



April 8, 2020

**SANTA CLARA AND
SAN BENITO COUNTIES**

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SANTA CRUZ COUNTY

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Watsonville, CA 95076
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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,

Ruben Colón, LCSW
Diversity and Inclusion Specialist
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Member of the Association
of Regional Center Agencies



STAY CONNECTED

YES RESULTS OF THE PUBLIC FORUMS ON REGIONAL CENTER PURCHASE OF SERVICE DISPARITIES:
FISCAL YEAR 2018-2019

Outreach

San Andreas Regional Center published its disparity data on its website (<https://www.sanandreasregional.org/reports-policies/pos-data-analysis-fy19/>) before the end of calendar year 2019. 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. 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.

Public Forums

San Andreas held public forums regarding its analysis of the Purchase of Service Disparity data for Fiscal Year 2018-2019. These forums were held from 5:30 to 6:30 in the evening at:

- Santa Cruz County – March 9, 2020 at Civic Plaza Library in Watsonville, Ca.
- Monterey County – March 9, 2020 at City Hall Rotunda in Salinas, Ca.
- Santa Clara County–March 9, 2020 at the Sobrato Center for Non Profits in San Jose, Ca. (The public form held in San Jose was broadcast on Facebook live and has had 763 views; 21 shares; and generated 147 questions/comments. Of those who viewed the public forum on Facebook live, 65% were followers of SARC on Facebook and 35% were not followers.)

Regional center staff members fluent in each threshold language for each county were present to provide translation for community members. In Watsonville and Salinas, regional center staff members provided translation in Spanish to attendees who were mono-lingual Spanish speakers. Visual analysis was projected via PowerPoint (attached) while the information was presented.

Attendance at the Salinas public forum totaled 10 attendees; the Watsonville public forum had a total of 5 attendees; and the San Jose public forum had a total of 17 attendees. Attendees included service providers, representatives of public agencies and community based organizations and families of consumers.

Engagement

Attendees were engaged after the presentation in a question-and-answer fashion by the regional center presenter. The 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

Most attendees expressed that they are able to receive services in their preferred languages. Several attendees mentioned that sometimes translation can be difficult for consumers and families to understand because translations are provided in an “academic” and formal manner. Some attendees felt that translations should be provided in more “conversational” manner that uses “lay person’s” terms, instead of jargon used by the service delivery systems.

Regarding whether services received are responsive to their cultural needs, attendees reported that the regional center has generally been able to respond adequately to their cultural needs. Some participants shared that there continues to be gaps in vendors being able to assign staff who can provide services in their preferred language. Specifically, some parents stated that they struggle to find behavioral service providers that can provide services in their family’s preferred language. It was also noticed that cultural norms of families from non-white ethnic groups appear to dictate how services are accepted into a home. For instance, some mono-lingual Spanish speaking parents/caretakers may prefer a provider that speaks their language; although, the consumer identifies English as their primary language.

Responses to identifying the 3 biggest barriers to services varied among the different groups. One barrier expressed was the political climate regarding immigration. One individual reported that they are opting out of receiving services from the regional center due to fears of legal repercussions and potential consequences of recent public charge rule. Another barrier that was identified is the perceived lack of information or misinformation. Attendees expressed that they are not aware of services for which they are eligible or are told contradicting messages about what services they can or can’t access.

Some attendees expressed that they were not able to receive an authorized service due to language barriers, while other individuals expressed that they are able to receive services that have been authorized in their preferred language. Families who experienced difficulty accessing an authorized service in their preferred language reported that vendors were not able to provide staff who speak their preferred language; however, the consumer was able to participate in the service because English is their preferred language.

In regards to feeling comfortable in approaching their services coordinator, there were mixed responses. Some people felt that they are able to comfortably approach their service coordinator; however, they sometimes were not able to obtain the services or supports they request. Some

individuals mentioned that they are able to comfortably approach their service coordinator but do not know what services or supports they can request. One attendee expressed frustration when being informed about a potential service by the service coordinator, then later being denied the service by the district manager.

