



North Bay  
Regional Center

# 2019 NBRC Disparity Town Hall Meeting

# Welcome & Land Acknowledgement

- ▶ Acknowledgement of Country
- ▶ Introductions (name, pronouns, role)
- ▶ Safe Space Agreements



# Why Do We Have These Town Hall Meetings?

- ▶ Identify how to meet the needs of the individuals we serve and their families in a way that respects their culture and language
- ▶ Gather community feedback and create an action plan
- ▶ Look at patterns and changes in data to understand and respond to current and future needs
- ▶ Assess changes in the population of our community and our state (Diagnosis, Age, Ethnicity, Language, Residence)
- ▶ Increased openness and accountability to the individuals we serve and their families
- ▶ Required by the Lanterman Act W & I Code Section 4519.5 for Regional Centers to hold public stakeholder meetings within three months of posting annual Purchase of Service (POS) data

## NBRC will share:

- ▶ How we have used community feedback to improve service delivery
- ▶ How we identify differences in services based on ethnicity or race, language, age, and residence type
- ▶ What you can expect from NBRC
- ▶ Who you can talk to about service satisfaction

# What Has NBRC Done With Community Feedback To Address Disparity?

- ▶ Position of Diversity and Equity Specialist since 2017
- ▶ Disparity Committee established in 2013 with members of NBRC leadership and staff
- ▶ Application for DDS Disparity Grant funding every year
- ▶ Partnership with Georgetown University and State Council of Developmental Disabilities (SCDD) to Build Capacity in Cultural and Linguistic Competence
- ▶ Ongoing cultural competency training for staff, leadership, and vendors
- ▶ Translation of documents and resources into threshold languages for Early Start, Self-Determination, and Employment programs and other communication from NBRC
- ▶ Increased organization of and participation in community outreach events, especially reaching out to Spanish speaking communities
- ▶ Creation of an internal Docushare resource hub for Service Coordinators to easily access information

# Let us know what YOU think!

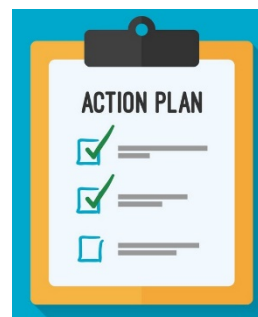
**What's not working:** Discuss culture and language challenges to accessing and using NBRC services



**What's working well:** Share successes from your experiences with service accessibility and delivery



**Action Plan:** Provide suggestions and ideas for overcoming culture and language barriers in services delivery



# Questions & Discussion

- ▶ Are you experiencing any culture or language challenges to accessing or using NBRC services?
- ▶ Are the services that you receive available in your preferred language?
- ▶ Are the services that you receive respectful of you and your family's culture?
- ▶ Do the services offered meet your needs?
- ▶ Are you happy with your services?
- ▶ Is information about NBRC services easy to find and understand?
- ▶ What goals would you like to see NBRC's Disparity Projects focus on?
- ▶ What other suggestions and ideas do you have about NBRC Disparity projects?

# What data are we looking at?

Who do we serve- by ethnicity and race, language, and age group?

What languages do the individuals that we serve and their families speak?

How much do we spend on individuals based on residence type, ethnicity and race, language, and age group?

How many families are **not** receiving services based on residence type, ethnicity and race, language, and age group?





# Helpful Definitions

Differences between Purchase of Service (POS):  
Authorization, Utilization, and Expenditure

Residence Types: at home with family, living independently, and living independently with supports

Equitable Access vs. Equal Access

Disparity (in expenditures)

