5PM-6PM.
- Cultural specialist and SARC staff provided information to consumers, families and stakeholders at PHP's Virtual Resource Fair on the following dates from 9:30AM-12:30PM: English Resource Fair 3/28/21 & Spanish Resource Fair 5/8/21.

- Ongoing participation in the disparity task force with State Council on Developmental Disabilities (SCDD) and other stakeholders. Continued collaboration with Family Resource Centers in the Santa Clara, San Benito, Santa Cruz and Monterey counties.
- Continued parent support groups for Spanish and Vietnamese speaking families and families of African American ethnic group. An English support group was also developed per suggestion of the SARC consumer and family community. *During the current State of Emergency, the English, Spanish, Vietnamese and African American parent support groups are being conducted remotely.*
- SARC continues to provide support and consultation with agencies such as Parents Helping Parents, Housing Choices Coalition; Special Kids Connect and Friends of Children with Special Needs as these agencies currently have disparity program projects being implemented.
- FCSN Service Access Project Title: Asian Outreach, Mentorship, Education, Empowerment and Staff Retention.
 - Housing Choices Coalition Service Access Project Title: Navegador de Vivienda (“Housing Navigator”).
 - Special Kids Connection Services Access Project Title: Generic Service Acquisition: Clearing the Path to Regional Center Service Authorizations
 - Parents Helping Parents: Improving Digital Access for Self-Advocates and Families
 - PRAGNYA Service Access Project Title: ENGAGE with PRAGNYA
- During initial state of emergency, SARC broadcasted Question and Answer forums on Facebook live in English, Spanish and Vietnamese. These question and answer forums enable consumers and families to receive current information about SARC and community based services. The platform has also been useful in identifying current needs for services and supports that have been identified by the community.
- When necessary, SARC staff continue to use the Language Line Translation Services to communicate with consumers in their preferred language.

SAN ANDREAS REGIONAL CENTER'S PURCHASE OF SERVICE DATA REVIEW

PURCHASE OF SERVICE EXPENDITURES AND DEMOGRAPHICS

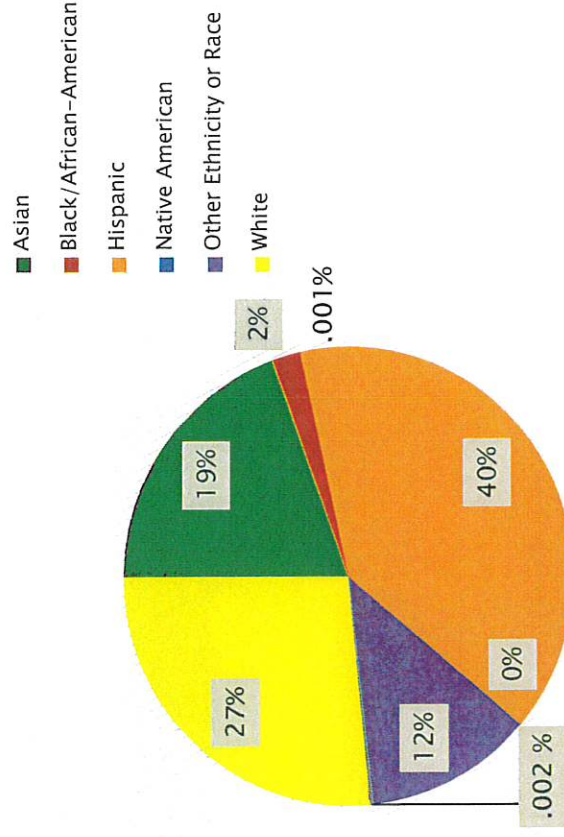


FISCAL YEAR 2019-2020

SERVICE POPULATION – ETHNICITY

- ▶ White: 5,330
- ▶ Hispanic: 7,961
- ▶ Asian: 3,907
- ▶ Other: 2,390
- ▶ African-American: 410
- ▶ Polynesian: 40
- ▶ Native American: 26
- ▶ Total: 20,064

