

**North Bay Regional Center**  
**Community Conversation (Spanish)-POS Data**  
**Monday, March 25, 2024**  
*Napa Office*  
*10:30am-12:30pm*

<b>NBRC Staff present:</b>	Abigail Andrade, Community Outreach and Engagement Specialist Anaid Carrero, Diversity and Equity Specialist Yanira Osuna, Service Coordinator Gabriel Rogin, Executive Director
<b>Community Members present:</b>	Yulahlia Hernandez, OCRA Annie Breuer, OCRA Maribel Yolanda Sanchez Griselda Ramirez Sandra Coss, Cultural Specialist Sophia Agafonow, DDS Emily Ikuta, DRC Staff Attorney Hilda Gutierrez iPhone User 4422258477 In person member

**Minutes**

**I. Welcome/Introduction**

- a) Introductions were made by participants.
- b) Started at 10:34am

**II. Purpose of meeting**

- a) Purpose was reviewed.

**III. Land Acknowledgement**

- a) Land acknowledgement was read by Anaid Carrero

**IV. Agenda**

- a) Agenda was reviewed by Abigail Andrade

**V. Transparency**

- a) Annual POS report timeline was reviewed by Abigail Andrade

**VI. Objectives**

- a) Objectives were reviewed by Abigail Andrade

#### **VII. Principles**

- a) Principles were reviewed by Abigail Andrade

#### **VIII. Before we begin**

- a) Anaid Carrero opened the conversation to share one word of how everyone is feeling before we begin

#### **IX. Terms and definitions**

- a) Anaid defined disparity, equity, culture, and cultural humility.
- b) Per capita was defined.

#### **X. Disparity Data**

- a) Anaid shared consumer per county data
- b) Abi highlighted transparency and section code 4629.5
- c) Anaid introduced type of data, qualitative/quantitative.
- d) Anaid explained data limitations.
- e) Anaid discussed important data factors.
- f) Anaid shared other considerations.
- g) Abi verified POS comprehension
- h) Abi explained what a POS (video) is, plus verbal explanation

#### **XI. Pause for questions.**

- a) Yolanda Sanchez: is there a timeline for NBRC to respond to request. Abigail responded, explaining it varies. Abi used respite as an example highlighting steps taken.
- b) Maribel asked: is this for every request, including summer camps. Abi replied that applies to every request. Maribel asked for clarification on what is an AD. Maribel: who is the director we can ask. Abi replied that the best option is to ask the director of client services. Abi shared an NOA may be requested. Anaid provided director of client services in chat: Beth Dewit. Anaid also summarized what the parent is requesting is a line of who to contact next when services are denied.

#### **XII. Disparity Data**

- a) Anaid Carrero reviewed expenses by diagnosis
- b) Anaid reviewed services by language, parent language and consumer language.
- c) Anaid reviewed expenses total/per capita.
- d) Question by Yulahlia: do we have percentages of this data? Anaid explained a part two can be added to final copy sent to everyone that will include percentages. Gabriel is present and will try to convert to percentages while we are here.

- e) Question by Maribel: what the reason is why some groups receive more than others. Anaid: there's many factors, could be language, could be understanding of services. Anaid added importance of having these conversations.
- f) In person member: we must look at these numbers but look deeper, for example language vs age. Also, residential placement. This data doesn't reflect all those areas.
- g) Gabriel: acknowledged that NBRC is aware of the barriers, just as example we had a meeting of respite. Learned that not all documents were available in Spanish and not all agencies had staff to speak Spanish. Learned agencies didn't have as many Spanish speaking agency respite providers. This is one small example, but this is a multifaceted issue, and we have a slide later to try to summarize.
- h) Maribel comment: another barrier is reimbursement. Not all families have the means to provide funding upfront.
- i) Hilda Gutierrez: coordinators have too many clients and they don't have enough time to assist all the families on their caseload. A list is very important on who to contact after SC, and even beyond supervisor. Need more assistance, for example to access self-determination. Need guidance on who to talk to best support the team.
- j) Maribel: PA services, provider doesn't get paid enough and this is also a barrier. When consumers ask for individualized services and are denied, that is frustrating. That could be attributed to why Hispanics receive less.
- k) Anaid addressed Yulahlia's request for percentages and percentages were reviewed for POS date by language.
- l) Anaid reviewed expenses by ethnicity/race (all ages)
- m) Anaid reviewed expenses by ethnicity/race, per capita.
- n) Anaid reviewed POS data for those living in family home by ethnicity and language.
- o) Anaid reviewed POS data for those living in family home by ethnicity and language, per capita.
- p) Anaid reviewed number of consumers with POS by language, per capita.
- q) Anaid reviewed POS data for ILS and SLS, per capita.
- r) Anaid reviewed data for residential placement by ethnicity/race, total.
- s) Anaid reviewed data for residential placement by ethnicity/race, per capita.
- t) Anaid reviewed data for consumers without POS.
- u) Anaid reviewed data provided by DDS, overall consumers with POS decreased but we need to keep working to continue this trend.
- v) Anaid opened the discussion for participants to share their thoughts on data.
- w) Sra. Barrera: tutoring services. We will take note of this.
- x) Sra. Valdez: what is NBRC's effort to address disparity? Data visually is impactful. Would be interesting to see how it's changing annually. Would be a great idea to have an annual goal. Anaid acknowledged it's a great idea to compare information year to year.

