

Application Report



Applicant Organization: San Andreas Regional Center

Project Name: LACC

Funding Announcement: FY 21/22 Regional Center Funding To Improve Language Access And Cultural Competency

Requested Amount: \$1,030,406.00

Project Summary: SARC will increase access to services to those individuals/families with specific language needs. Cultural needs will be assessed at least once/month to ensure proper attention is given to historically underserved communities. New positions will include a parent education coordinator, community events coordinator, language specialist, administrative assistant, and a technology consultant. Outreach education efforts will be enhanced both virtually and in-person by consulting with stakeholders including individuals/families served, Disparity Task Force, Community Based Organizations, and Family Resource Centers. SARC will create at least two pod casts- one in Spanish and one in Vietnamese.

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Section Name: Regional Center Profile

Sub Section Name: RC Organization Profile

1. Applicant Question: Description of the Cultural, Linguistic, Racial and Ethnic Diversity of the Catchment

Provide a description of your regional center that includes:

- Counties served
- Geography of the region
- Primary languages of the individuals/families
- Demographics of ethnicities and cultures
- Other relevant information to describe your communities

You may upload an attachment but you must provide a narrative here. Limit your attachments to no more than 3.

Applicant Response:

San Andreas Regional Center serves 4 counties: Santa Clara, Monterey, Santa Cruz, and San Benito. The 4 counties have a diverse geography that includes valleys, agricultural fields, rolling hills, and coastlines. In the last few years, the area has been impacted by droughts, fires, and a housing crisis.

Primary threshold languages include English, Spanish, and Vietnamese.

Santa Clara County is the most populated county of the four counties served by San Andreas Regional Center. With approximately 1.9 million residents (2020), most people in Santa Clara County reside in the city of San Jose. Monterey county has approximately 432,977 residents, with most people residing in Salinas. Santa Cruz County has a population of 273, 170, and most people reside in the city of Santa Cruz. San Benito County has approximately 61,547 residents, with most people residing in Hollister.

Ethnicities served by San Andreas Regional Center include American Indian or Alaska Native (25), Asian (4,024), Black/African American (398), Hispanic/Latino (7,998), Native Hawaiian or Other Pacific Islander (37), Other Ethnicity or Race/Multi-Cultural (2,484), and White (5, 282).

Other information: Immigrant families with limited resources, and language barriers experience additional challenges with service access.

2. Applicant Question: Description of Regional Center Efforts to Increase Language Access and Cultural Competency

Provide a description of your regional center’s prior and ongoing efforts to increase language access and cultural competency in your catchment area. Examples of language efforts may include but are not limited to:

- Translation(s)
- Language interpretation
- Increase Bilingual staff
- Bilingual service provider recruitment
- Resource development to support those with a primary language other than English
- Other

You may upload a document (e.g. strategic plan or internal policy etc.) but you must provide a narrative here. Limit your attachments to no more than 3.

Applicant Response:

Diversity Inclusion Manager position to coordinate specific training for regional center and vendor staff and outreach to the community. Ongoing participation in the disparity task force with SCDD and other stakeholders. Continued collaboration with Family Resource Centers in 4 counties including Santa Clara, San Benito, Santa Cruz and Monterey. The family resource centers provide consumers and families with staff to assist them navigate barriers to access services and address disparity issues. Remote support groups, presentations will be offered in Spanish. SARC’s website offers language translation in English, Spanish and Vietnamese. The font can be increased for those who may be visually impaired. SARC staff continue to use the Language Line Translation Services to communicate with consumers in their preferred language. Transgender Institute training with SARC staff 2022. LGBTQIA + Standard of Care Document was created to improve service delivery. Welcome Orientations are offered in English and other languages. Pandemic Social Media updates provided. Alert Media will allow for targeted text messages. Once COVID19 situation is improved, Summer Festivals and in-person conferences will return in threshold languages. Hiring bilingual staff. Currently, SARC has 183 bilingual employees, which translates to approximately 50% of all SARC staff. SDP support provided in English, Spanish, and Vietnamese.

Section Name: Language Assessment

Sub Section Name: Language Access and Culture Plan

1. Applicant Question: Language Data Review

Explain how your regional center will review, consider, and incorporate data provided by the Department on April 6th in your language assessment process. Examples of data analysis and consideration may include:

- Review data within the organization/staff
- Review with Board Members
- Review with families, community, and stakeholders
- Steps to improve data
- Steps to broadly share data
- Outreach/In-reach efforts to share data

Applicant Response:

SARC can meet with various existing or new committees within the agency and out in the community and request ideas on how to improve data; and develop a plan; and execute. Any progress on language needs/assessment to be reported monthly in collaboration with Disparity Task Force.