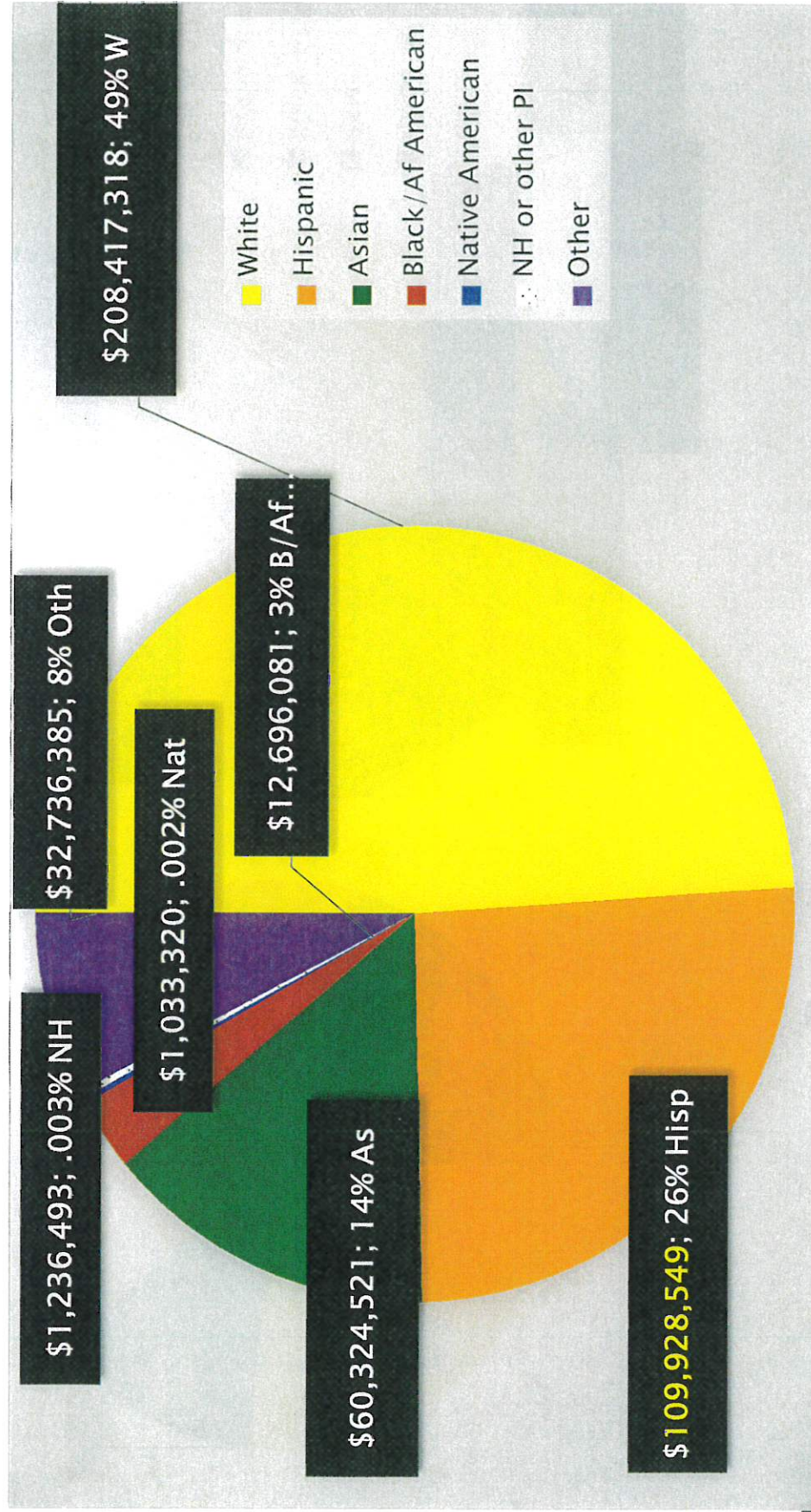
San Andreas Regional Center
Ethnicity by Consumer Count
All Ages



FY 2020

Since FY 2013, the white population has decreased 4% and the Hispanic population has increased by 4%. Total population in 2013=15,726 and 2020 = 20,064.