- y) Yolanda: SC's don't offer services. Mother must investigate and even then, services are denied. Mother is frustrated that services get denied.
- z) Sra. Sanchez: wants to make sure Gabriel is present and understands. Gabriel responded stating he is present and anything that he doesn't understand will be discussed with Anaid and Abi after the meeting. Back to SC's, we only see them once a year, yes, they may have a lot of cases but what do they do all that time they don't see us. In addition, providers need to be paid more. It's not fair that SC's get paid more than the direct providers who make the real difference. Anaid: NBRC has the job of finding vendors and there are laws and regulations that don't allow us to control wages. Abi added we will be discussing shortly some of those efforts NBRC has made using DDS funds allotted to address this.

**XIII. Barries:**

- a) Abi acknowledged there are barriers to services and described a few of those barriers
- b) Access to services (video)

**XIV. Steps taken by NBRC & Upcoming Meetings/ questions and comments.**

- a) Information was reviewed by Abigail Andrade: events attended, events hosted, parent workshop event hosted last year and will be hosted again this September, service list being created and will be shared with SC's and at the end of these meetings, more community presence to share events, Vacaville office (current only have offices in Sonoma and Napa counties, Solano office being opened), training to providers and internal training, board of directors has two new female Spanish speaking members, adding NBRC personnel to website, events line.
- b) Comment, Sra. Barrera: facilitate workshops to parents, some parents don't understand what an IPP is, diagnosis education, could a psychologist do this. Abi acknowledges a lot of the changes and work we do is directly coming from suggestions at these meetings.
- c) Sra. Sanchez: wonders what true reason Hispanics is why receive less, doesn't believe is the information. We know our children and we often stop when said no, but we need more information on how to advocate. Don't know what an NOA is, don't know what further steps to take.
- d) Grabriel: we need to have more transparency, and if we say no, we need to back up and explain why. Agrees that conversation doesn't need to stop at no, we need to equip family with next steps.
- e) Maribel: I hear you; some services do leave it to discretion of directors, that should be utilized.
- f) Another parent: my consumer aged 24, ASD, non-verbal, tutoring was denied because age 24 and above 17. Gabriel: great example, in some of these situations I need to investigate. Is it a law or internal policy, we have more power with internal policy. Gabriel extended to speak to parents after or connect at different times to further discuss.
- g) Abi: reiterated commitments and shared goals

**XV. Gabriel**

- a) Local legislative breakfast April 19<sup>th</sup>, Santa Rosa office, specifically to address barriers Spanish speakers experience. Meeting will be in Spanish with English translation.
- b) Parent: thank you Gabriel, but the important is to act in the least amount of time possible. Personally, can't attend the breakfast as a parent and location is a barrier but it's important that information gets spread.

**XVI. Perspective on data**

- a) Anaid invited the group to see this as a collaborative effort in comparison with the growth of a flower.

**XVII. Closing**

- a) Participants were provided a QR code to access survey.
- b) Contact information was provided.

**XVIII. Meeting Adjourned**

- a) The meeting adjourned at around 12:35pm. Abigail and Anaid thanked everyone for coming and encouraged them to continue attending in the future.

**XIX. After meeting follow-up**

- a) Women's Heritage month event reminder, Wednesday March 27<sup>th</sup> in Santa Rosa, 1455 Corporate Center Drive, where Becoming Independent is located.
- b) Sra Carrazco thanked for these meetings.
- c) New website within 3 months