SARC to hire data analyst to review trends, including year over year changes.

2. Applicant Question: Gathering Stakeholder Input

To better understand the language needs of your community, select what strategies your regional center will implement to gather stakeholder input. Check all that apply. Provide details for each selected strategy in the textbox. If you selected "Other", please identify what that will be.

Applicant Response:

- Listening sessions
- Public meetings
- Outreach events
- Surveys

Applicant Comment:

SARC to stay in contact with SCDD, SDAC, CBOs, and parent groups.

3. Applicant Question: Listening Sessions and Public Meetings

One strategy to build trust with your community and learn about the language needs of individuals and families served by your regional center is to host listening sessions and/or public meetings. Check all of the types of listening sessions and/or meetings you plan to host to gather input on language needs. Detail may be added for each selected strategy in the textbox below. If you selected "Other", please identify what that will be.

Applicant Response:

- Host listening session(s) with self-advocates
- Host listening session(s) with family members
- Host listening session(s) with CBOs
- Host public community meetings
- Partner with CBOs to host a community meeting
- Host interagency meetings with local governmental agencies
- Host meetings with nontraditional community partners

Applicant Comment:

SARC to attend SDAC, Disparity Task Force meetings, CBO groups/planning committees, and other community meetings.

4. Applicant Question: Language Focus in Listening Sessions

If your language assessment includes hosting listening sessions or community meetings, identify the language(s) focus for each session planned. Check all that apply. If you selected "Other", please identify what that will be.

Applicant Response:

- American Sign Language
- Mandarin Chinese
- Spanish
- Tagalog
- Vietnamese
- Cantonese Chinese

Applicant Comment:

We will connect with our Advisory Committee to create focus groups and to build relationships with them. Focus groups will be tailored to each ethnic group, interpretation and translation of material will be available. If needed facilitation will be provided to support deeper conversations. Participants of the groups may be given a gift card. Meal and snacks will be provided as needed.

5. Applicant Question: Survey Recipients

Surveying is one method to learn more about the needs of your community. Select individuals and/or group(s) your regional center will survey. Choose all that apply.

Regional centers including this in their plan will be required to include standardized survey questions that will be provided by the Department. Detail may be added for individuals and/or group(s) selected in the textbox below. If you selected "Other", please identify what that will be.

Applicant Response:

- Self-Advocates/Consumers
- Family Members
- Service Coordinators
- Intake Staff
- Management
- Regional Center Board Members
- Service Providers
- Community Organizations

Applicant Comment:

After reviewing the data and gathering input, survey drafts will be created using Survey Monkey. The survey will be reviewed by SARC Management. Once finalized the surveys will be translated in the targeted language and distributed to and through community partners, stakeholders, clients and families via email, mail, and posted in our website.

6. Applicant Question: Development of Survey

Explain how you will create the survey and include what steps you will take to store data received from the survey. Examples of steps to develop a survey:

- Review language data
- Use professional language translation
- For quality assurance, review draft language translations with community organizations, universities, and other community partners
- Identify distribution list

Applicant Response:

Approximately 73% of SARC clients are Non-English speaking/Non-White and require additional support with navigating the regional center system. SARC will use professional language translation for IPPs and annual review reports.

7. Applicant Question: Distribution of Survey

Select what method(s) you will use for distributing the survey. Choose all that apply. If you select "Other", please identify what that will be.

Applicant Response:

- Email
- US Mail
- Website Link
- Text Message Link
- QR Code

Applicant Comment:

After reviewing the data and gathering input, survey drafts will be created using Survey Monkey. The survey will be reviewed by SARC Management. Once finalized the surveys will be translated in the targeted language and distributed to and through community partners, stakeholders, clients and families via email, mail, and posted in our website.

8. Applicant Question: Surveys - Language Focus

For surveys developed into videos or translated into Non-English languages, identify the language(s) your regional center will focus. Check all that apply. If you selected "Other", please identify what that will be.

Applicant Response:

- Spanish
- Vietnamese

9. Applicant Question: Coordinating with Other Regional Centers

If you plan to coordinate with another regional center(s) who serve(s) a common diverse population (e.g., Cambodian, Hmong, and/or Slavic, etc.) or if you will consolidate efforts to meet common cultural needs within your catchment, state what steps you will take to coordinate efforts.

Applicant Response:

Currently, SARC coordinates with RCEB, GGRC, NBRC on a monthly basis. Discussions will include sharing on success and challenges; and well as methods/strategies to engage. The efforts will include weekly team meetings, internal trainings, event coordination, and parent group education. The targeted groups are Spanish speaking, Vietnamese Speaking and African American populations. Other groups will be invited to engage in any/all events. Specific attention to language needs will be assessed. Any obstacles/barriers toward service needs will be addressed. Options for service deliver and access to educational workshops and events will be provided. Transportation and any other request will be reviewed, planned, and executed.