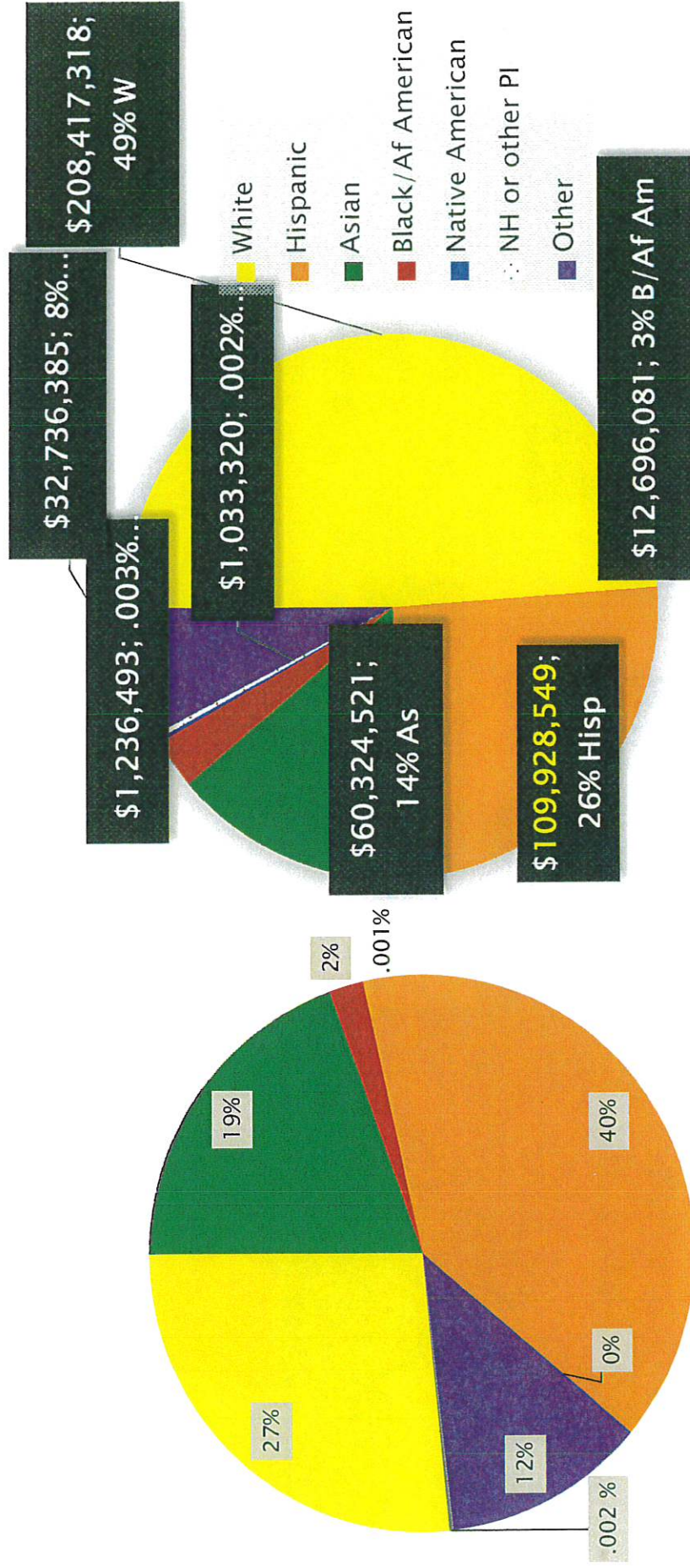
Total Annual Expenditures by Ethnicity



Total Expenditures for all ages and ethnic groups: \$426,372,577

► FY 2020

Demographics vs Expenditures



Total Expenditures for all ages and ethnic groups:
\$426,372,577

► FY 2020

ETHNICITY: APPROVAL & UTILIZATION

BY THE NUMBERS

▶ Asian: \$67,344,226	▶ Asian: \$79,010,782
◦ Utilization: 77.9%	◦ Utilization: 76.3%
▶ Black: \$15,047,385	▶ Black: \$15,584,380
◦ Utilization: 79.8%	◦ Utilization: 81.5%
▶ Hispanic: \$132,204,678	▶ Hispanic: \$145,085,123
◦ Utilization: 76.6%	◦ Utilization: 75.8%
▶ Native American: \$1,152,281	▶ Native American: \$1,229,567
◦ Utilization: 85.7%	Utilization: 84.0%
▶ Other: \$38,320,650	▶ Other: \$44,611,360
* Utilization: 79.9%	◦ Utilization: 73.4%
▶ Pacific Islander: \$1,432,874	▶ Pacific Islander: \$1,581,777
◦ Utilization: 80.8%	◦ Utilization: 78.2%
▶ White: \$225,737,407	▶ White: \$252,712,088
* Utilization: 82.5%	◦ Utilization: 82.5%
▶ Total: \$481,239,500	• Total: \$539,815,077
	• (Total Expend: \$426,372,577)

FY 2019

FY 2020

Approval = Purchase of service authorized per the IPP.
Utilization = Amount of authorized services being used.