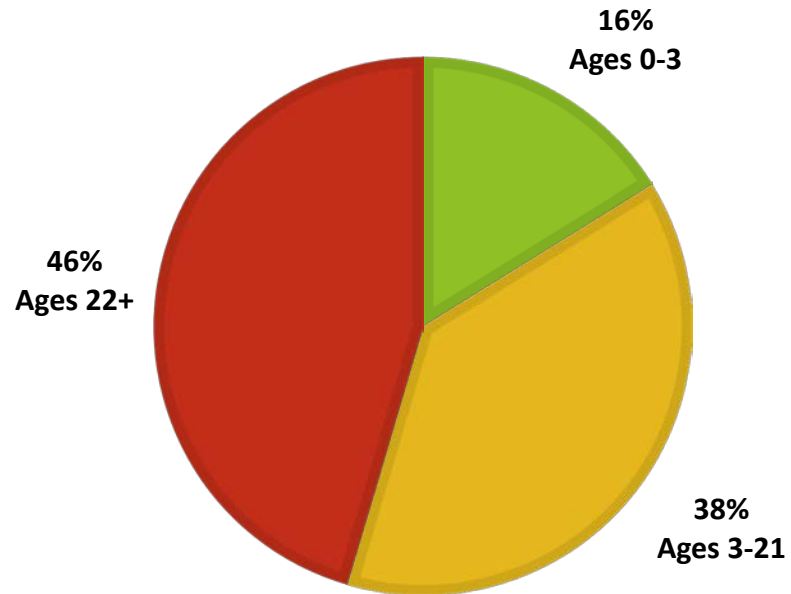
Respite Services

Cultural Barriers (to services and supports)

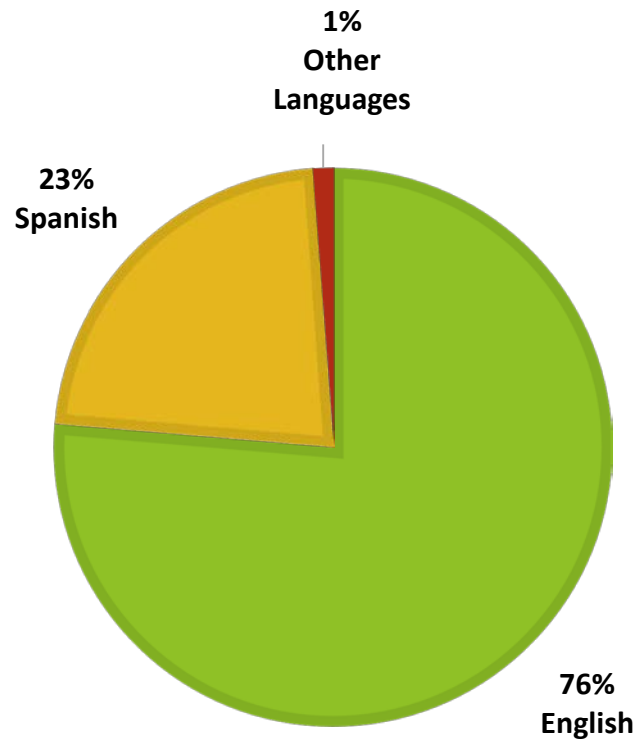
Generic Resources

# Who do we serve?

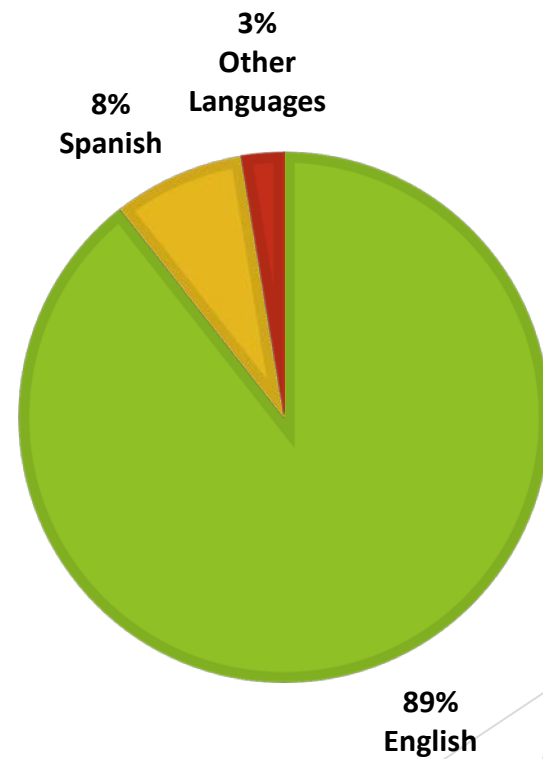
## NBRC POPULATION BY AGE



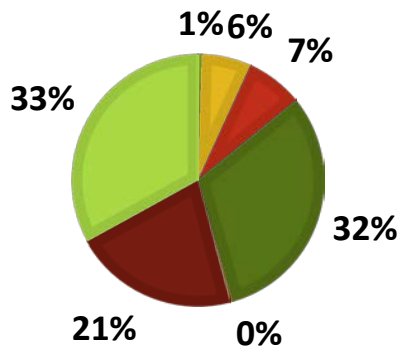
### **NBRC POPULATION BY LANGUAGE: AGES 3-21**