Section Name: Cultural Competency Assessment

Sub Section Name: Cultural Competency Assessment

1. Applicant Question: Culture, Ethnicity and Race Data Review

Explain how your regional center will review, consider, and incorporate data provided by the Department on April 6th in your cultural competency assessment. Examples of data analysis and consideration may include:

- Review data within the organization/staff
- Review with Board Members
- Review with families, community, and stakeholders
- Steps to improve data
- Steps to broadly share data
- Outreach/In-reach efforts to share data

Applicant Response:

SARC can meet with various existing or new committees within the agency and out in the community and request ideas on how to improve data; and develop a plan; and execute. Any progress on language needs/assessment to be reported monthly in collaboration with Disparity Task Force.

2. Applicant Question: Gathering Stakeholder Input

To better understand community needs related to cultural competency, cultural humility, and/or cultural sensitivity etc., identify what strategies your regional center will implement to gather stakeholder input. Check all that apply. Provide details for each selected strategy in the textbox. If you selected "Other", please identify what that will be.

Applicant Response:

- Listening Sessions
- Public meetings
- Outreach Events
- Surveys

Applicant Comment:

Primary language focus will be Spanish, Vietnamese, Other Indigenous Dialects, Cantonese, and Mandarin. Additional groups will be included in Listening Sessions and any/all events and workshops. Additional groups to include African American, LGBTQIA, and other language needs.

3. Applicant Question: Listening Sessions and Public Meetings

One strategy to build trust with your community and to learn about the cultural competency needs of your catchment area is to host listening sessions and/or public meetings. Check all that apply. Provide details for each selected strategy in the textbox. If you selected "Other", please identify what that will be.

Applicant Response:

- Host listening sessions with self-advocates
- Host listening sessions with family members
- Host listening sessions with community organizations
- Host public community meetings
- Partner with local CBOs to host a community meeting
- Host interagency meetings with local governmental agencies
- Host meetings with nontraditional community partners

Applicant Comment:

SARC to engage with Advisory Committees, create plans, and document progress. Language translation/interpretation to be offered. **The language specialist will ensure any/all language needs are addressed and solution/s will be offered. Primary groups are Spanish speaking, Vietnamese Speaking, and African American. Any other language needs, any other groups such as LGBTQIA community will be included.**

4. Applicant Question: Ethnicity Focus in Listening Sessions

If your cultural competency assessment includes hosting listening sessions or community meetings, identify the ethnicities and/or culture(s) for each session planned. Check all that apply. For example, if you will focus on the Middle Eastern community, check Other Ethnicity or Race/Multi-Cultural and provide detail of your efforts in textbox below.

Applicant Response:

- Black/African American
- Deaf and Hard of Hearing
- Hispanic
- LGBTQ+
- American Indian or Alaska Native
- Asian
- Native Hawaiian or Other Pacific Islander
- Other Ethnicity or Race / Multi-Cultural

Applicant Comment:

We will tap into the well of our Advisory Committee to create focus groups and to build relationships with them. Focus groups will be tailored to each ethnic group, interpretation and translation of material will be available. If needed facilitation will be provided to support deeper conversations. Participants of the groups may be given a gift card. Meal and snacks will be provided as needed.

5. Applicant Question: Survey Recipients

Surveying is one method to learn more about the needs of your community. Select individuals and/or group(s) your regional center will survey to complete your cultural competency assessment. Choose all that apply. Provide details for selected individuals and/or group(s) in the textbox. If you selected "Other", please identify what that will be.

Applicant Response:

- Self-Advocates/Consumers
- Family Members
- Service Coordinators
- Intake Staff
- Management
- Service Providers
- Regional Center Board Members
- Community Organizations

Applicant Comment:

After reviewing the data and gathering input, survey drafts will be created using Survey Monkey. The survey will be reviewed by SARC Management. Once finalized the surveys will be translated in the targeted language and distributed to and through community partners, stakeholders, clients and families via email, mail, and posted in our website.

6. Applicant Question: Development of Survey

Explain how you will create the survey and include how you will store data received from the survey. Examples of steps to develop a survey:

- Culture, ethnicity and race data
- Identify distribution list
- Use professional language translation
- For quality assurance, review draft language translations with community organizations and partners

The Department will review all surveys before distribution.

Applicant Response:

After reviewing the data and gathering input, survey drafts will be created using Survey Monkey. The survey will be reviewed by SARC Management. Once finalized the surveys will be translated in the targeted language and distributed to and through community partners, stakeholders, clients and families via email, mail, and posted in our website.