SERVICE POPULATION – LANGUAGE

San Andreas Regional Center Consumer Count for the threshold languages

- ▶ English: 13,214
- ▶ Spanish: 4,795
- ▶ Vietnamese: 945
- ▶ Mandarin/Cantonese: 416
- ▶ Tagalog: 131
- ▶ ASL: 13

Total Annual Authorized Services for Consumers for the threshold languages

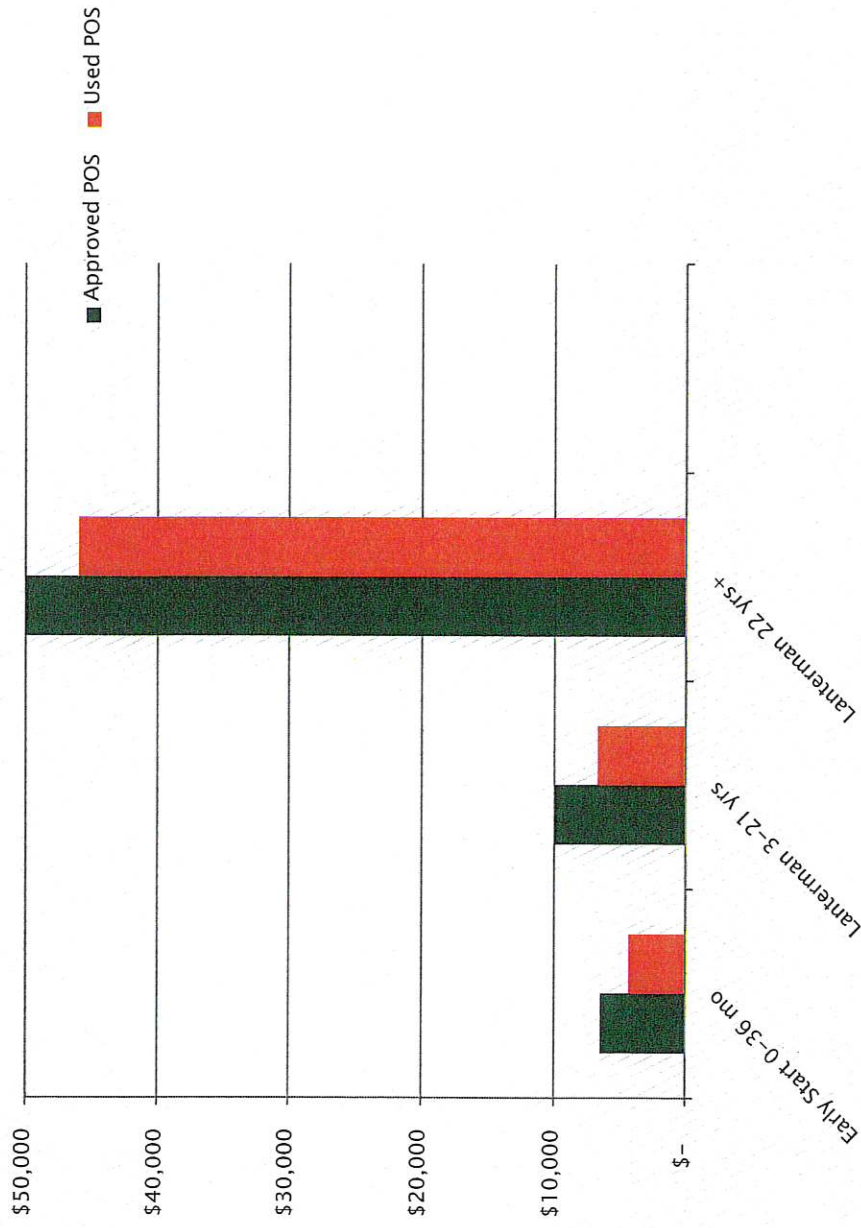
- ▶ English: \$429,186,902
- ▶ Spanish: \$68,290,479
- ▶ Vietnamese: \$19,011,782
- ▶ Mandarin/Cantonese: \$7,517,215
- ▶ Tagalog: \$3,819,032
- ▶ ASL: \$815,508

** Families and individuals will inform SARC of the language they prefer.
(For example, many people of Latino origin identify as English speaking.)*

FY 2020

AGE: APPROVAL & USAGE PER CAPITA

ALL SERVICES



FY 2020

Authorizations and usage per capita went up for all age groups compared to FY 2018/2019.