### **NBRC POPULATION BY LANGUAGE: AGES 22+**

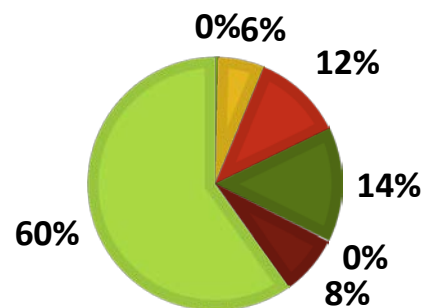


## NBRC POPULATION BY ETHNICITY/RACE: AGES 3-21



- American Indian or Alaska Native
- Asian
- Black/ African American
- Hispanic
- Native Hawaiian or Other Pacific Islander
- Other Ethnicity or Race/ Multi-Cultural
- White

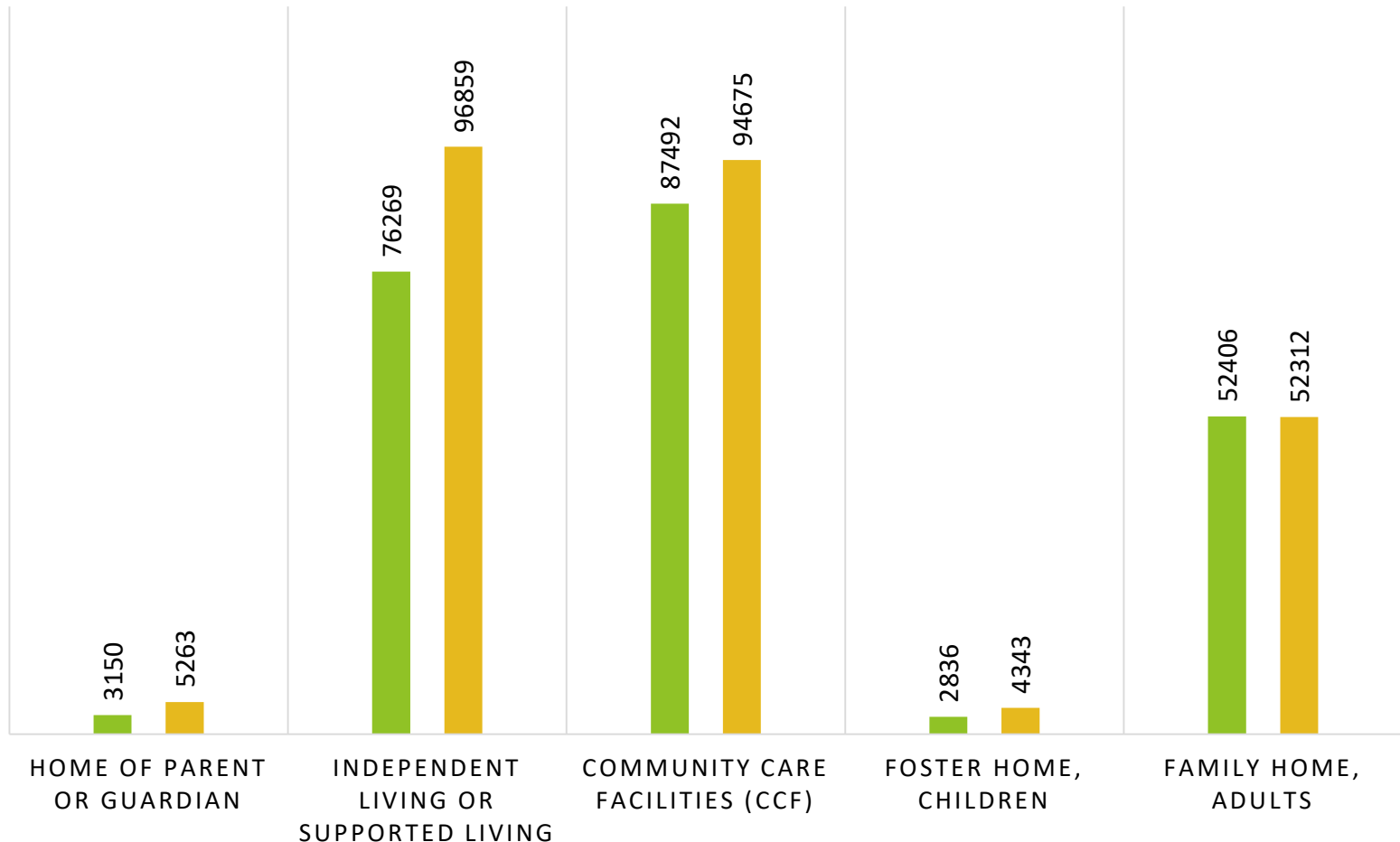
## NBRC POPULATION BY ETHNICITY/RACE: AGES 22+