Ongoing and Planned Actions to Reduce Disparities

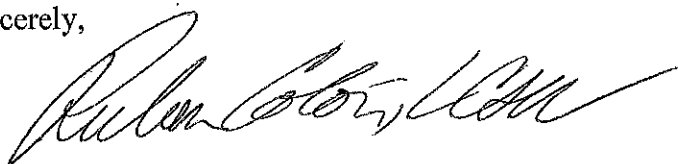
- We continue to staff a disparity specialist position to provide culturally-specific training to regional center and vendor staff and outreach to the community.
- In collaboration with local school districts and community based agencies, we continue to sponsor and hold Spanish-language specific conferences in Santa Clara, Santa Cruz and Monterey counties annually. (Planning committees continue to monitor State of Emergency and Shelter in Place Orders and will modify plans for conferences to ensure that conference can be held in a safe and feasible manner. Considerations are being made to conduct these events remotely if limitations of group gatherings are extended once the Shelter in Place Order has been lifted.)
 - On October 5, 2019, SARC held its annual Filipino Conference for consumers and families in San Jose, CA.
 - On November 9, 2019, SARC sponsored and collaborated to hold the annual Spanish Speaking Conferencia Educativa Del Sur del Condado in Salinas, CA.
 - On November 17, 2019, SARC sponsored and collaborated to hold the annual Spanish Speaking Conference in Salinas, CA.
 - On January 18, 2020 SARC sponsored and collaborated with community agency Grupo Chuparrosa to host their annual Latino/Spanish Speaking Conference in the rural community of Greenfield, CA. There were about 90 families in attendance and outreach targeted migrant farmworkers who speak Spanish or Mexican Indigenous Languages.
 - On February 29, 2020, SARC held its annual Vietnamese Conference for consumers and families in Vietnamese and there were about 90 families that attended.
- Ongoing participation in the disparity task force with SCDD and other stakeholders. Continued collaboration with Family Resource Centers in the Santa Clara, San Benito, Santa Cruz and Monterey counties. The family resource centers provide consumers and families with staff to help them navigate barriers to access services and address disparity issues.
 - On October 19, 2019 SARC sponsored and collaborated with the FRC, Special Parents Independence Network to hold its annual Spanish Speaking Conference in the rural community of Watsonville, CA.

- On January 8, 2020 SARC presented about regional center services to a group of parents from the FRC, Special Parents Independence Network (SPIN), in the rural community Hollister, CA.
 - On February 8, 2020 SARC collaborated for the Autism Conference in Spanish with the FRC, Parents Helping Parents.
 - On April 17, 2020, SARC joined the Friends of Children with Special Needs parent support group to provide a question and answer session for regional center services post shelter in place order.
- Continued parent support groups for Spanish and Vietnamese speaking families and families of African American ethnic group. *During the current State of Emergency, the Spanish 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 Disparity Project Title: Asian Outreach, Mentorship, Education, Empowerment and Staff Retention.
 - Housing Choices Coalition Disparity Project Title: Navegador de Vivienda ("Housing Navigator").
 - Special Kids Connection Disparity Project Title: To create a respite education program... that explains in-home respite service options and encourages participation by the Hispanic Community in Monterey County.
- SARC's website was revised during this past fiscal year to make it more user friendly. The website web site was modified to make language translation capabilities in English, Spanish and Vietnamese a more prominent for the users. On the revised website, the font can be increased for those who may be visually impaired.
 - During this current state of emergency, SARC has begun to broadcast 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.

SARC will continue to follow through on its previous commitments to addressing the disparities in the regional center system and will identify innovative strategies to meet the needs of consumers and their families.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Ruben Colón, LCSW". The signature is fluid and cursive, with the last name "Colón" being particularly prominent.

Ruben Colón, LCSW
Diversity and Inclusion Specialist
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San Andreas Regional Center

Public Information Meetings - Disparity Presentations

Join us for a presentation on how services are 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 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 thức dịch vụ được giao, sau đó đề ra một cuộc thảo luận về cách tiếp cận cộng đồng và đảm bảo mọi người biết quyền lợi của mình và làm thế nào để yêu cầu dịch vụ.