TOTAL AUTHORIZED AND UTILIZED SERVICES FY 2019-2020

BY LANGUAGE FOR RESIDENCE TYPE: HOME 22+ YEARS OLD

Fiscal Year	Per Capita Authorized Services & % Utilized: English	Per Capita Authorized Services & % Utilized: Spanish	Per Capita Authorized Services & % Utilized: API Languages	Per Capita Authorized Services & % Utilized: Other Indo-European Languages	Per Capita Authorized Services & % Utilized: Other Languages
2014-2015	\$21,875; 80.2%	\$19,880; 79.5%	\$18,100; 86.1%	\$25,758; 73.8%	\$25,682; 77.4%
2015-2016	\$23,072; 77.0%	\$21,795; 75.0%	\$19,969; 80.6%	\$27,966; 68.3%	\$27,850; 70.2%
2017-2018	\$26,900; 76.1%	\$23,508; 76.7%	\$26,277; 79.6%	\$32,537; 67.2%	\$34,749; 73.6%
2018-2019	\$27,842; 72.8%	\$24,871; 73.4%	\$27,224; 78.2%	\$29,331; 63.9%	\$33,439; 82.4%
2019-2020	\$30,342; 71.9% (N:10,567)	\$27,465; 70.4% (N:4,759)	\$30,653 77.1% (N:1,741)	\$32,050; 70.8% (N:179)	\$38,058; 79.5% (N:49)
Current Change Since FY 2014-2015	+ \$8,467	+ \$7,585	+ \$10,773	+ \$6,292	+ \$12,376

TOTAL AUTHORIZED AND UTILIZED SERVICES FY 2019-2020

BY LANGUAGE FOR RESIDENCE TYPE: RESIDENTIAL 22+ YEARS OLD

Fiscal Year	Per Capita Authorized Services & % Utilized: English	Per Capita Authorized Services & % Utilized: Spanish	Per Capita Authorized Services & % Utilized: API Languages	Per Capita Authorized Services & % Utilized: Other Indo-European Languages	Per Capita Authorized Services & % Utilized: Other Languages
2014-2015	\$69,485; 94.8%	\$78,524; 94.9%	\$62,908; 95.1%	\$58,823; 73.8%	\$140,372; 77.4%
2015-2016	\$73,378; 93.7%	\$82,443; 93.9%	\$66,100; 94.9%	\$62,600; 91.8%	\$140,372; 96.0%
2017-2018	\$84,714; 93.6%	\$90,097; 94.4%	\$77,409; 94.2%	\$78,675; 90.3%	\$114,7984; 95.5%
2018-2019	\$89,931; 93.0%	\$90,696; 92.2%	\$82,721; 94.5%	\$77,758; 92.5%	\$132,868; 94.0%
2019-2020	\$106,178; 91.5% (N:1,635)	\$102,209; 93.4% (N:110)	\$95,130 94.1% (N:92)	\$94,899; 93.4% (N:15)	\$141,290; 92.4% (N:7)
Current Change Since FY 2014-2015	+ \$36,693	+ \$23,685	+ \$32,222	+ \$36,076	+ \$918

Consumers with No Purchase of Service by Language:

All Ages

Fiscal Year	Percent with No Purchase of Service: English	Percent with No Purchase of Service: Vietnamese	Percent with No Purchase of Service: Spanish	Percent with No Purchase of Service: Korean	Percent with No Purchase of Service: Portuguese	Percent with No Purchase of Service: ASL
2012-2013	15.9%	15.7%	19.2%	26.5%	27.3%	12.5%
2014-2015	16.1%	14.5%	16.5%	19.7%	0%	14.3%
2015-2016	16.5%	14.8%	14.6%	15.6%	6.7%	28.6%
2017-2018	18.0%	13.0%	15.8%	21.0%	15.8%	16.7%
2018-2019	19.2%	11.5%	15.2%	18.8%	5%	16.7%
2019-2020	18.4%	11.0%	15.4%	21.4%	11.1%	7%
Current Change Since 2012-2013	+ 2.5%	- 4.7%	- 3.8%	- 5.1%	-16.2%	-5.5%

