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 section 4519.5(g) and (i), regional centers are required to hold public meetings for community members within three months of posting 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 reviews and provides feedback to the regional centers on the report, prior to its posting by August 31st. The following pages include the required components of the report. A list of questions is provided to assist regional centers when preparing the report in addition to the inclusion of regional center's public meeting notes, public comments, presentation materials and a plan with recommendations for increasing equitable access in purchase of services and supports .

Regional center name: San Andreas Regional Center

Person filling out report: Minerva Valdez

Date of completion: April 19, 2024

PROPER MEETING COMMUNITY INCLUSION

W&I Code section 4519.5 (g)"…each regional center shall meet with stakeholders (community members) 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? 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.

PROPER MEETING NOTIFICATION

W&I Code section 4519.5(g)

"…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? Through indirect notification (RC meetings, eblast, socia** n

Regional Center meetings, eblast to community-based organizations, family resource centers, and vendors, social media, parent group, mailer /post cards, disparity task force meetings, board meetings, in-person sharing, phone calls to parent groups, texting parent groups.

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 community members impacted by disparities and barriers to equitable access to services and supports were informed? 30 days or more**

8. **What outreach efforts were utilized to inform individual community members impacted by disparities and barriers to equitable access to services and supports 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 regional center staff
   ☐ Other

   Diversity Inclusion Team called/texted parent leaders in San Jose, Salinas, and Watsonville.

CULTURALLY AND LINGUISTICALLY APPROPRIATE

W&I Code section 4519.5(g)

"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

   Closed captioning. Power Points in English, Spanish, Vietnamese, and Tagalog

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

> Multilingual staff.

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

> Prior to meetings, in January and in February, stakeholders were asked if they preferred in-person meetings or virtual.

ACTIONS TO IMPROVE PUBLIC ATTENDANCE AND PARTICIPATION

W&I Code section 4519.5(i)(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?

> Yes. During the introduction of the presentation, the participants were informed that data would be presented to increase understanding of regional center POS expenditures and that their participation in focus groups would follow the meeting so that regional center could hear from people about the type of changes needed to connect with families. It was also explained that a survey would take place for feedback on language access and cultural understanding to note changes that could be made to improve service delivery for everyone.

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
☒ Opportunity for public comment
☒ Provided opportunities to ask questions
☒ Other

> Diversity Inclusion Manager offered office phone number and email address for further discussion, as well as invitation/s to parent support groups held by San Andreas Regional Center.

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

> Parent agreed to follow up with participating in parent support group. Parents agreed to follow up with assigned service coordinators for new services such as social recreation and self-determination program.

15. **Overall, how many individuals from the public attended the meeting(s)? Select best estimate.**
150

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

> Offered in-person meetings to Family Resource Centers.

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).**

> Mariposas Parent Group/Greenfield, CA
> 24-hour care
> Aveanna
> Friends of Children with Special Needs (scheduled for 4/26/24).

COPIES OF MINUTES AND ATTENDEE COMMENTS

W&I Code section 4519.5 (i)(1)(B)

"Copies of minutes from the meeting and attendee comments"

19. **Does the regional center report 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	☐	☒	☐
Case management satisfaction	☐	☒	☐
Lack of regional center knowledge/service options	☐	☒	☐
Lack of community trainings	☐	☒	☐
Concern with language and cultural competency	☐	☐	☒
Service coordinator/staff training concerns	☐	☒	☐
Caseload concerns	☐	☐	☒
Communication/outreach concerns	☐	☐	☒
Lack of regional center trust	☐	☐	☒
Unmet needs	☐	☐	☒
Service accessibility concerns	☐	☐	☒
Transportation issues	☐	☒	☐
Rates and vendorization concerns	☐	☒	☐
Vendor concerns	☐	☐	☒
Lack of community, regional center, and other community member collaboration	☐	☐	☒
Need for advocacy training and support	☐	☒	☐

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).**

> Lack of direct service professionals.

IDENTIFIED DISPARITIES IN THE POS DATA

W&I Code section 4519.5 (i)(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. **Did the regional center report data about number of instances when written copies of individual program plans (IPP) were provided at the request of consumers or their legal representatives more than 45 days for threshold languages and 60 days for non-threshold languages after request was made?** **no**

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

> Language
> Race/ethnicity
> Residence Type
> Please note that data was taken directly from data reports provided by DDS.

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

W&I Code section 4519.5 (i)(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."

24. **What other venues were utilized, in addition to holding the POS annual meetings, to gather information to develop the regional center's recommendations and plan[1] 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

    > Language Access and Cultural Competency Funding has been utilized to enhanced outreach efforts including community focus groups, listening sessions/parent groups, events/conferences, and collaborative events with community-based organizations.

25. **Does the reginal center's attached report include how the prior year's recommendations and plan were implemented? yes**

REPORTS POSTED ON INTERNET WEBSITES

W&I Code section 4519.5 (c)(1)(B)

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[1] Regional center to attach recommendations and plan.

"...Commenting December 31, 2023, each regional center shall post its data uniformly with all other regional centers, using the same criteria, format, and organization."

26. Did the regional center post its data as provided by the Department on December 19, 2023? **Yes**

W&I Code section 4519.5 (i)(1)(C)(2)

"Each regional center and the department shall annually post the reports required by paragraph (1) [2]on its website by August 31."

27. Did the regional center post on its website the report developed from public meetings and all its required elements pursuant to W&I Code section 4519.5(i)(C)(1)?   **Yes**

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[2] W&I Code section 4519.5(i)(C)(1)