請參加有關我們的服務的介紹，有關推廣的會談，跟確保每個人都知道他們的權利和怎麼去要求服務的會議。

Monday, March 9, 2020

Watsonville Location:

5:30pm to 6:30pm

Civic Plaza Library

275 Main Street
Watsonville, CA 95076

Will be Facebook Live

Monday, March 9, 2020

Salinas Location:

5:30pm to 6:30pm

City Hall Rotunda

200 Lincoln Ave.
Salinas, CA 93901

Will be Facebook Live

Monday, March 9, 2020

San Jose Location:

5:30pm to 6:30pm

Sobrato Center

1400 Parkmoor Ave.
San Jose, CA 95126

Will be Facebook Live

SAN ANDREAS REGIONAL CENTER'S DISPARITY DATA

PURCHASE OF SERVICE EXPENDITURES AND DEMOGRAPHICS



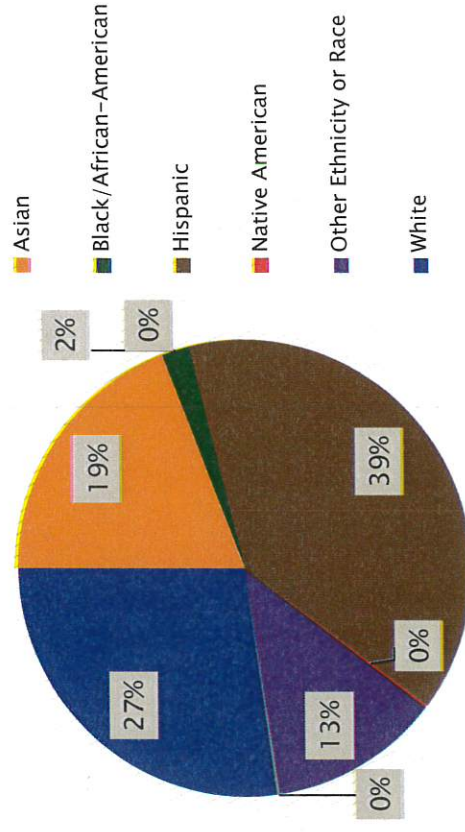
FISCAL YEAR 2018-2019



SERVICE POPULATION – ETHNICITY

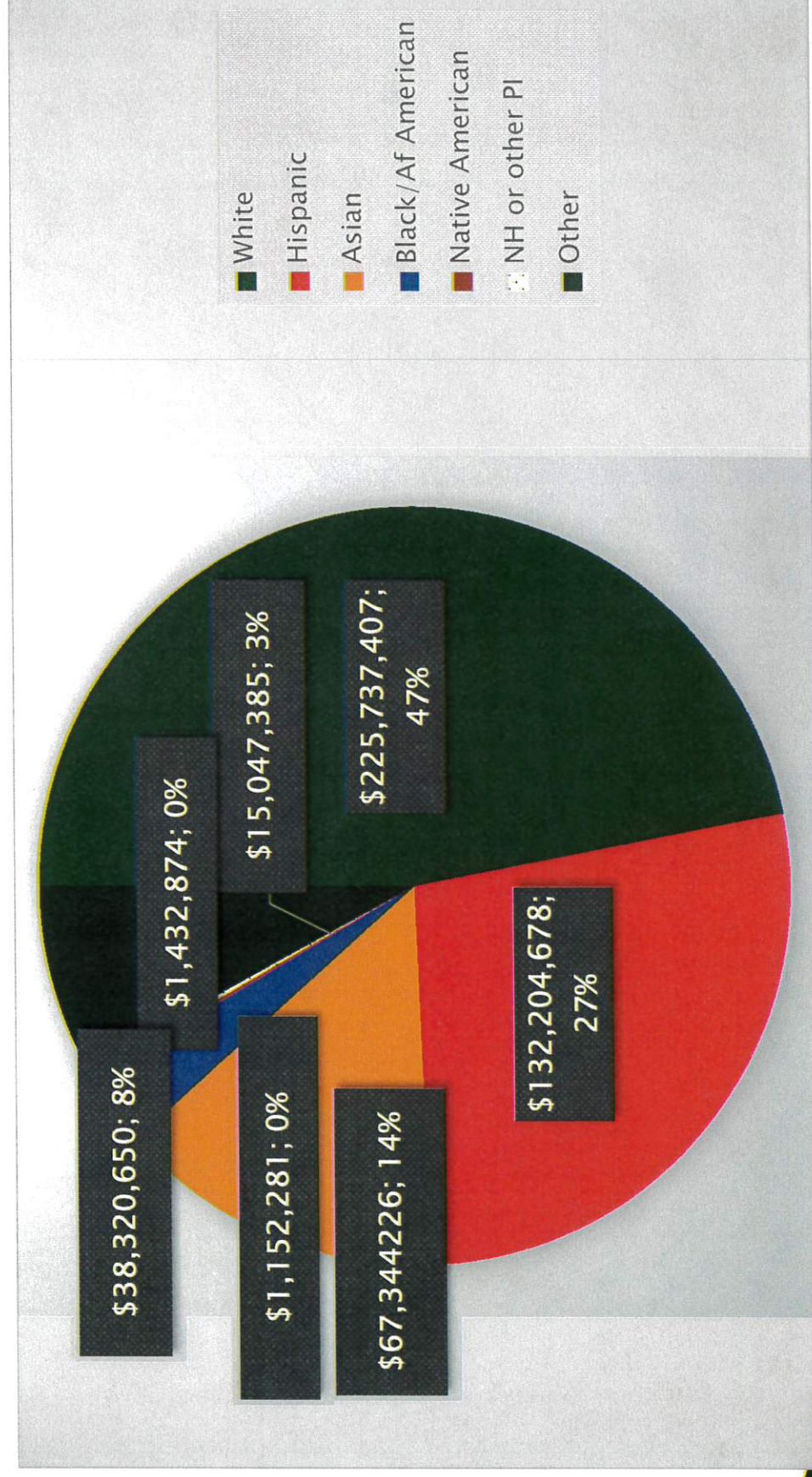
- ▶ Asian: 3,775
- ▶ African-American: 401
- ▶ Hispanic: 7,594
- ▶ Native American: 25
- ▶ Other: 2,168
- ▶ Polynesian: 29
- ▶ White: 5,608

San Andreas Regional Center
Ethnicity by Consumer Count
All Ages



FY 2019

Total Annual Expenditures and Authorized Services by Ethnicity



► FY 2019

ETHNICITY: APPROVAL & UTILIZATION

BY THE NUMBERS

▶ Asian: \$62,168,2833	▶ Asian: \$67,344,226
◦ Utilization: 79.1%	◦ Utilization: 77.9%
▶ Black: \$14,555,380	▶ Black: \$15,047,385
◦ Utilization: 82.2%	◦ Utilization: 79.8%
▶ Hispanic: \$122,055,693	▶ Hispanic: \$132,204,678
◦ Utilization: 79.2%	◦ Utilization: 76.6%
▶ Native American: \$1,087,462	▶ Native American: \$1,152,281
◦ Utilization: 87.1%	◦ Utilization: 85.7%
▶ Other: \$36,114,295	▶ Other: \$38,320,650
◦ Utilization: 78.2%	* Utilization: 79.9%
▶ Pacific Islander: \$1,038,618	▶ Pacific Islander: \$1,432,874
◦ Utilization: 75.4%	◦ Utilization: 80.8%
▶ White: \$214,122,267	▶ White: \$225,737,407
◦ Utilization: 83.9%	◦ Utilization: 82.5%