Consumers with No Purchase of Service by Diagnosis: All Ages

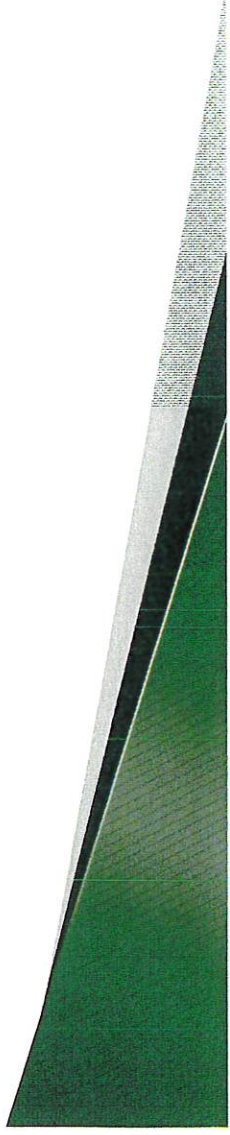
Fiscal Year	Percent with No Purchase of Service: Autism	Percent with No Purchase of Service: Intellectual Disability	Percent with No Purchase of Service: Cerebral Palsy	Percent with No Purchase of Service: Epilepsy	Percent with No Purchase of Service: Category 5
2012-2013	24.1%	16.3%	19.6%	16.6%	21.2%
2014-2015	24.5%	15.2%	15.9%	13.0%	20.1%
2015-2016	25.6%	15.0%	16.6%	15.6%	21.5%
2017-2018	27.4%	14.9%	14.1%	14.9%	23.8%
2018-2019	27.6%	15.4%	17.3%	16.5%	22.7%
2019-2020	28.6%	14.8%	17.0%	11.3%	23.4%
Current Change Since 2012-2013	+ 4.5%	- 1.5%	- 2.6%	- 5.3	+ 2.2%

WHAT NEXT?

- ▶ We want to hear from you!
- ▶ We will now take a few questions and then breakout into language specific groups to discuss the information presented here and to ask you to provide us with feedback.

Please take time to participate in these breakout sessions as your participation and feedback are important in helping us to serve you better.

Thank you!



Attendees for POS Data Presentation 4/15/21

Mike Keeley
Javier Zaldivar
Katherine Sanders
Ruben Colon
Minerva valdez
Arushie Nugapitiya
Phien Phan
Jim Williamson
Janette Stokley
Erika Gonzalez
Angel Johnson
Cherri Alcantara
Danielle Skipper
Dana Hooper
David Grady
Dennise
Desiree Luong
Diana Gutierrez
Dizon Homes, Inc
Elisa Klithau
Erika
Gina Billeci
Irene De La Rosa
Jacqueline Pena
Jamie Nguyễn
Janet Nunez
John Hunt
John Onofe
Joseph Da Silva
Howard Doi
Kim Pierce
Lindsay
Lindsay Wunderlich
Lisa Hartley
Lourdes Gonzalez
Lydia Marcial
Mahnaz Ehsan
Maria Daane
Melissa Robinson
Monica Martinez
Prabha
Rain Boom
Roger Caday
Sandra Aldana
Shannon Cogan

Stephanie Johnson
Tracey Marquart
Vanessa Omelda
Thao Pham
Kristi Alarid
Saskia Vandekamp
Mia Garza
John Flint
Chasity Swartzel
Ivett Vasquez
Chantell Pickett
Kristin Koenig
Thu Buu Vien
Miguel David
322-018-625

Question	Comments	Recommendation
<p>1. Do you receive services in your preferred language?</p> <p>Facilitator, please explore:</p> <p>a) explain the difference between preferred language and native language.</p> <p>b) explore if SC's are inquiring about their language needs</p>		
<p>2. Are the services that you receive responsive to your cultural needs?</p> <p>a) Facilitator, please explore if service providers take into account their cultural values</p> <p>b) Explore with the group if they are comfortable informing providers of their specific cultural needs or do they just take the first available service</p>		
<p>3. Please identify the three biggest barriers to obtaining services?</p> <p>a) please have them explain their reasons for identifying those barriers</p>		

B) please explore possible solutions for addressing those barriers		
<p>4. Is there an authorized service that you are not receiving due to language need?</p> <p>a) please explore how long they have been waiting</p> <p>b) please have them name the service</p> <p>c) please explore if the SC asked the family of the language need before the referral</p> <p>d) please explore how families identify the need when the parents speak the native language but the individual may only speak English.</p>		
<p>5. Do you feel comfortable in approaching your service coordinator?</p> <p>a) do not get into how many times they call. This question is related to how much trust there is between staff and families.</p>		
<p>6. Are you given reports and materials in your preferred language?</p> <p>a) please explore if they receive information in their preferred language</p> <p>b) if they receive SARC material, is it easy to understand and is it useful</p>		