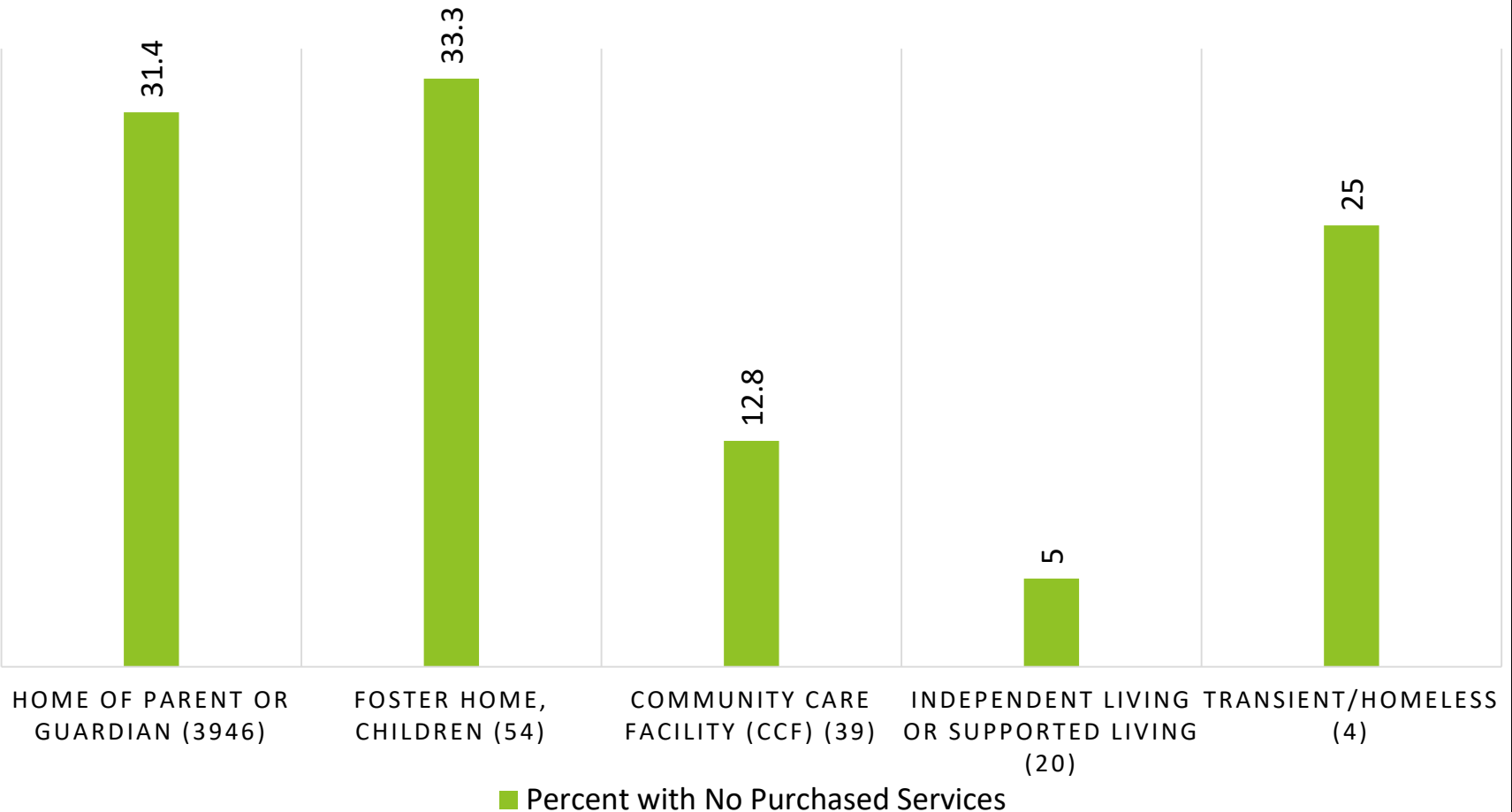
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- Native Hawaiian or Other Pacific Islander
- Other Ethnicity or Race/ Multi-Cultural
- White

