

**DEPARTMENT OF DEVELOPMENTAL SERVICES REGIONAL CENTER PURCHASE OF SERVICE
PUBLIC MEETINGS SUMMARY, RECOMMENDATIONS AND PLAN TO PROMOTE EQUITY AND
REDUCE DISPARITIES ANNUAL REPORT TEMPLATE.**

As indicated in Welfare and Institutions (W&I) Code §4519.5(e)-(f), regional centers are required to hold public stakeholder meetings within three months of posting their annual purchase of service data on their websites. Regional centers submit an annual report to the Department of Developmental Services (Department) by May 31st. The Department shall provide feedback to the regional centers on the Annual Report, prior to its posting by August 31st. The following pages include the required components of the annual report and W&I Code citations. For your consideration are a list of questions that may assist you when preparing the Annual Report in addition to the inclusion of your regional center's public meeting notes, public comments, presentation materials and a plan with recommendations for reducing disparity.

Regional center name: **San Andreas Regional Center**

Person filling out report: **Minerva Valdez**

Date of completion: **5.2.23**

W&I Code §4519.5 (e)

"...each regional center shall meet with stakeholders in one or more public meetings regarding the (purchase of service) data... consider the language needs of the community and shall schedule the meetings at times and locations designed to result in a high turnout by the public and underserved communities."

1. How many meetings did your regional center conduct?

- 1
- 2
- 3
- 4
- 5+

2. Did your regional center hold at least one meeting by March 31st? **Yes**

3. How were the meetings scheduled to accommodate community participation? Select all that apply.

- Webinar (e.g. GoToMeeting, YouTube)
- Virtual platform (e.g. Zoom)
- In-person
- Hybrid
- Other

If "Other" selected enter here. the POS meeting was also streamed on our facebook channel.

PROPER MEETING NOTIFICATION

W&I Code §4519.5(e)

"...regional centers shall inform the department of the scheduling of those public meetings 30 days prior to the meeting. Notice of the meetings shall also be posted on the regional center's internet

website 30 days prior to the meeting and shall be sent to individual stakeholders and groups representing underserved communities in a timely manner.”

4. Was the Department informed at least 30 days prior to ALL meetings? Yes

5. How was the Department informed?

- Liaison direct email
- OCO email
- Telephone
- Through indirect notification (RC meetings, eblast, social media)

6. Were notices of ALL meetings held, posted on the regional center’s website 30 days prior to each meeting(s)? Yes

7. Select the best option that represents when individual stakeholders and groups representing underserved communities were informed?

- 30 days or more
- 3 weeks’ notice
- 2 weeks’ notice
- 1 week notice
- Less than 1 week
- Underserved communities were not specifically informed of the meeting(s)

8. What outreach efforts were utilized to inform individual stakeholders and groups representing underserved communities of the meetings(s)? Select all that apply.

- Newsletter/Eblast
- POS meeting specific email
- Public meeting
- Social media
- Community partners
- Website (e.g. event page or calendar)
- Blog post
- Everbridge or another type of automated phone recording
- Mail
- Text
- Phone call by RC staff
- Other

If “Other” selected enter here.

CULTURALLY AND LINGUISTICALLY APPROPRIATE

W&I Code §4519.5(e)

“The regional center shall provide participants of these meetings with the data and any associated information related to improvements in the provision of developmental services to underserved communities and shall conduct a discussion of the data and the associated information in a manner that is culturally and linguistically appropriate for that community, including providing alternative communication services.”

9. What languages were offered during the meeting(s)? Select all that apply.

- English
- Spanish
- Mandarin
- Cantonese
- Hmong
- Korean
- Vietnamese
- ASL
- Other

If "Other" selected enter here.

10. Did the meeting(s) include any of the following? Select all that apply.

- Meeting(s) held in several languages
- Closed captioning provided
- Materials were provided in several languages
- Information was presented in plain language (i.e. easy to understand)
- Other

If "Other" selected enter here.

11. Describe how the cultural and linguistic needs of the communities were considered.

Threshold languages in catchment area: English, Spanish, Vietnamese. ASL Interpretation was provided.

ACTIONS TO IMPROVE PUBLIC ATTENDANCE AND PARTICIPATION

W&I Code §4519.5(f)(1)(A)

"Actions the regional center took to improve public attendance and participation at stakeholder meetings, including, but not limited to, attendance and participation by underserved communities."

12. Was the goal or purpose of the meeting communicated? If so, describe how?

During introduction, Director of Consumer Services explained POS Expenditure Report and the format of the meeting. It was also explained that after the data review, that SARC will be asking about their understanding of the report, their ideas/comments.

13. What methods were used to provide an environment that allowed attendees to feel comfortable and interact with each other? Select all that apply.

- Allowed for small group conversations
- Introduced staff in attendance
- Allowed attendees to introduce themselves
- Provided chat rooms (e.g. zoom chat function)
- Chat feature was enabled

- Regional center for public comment
- Provided opportunities to ask questions
- Other

Staff was introduced and people engaged via Zoom Chat and by raising their virtual hands.