FY 2018

FY 2019

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

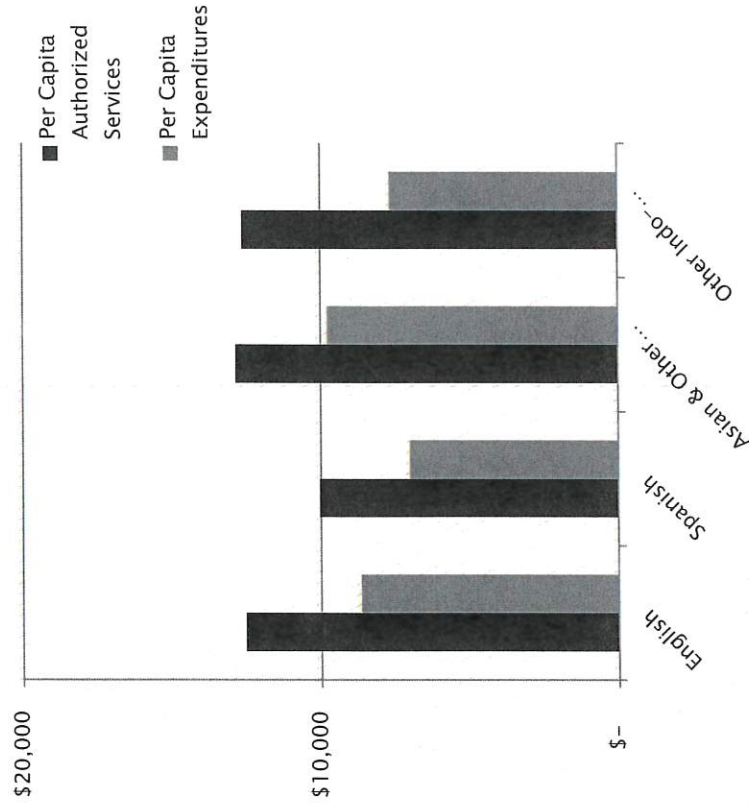
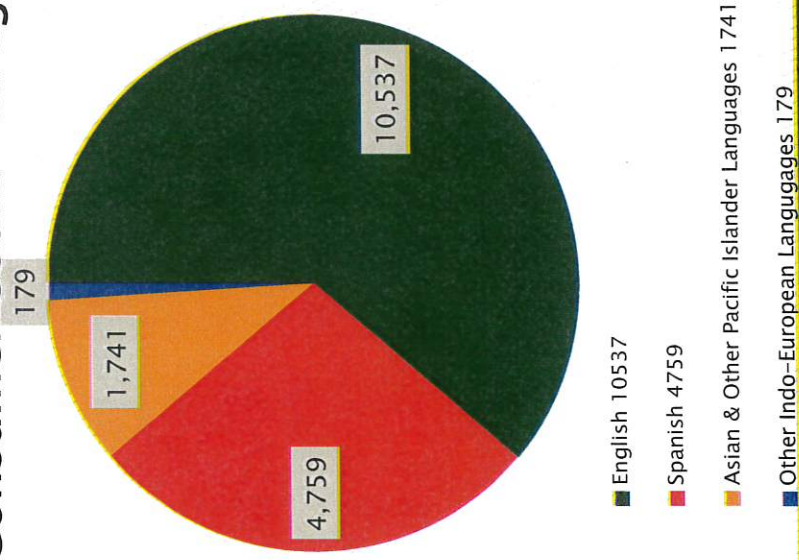
SERVICE POPULATION – LANGUAGE

San Andreas Regional Center Consumer Count for the threshold languages	Total Annual Authorized Services for Consumers for the threshold languages
▶ English: 13,438	▶ English: \$380,736,066
▶ Spanish: 4,955	▶ Spanish: \$63,155,958
▶ Vietnamese: 957	▶ Vietnamese: \$16,389,166
▶ Mandarin/Cantonese: 419	▶ Mandarin/Cantonese: \$6,930,556
▶ Tagalog: 131	▶ Tagalog: \$3,220,196