## EXPENDITURES BASED ON RESIDENCE: AGES 3-21

■ Per Capita Expenditures    ■ Per Capita Authorized Services

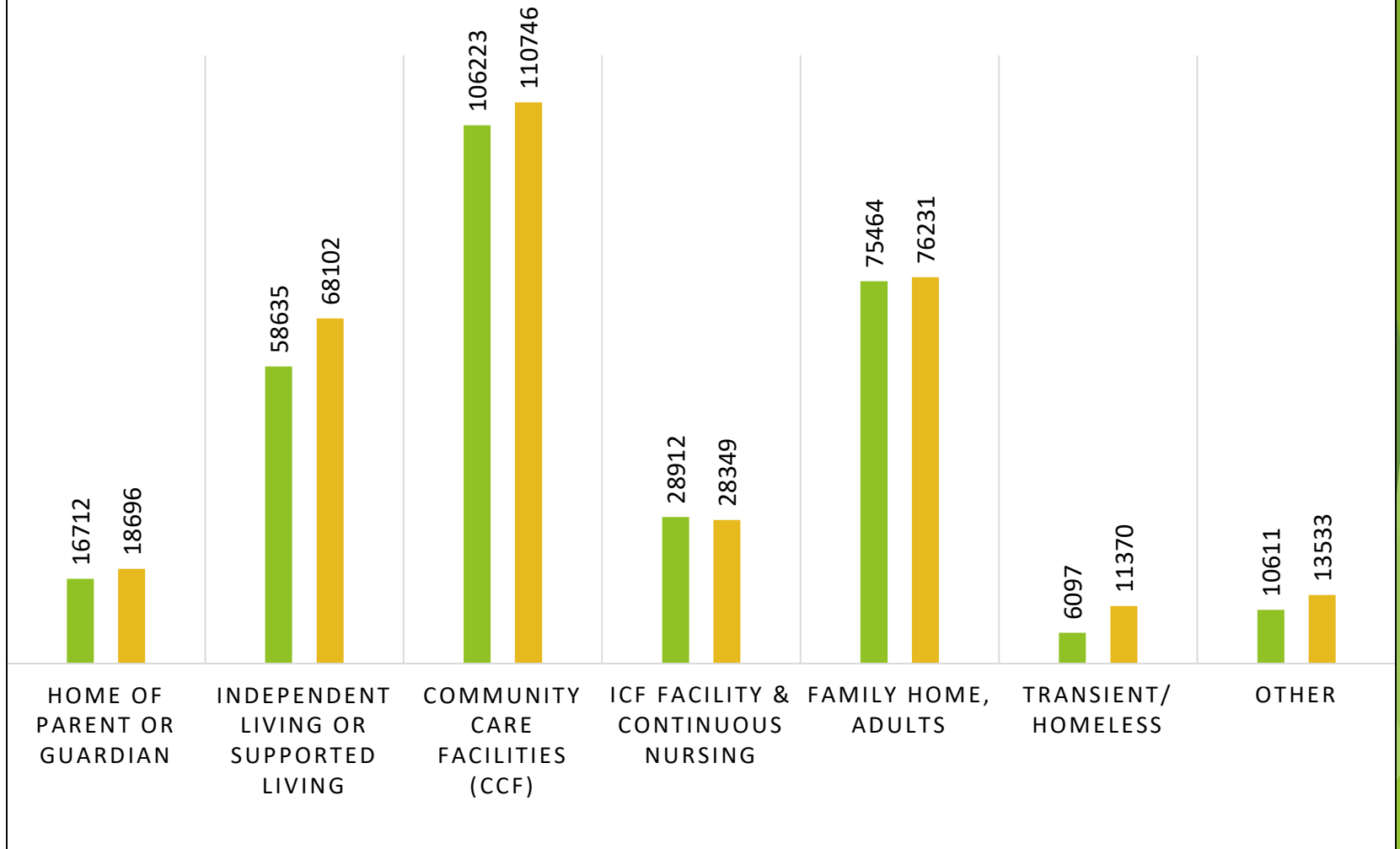