7. Applicant Question: Distribution of Survey

Select what method(s) you will use for distributing the survey. Choose all that apply. If you select "Other", please identify what that will be.

Applicant Response:

- Email
 - US Mail
 - Website Link
 - Text Message Link
 - QR Code
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8. Applicant Question: Surveys - Language Focus

For surveys developed into videos or translated into Non-English languages, identify the language(s) your regional center will focus on. Check all that apply. If you select "Other", please identify what that will be.

Applicant Response:

- American Sign Language
 - Spanish
 - Vietnamese
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9. Applicant Question: Coordinating with Other Regional Centers

If you plan to coordinate with another regional center(s) who serve a common diverse population (e.g., Cambodian, Hmong, and/or Slavic, etc.) or if you will consolidate efforts to meet common cultural needs within your catchment, state what steps you will take to coordinate efforts.

Applicant Response:

Currently, we are working and collaborating with the following RCs: VMRC, RCEB, GGRC, and NBRC. We share challenges and successes, brainstorm solutions, to understand and improve the barriers to services across the diverse population we serve.

10. Applicant Question: Culturally Competent Language Interpretation

Describe how your Regional Center will provide consistent and culturally competent language interpretation in individual planning meetings and public meetings (e.g., Self-Determination Program, Local Advisory Committee meetings and activities etc.).

Applicant Response:

We have a language interpretation vendor that will be contacted and scheduled beforehand to attend meetings and provide interpretation services. Through RFPs, we will develop additional vendors that will be able to provide a wider variety of languages. SARC surveys from individuals/families to gather data on quality of translation.

Section Name: Language Access and Culture Plan

Sub Section Name: Language Access and Culture Plan

1. Applicant Question: Regional Center Staffing

Funding for regional center staffing shall not exceed 50% of the total allocation received. If you plan to hire regional center staff to implement your Language Access and Culture Plans, explain what they will do and how they will support your efforts to improve language access and culture in your catchment. Include staffing in your budget.

All staffing requests must be approved by the Department. DDS will review and approve staffing requests within the GrantVantage system.

Applicant Response:

Community Events Coordinator (CEC) for all counties: will coordinate, promote and advertise parent/community meetings, listening circles, public meetings, focus groups, and resource fairs. Will also table and organize events. The CEC will also build connections with key community partners (CBOs, parent groups, etc.). CEC will work closely with SARC Diversity Manager and Public Relations at SARC to ensure targeted populations are included.

All positions will possess excellent linguistic and culturally competency skills.

Parent Group Coordinator: for parent educational groups including weekends.

Podcast, media group to work on public service announcements in various languages.

Administrative assistant to support progress report tracking, filing, phone calls.

2. Applicant Question: Consultants

If your regional center proposes consultants to complete your assessment, planning process and/or implementation, provide a brief narrative as to the minimum qualifications of the consultant, provide a scope of work, and a budget. Include consultants in your budget.

All consultant requests must be approved by the Department. DDS will review and approve staffing requests within the GrantVantage system.

Applicant Response:

IT to identify documents that require translation.

DHOH/Evette Y. will be the contact person for DHOH+ coordination/resources.

Facilitator for small groups: (PHP/SKC/SPIN)

Video Producers: for brief educational videos and PSAs

Data analyst if needed

Translators and Interpreters through language lines

Assessments can be semi-annual by threshold language.

Podcast expert

3. Applicant Question: Language Access and Cultural Goals

Timelines for completion of your language assessment and the development of your Language Access and Culture Plan will include short-term and long-term goals that may extend beyond a fiscal year. Provide at least one long-term goal and at least 2 short-term goals. All RC Language Access and Cultural Competency Plans and reports will be due as follows:

- Language Access and Culture Plan to be submitted by June 15
- Semi-Annual Progress Report due by October 1
- Semi-Annual Progress Report due by April 1

Applicant Response:**Long-term goals:**

Provide ongoing support to clients and families facing barriers to access key generic resources and establishing point of contacts through our Generic Resources Access Liaison.

Establish ongoing linguistic and culturally competent meetings, listening circles, focus groups, public meetings and data walks through our Community Events Coordinator.

Create a linguistic and culturally competent video library, PSAs, and flyers to build an educational tool to improve access services.

Short term goals:

Hiring the consultants and coordinators/new positions by September 2022;

Scheduling meetings with generic resources agencies to start building a relationship and developing points of contacts by December 2022.

Identifying groups, facilitators, and scheduling first meetings Summer 2022.

Gathering feedback from clients and families on SARC resources by Summer 2022.

Analyzing data and designing surveys and re-assessing by September 2022.

Identifying additional material that need translation by Sept. 2022