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

TOTAL EXPENDITURES AND AUTHORIZED SERVICES BY LANGUAGE FOR RESIDENCE TYPE: HOME

Consumer Count- all ages

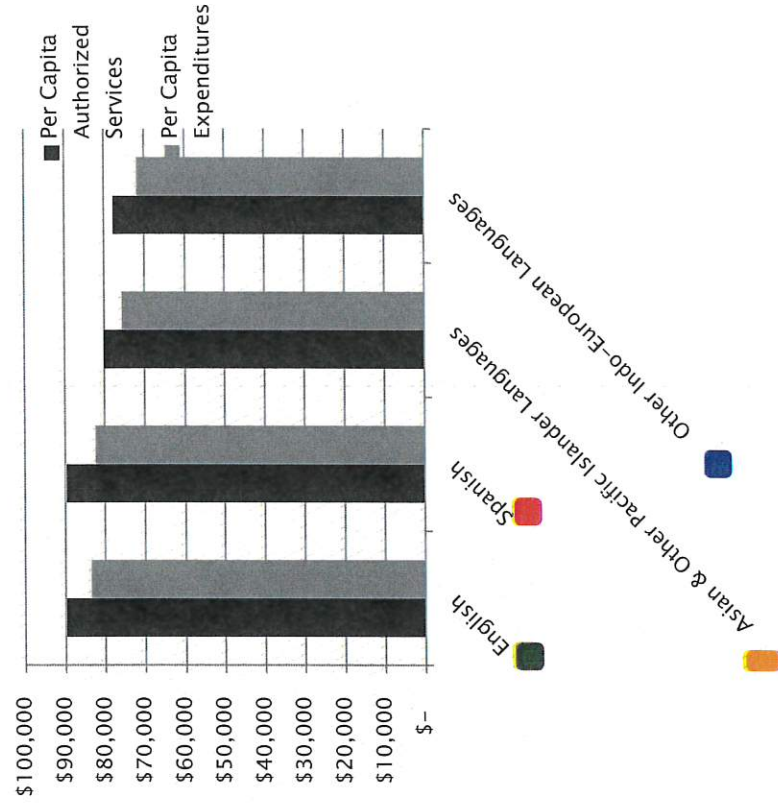
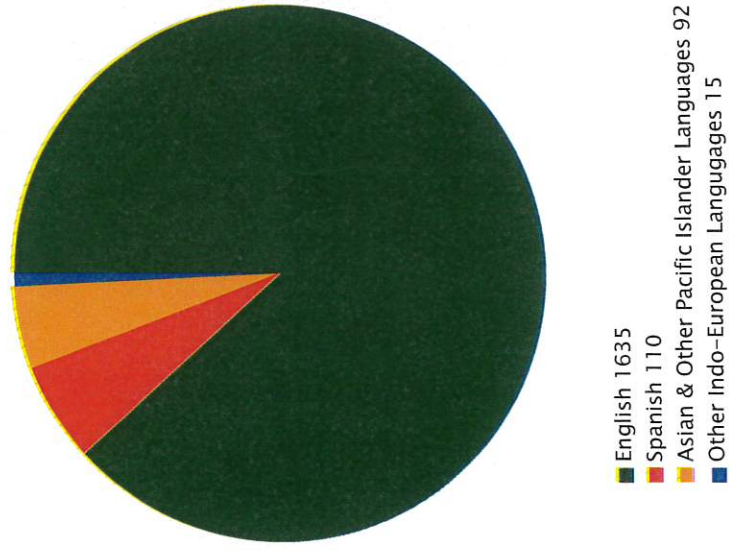


FY 2019

Per capita = the average expenditure per person.

