

North Bay Regional Center

Ethnicity and Expenditures Data Report & Action Plan 2014



North Bay Regional Center presented its 2013 Ethnicity and Expenditures Data Report for two groups in February and March 2014. NBRC collected community input regarding what this data revealed and what our stakeholders believe NBRC can do to improve the equitable distribution of resources. Please see the results and NBRC's proposed strategies below:

Data Points & Issues Identified	Public Input Meeting	Proposed Strategies
Hispanic ethnic groups per capita expenditures and authorizations are lowest for all ethnic groups.	Lack of trust in Service Coordinators due to miscommunications regarding roles and responsibilities, e.g., role of advocate at IEP meetings; hold meetings at times families can participate.	NBRC will review advocacy policies and address needs for revision; staff training will be provided on Service Coordinator's role of advocacy Meeting times will be assessed for greater community input.
Three fourths of the Hispanic group is under age 18 and this group has the highest utilization of respite services.	Develop a trusting relationship with parents, including understanding of family dynamics and cultural norms	Staff cultural competency training needs will be assessed for and provided.
Other and Hispanic ethnic groups represent the overall lowest utilization of services.	Provide important information in language of choice and not just electronically; discuss all services available	Communications will be delivered in multiple languages and modalities to include the full scope of NBRC services.
There is a 3% difference between most ethnic groups in regards to having no authorizations, with the exception of Polynesian (40%)	Families feel disrespected when referred to agencies when requesting advocacy support; need for improved communication regarding appeals.	Service Coordinator training will be provided to address clients' rights and responsibilities; community outreach will include coordination with advocacy groups.
Spanish language group represents the lowest per capita authorizations and expenditures with ASL at the highest.	Create an advisory committee for underserved families; utilize both high and low tech communication strategies.	NBRC will coordinate with Family Resource Centers to facilitate quarterly meetings; NBRC Board will assess for advisory committee need.
Total Authorized for Independent and Supported Living Services is twice as much as that of home of parent or guardian; 75% of those utilizing this service are White.	Need for more bi-lingual service providers; need for more bilingual staff and effective, respectful Service Coordination; need for consistent translation of materials.	NBRC will provide staff training on use of language tools and will ensure all clients have direct access to a Service Coordinator. Increased utilization of translators for materials and information.
There is a more equitable distribution of per capita expenditures amongst ethnic groups regarding adult residential and day services.	Do not make assumptions regarding cultural beliefs; families may keep their adult child at home or may not believe they should work.	Service Coordinators will provide information regarding adult services to facilitate informed choices.