14. Based on attendance did you observe any of the following? Select all that apply.

- Attendees engaged in public comment
- Innovative ideas suggested by attendees
- Diverse perspectives shared by attendees
- Attendees requested additional explanation/clarification on the information shared
- Other

If "Other" selected enter here.

15. Overall, how many individuals from the public attended the meeting(s)? Select best estimate.

- None
- Less than 20
- 20-50
- 50-100
- 100-200
- 200+

16. What efforts did the regional center take to improve public attendance and participation, including any new strategies? Select all that apply.

- Collaborated with community partners
- Offered focus groups
- Offered meetings in multiple languages
- Offered multiple meeting opportunities
- Outreach through group meetings
- Outreach via flyers/public service announcements/social media
- Provided translated materials
- Shared via Everbridge
- Offered meetings virtually
- Offered meetings during non-business hours or on weekends
- Not applicable
- Other

In addition, social media platforms were updated with meeting invitations. Community Based Organization (Family with Children with Special Needs) additional meetings scheduled for Friday, 4.28.23.

17. Who were the meeting(s) attendees? Select all that apply.

- Self-advocates
- Parents/family members
- Regional Center staff
- Board members
- Community advocates
- Community based organizations
- Department staff

Other

18. List the names of the partner agencies, community partners, and community-based organizations that participated in the meeting(s).

State Council on Developmental Disabilities, Parents Helping Parents, Special Kids Connect, Pragnya, FCSN

COPIES OF MINUTES AND ATTENDEE COMMENTS

W&I Code §4519.5(f)(1)(B)

“Copies of minutes from the meeting and attendee comments”

19. Does your submission include a copy of the meeting minutes (notes) and a copy of the raw attendee comments? [Yes](#)

20. Which of the following themes reflect what attendees expressed as important, challenges and barriers faced? Select as top concern, concern or not a concern for each.

	Top Concern	Concern	Not a concern
Regional center services satisfaction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Case management satisfaction	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Lack of RC knowledge/service options	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lack of community trainings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Concern with language and cultural competency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SC/staff training concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Caseload concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communication/outreach concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lack of regional center trust	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Unmet needs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Service accessibility concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Transportation issues	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Rates and vendorization concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Vendor concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Lack of community, RC, and other stakeholder collaboration	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Need for advocacy training and support	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

21. Were there any additional topics or themes mentioned in the meeting(s) that are not listed in question 20? Please list and indicate if they were a top concern (mentioned by multiple people).

Question about Proper notification to people who speak languages other than English.

IDENTIFIED DISPARITIES IN THE POS DATA

W&I Code §4519.5(f)(1)(C)

"Whether the data...indicate a need to reduce disparities in the purchase of services among consumers in the regional center's catchment area."

22. Briefly describe the type of disparities that were identified and discussed (e.g. by race/ethnicity, primary language, residence, age, diagnosis, etc.)

In-Home Expenditures by Language
 Residential Expenditures by Language
 In-Home Expenditures by Ethnicity/Race
 Residential Expenditures by Ethnicity/Race
 Total Expenditures by Ethnicity/Race
 Total Expenditures by Language

REGIONAL CENTER'S RECOMMENDATIONS AND PLANS TO PROMOTE EQUITY AND REDUCE DISPARITIES

W&I Code §4519.5(f)(1)(C)

"...If the data do indicate that need, the regional center's recommendations and plan to promote equity, and reduce disparities, in the purchase of services."

23. Besides holding the POS annual meeting(s) what other venues were utilized to gather information to develop the regional center's recommendations and plans to promote equity and reduce disparities? Select all that apply.

- Other regional center meetings
- Feedback requested from support groups
- Recommendations from focus groups
- Surveys
- Call for public input (e.g. social media, eblasts, website)
- Other

Disparity Task Force Meetings, Community/Outreach events, Enhanced Service Coordination "Barriers" discussions. Also presented data to the FCSN parent group per their request.

24. Will your report show how the prior year's recommendations and plan were implemented? **No**

yes

29 attendees

Chat comments:

- Lisa Themes – Slow response to services, no providers available, Self Determination is slow and a lot of work.
- Not what I expected (of meeting)
- How do knowing statistics helps us?
- Rubi Saldana from ICC kept asking how families where informed of the meeting, and which organization has the disparity grant for SARC. She also stated that services coordinators are the first barrier to services for individuals.

One person responded to the questions:

25. How easy is it to get the information you need in your language?

Easy

26. Is the information you receive respectful to your culture?

Respectful

27. How useful is the information you receive in your language?

Useful

Mr. Zaldivar responded to the questions and made these statements:

- SARC was affected by the Pandemic.
- There are no providers, due to how expensive it is to do business in our area.
- Let us work together with the Department to bring providers that will meet requirements.
- The statistics are there for your interpretation.