TOTAL EXPENDITURES AND AUTHORIZED SERVICES BY LANGUAGE FOR RESIDENCE TYPE: RESIDENTIAL

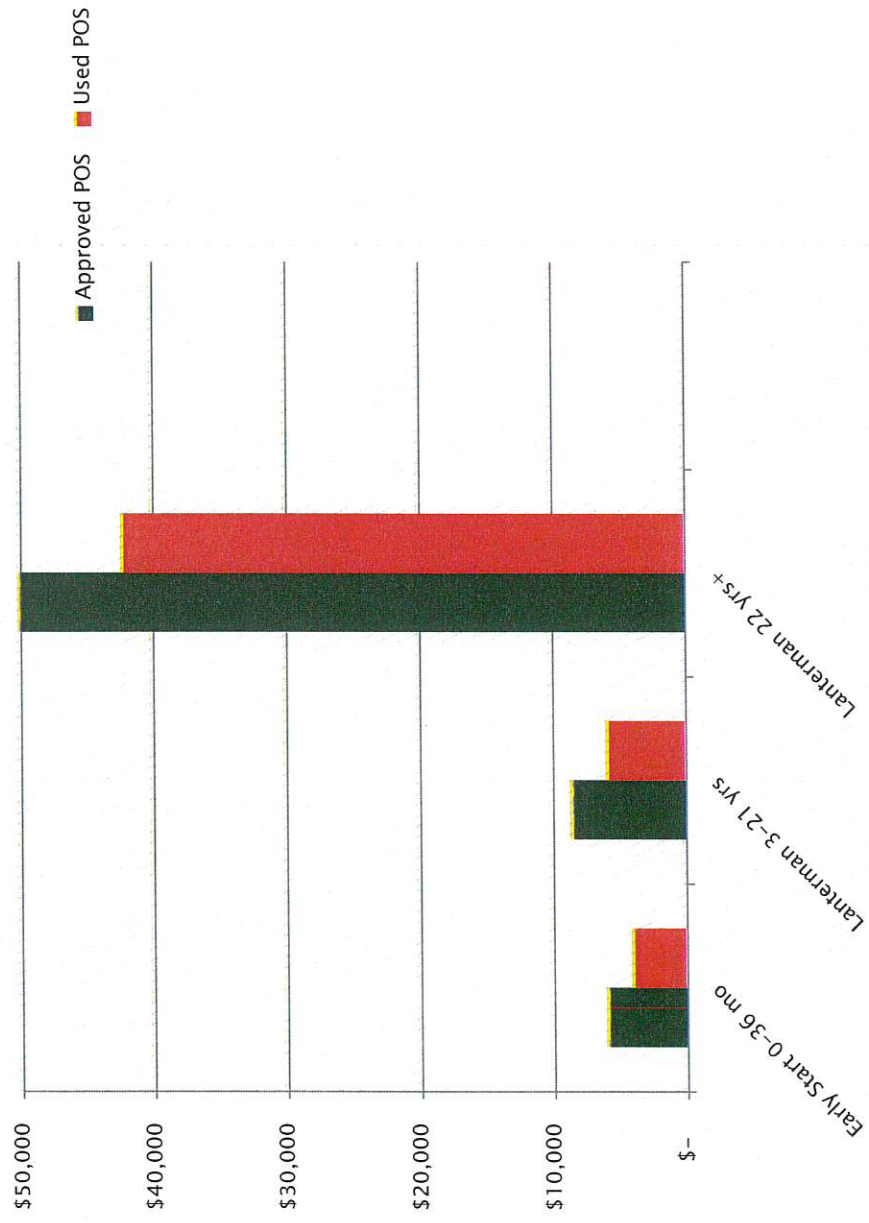
Consumer Count- all ages



FY 2019

AGE: APPROVAL & USAGE PER CAPITA

ALL SERVICES



FY 2019

Total Annual Expenditures and Authorized Services *Fiscal Year 2018-2019* by Language for Residence Type: Home, 22+ years old

Fiscal Year 2019 Language	Consumer Count	Total Expenses	Total Authorized	Per Capita Expenses	Per Capita Authorized	Utilized
English	2,837	\$57,524,379	\$78,987,401	\$20,276	\$27,842	72.8%
Spanish	984	\$17,957,284	\$24,473,517	\$18,249	\$24,871	73.4%
Asian & Pacific Islander Languages	526	\$11,204,350	\$14,320,012	\$21,301	\$27,224	78.2%
Other Indo-European Languages	43	\$806,272	\$1,261,253	\$18,751	\$29,331	63.9%
Other Languages	22	\$606,915	\$736,845	\$27,587	\$33,493	82.4%
Totals	4,412	\$88,099,199	\$119,779,027	\$19,968	\$27,148	73.6%

▶ FY 2019



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!

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>		

Disparity Presentation in San Jose - March 9, 2020

[illegible]

Disparity Presentation in Watsonville - March 9, 2020

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Disparity Presentation in *Salinas* · March 9, 2020

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