## NO POS BASED ON RESIDENCE: AGES 3-21

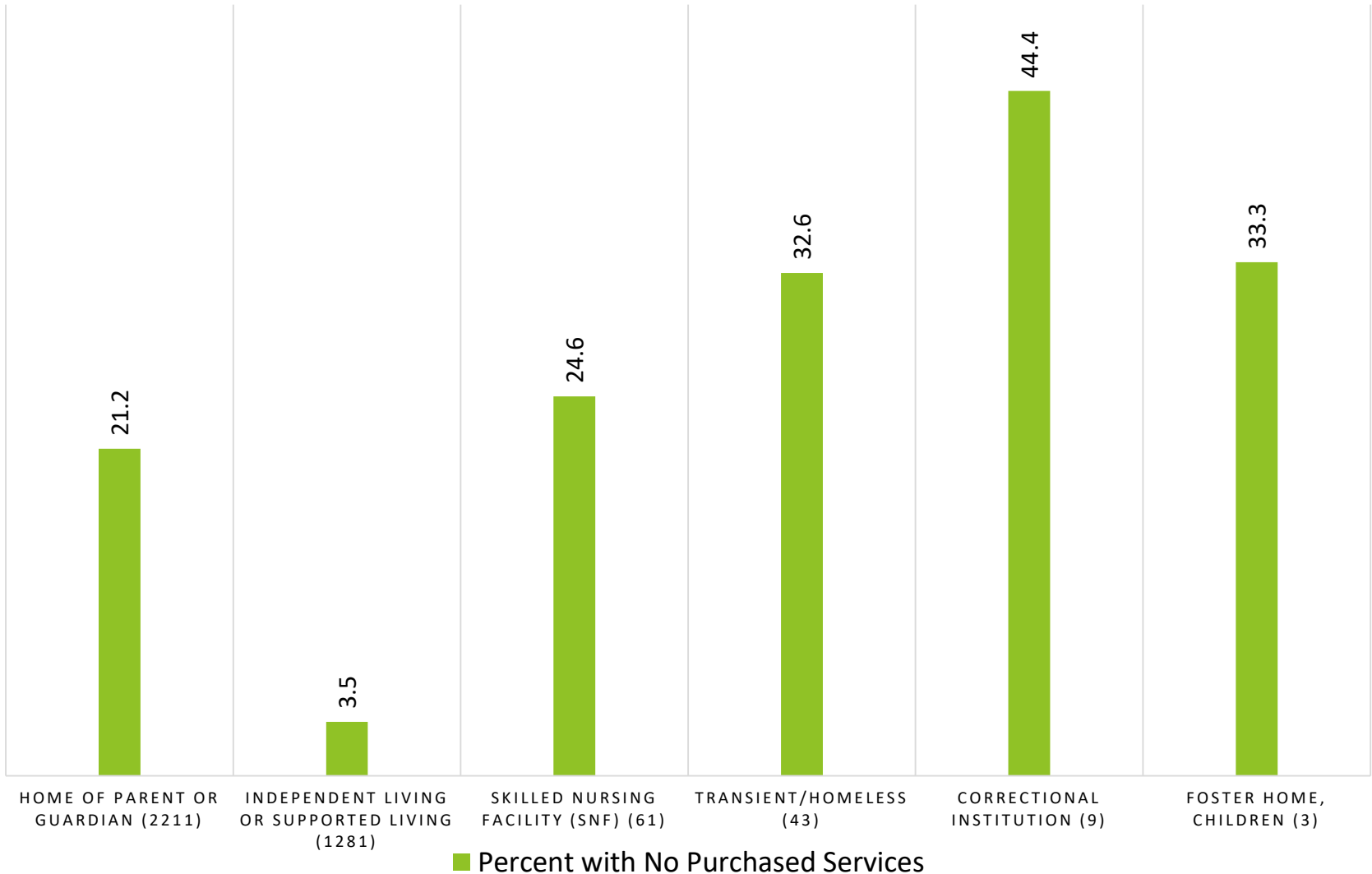


## EXPENDITURES BASED ON RESIDENCE: AGES 22+

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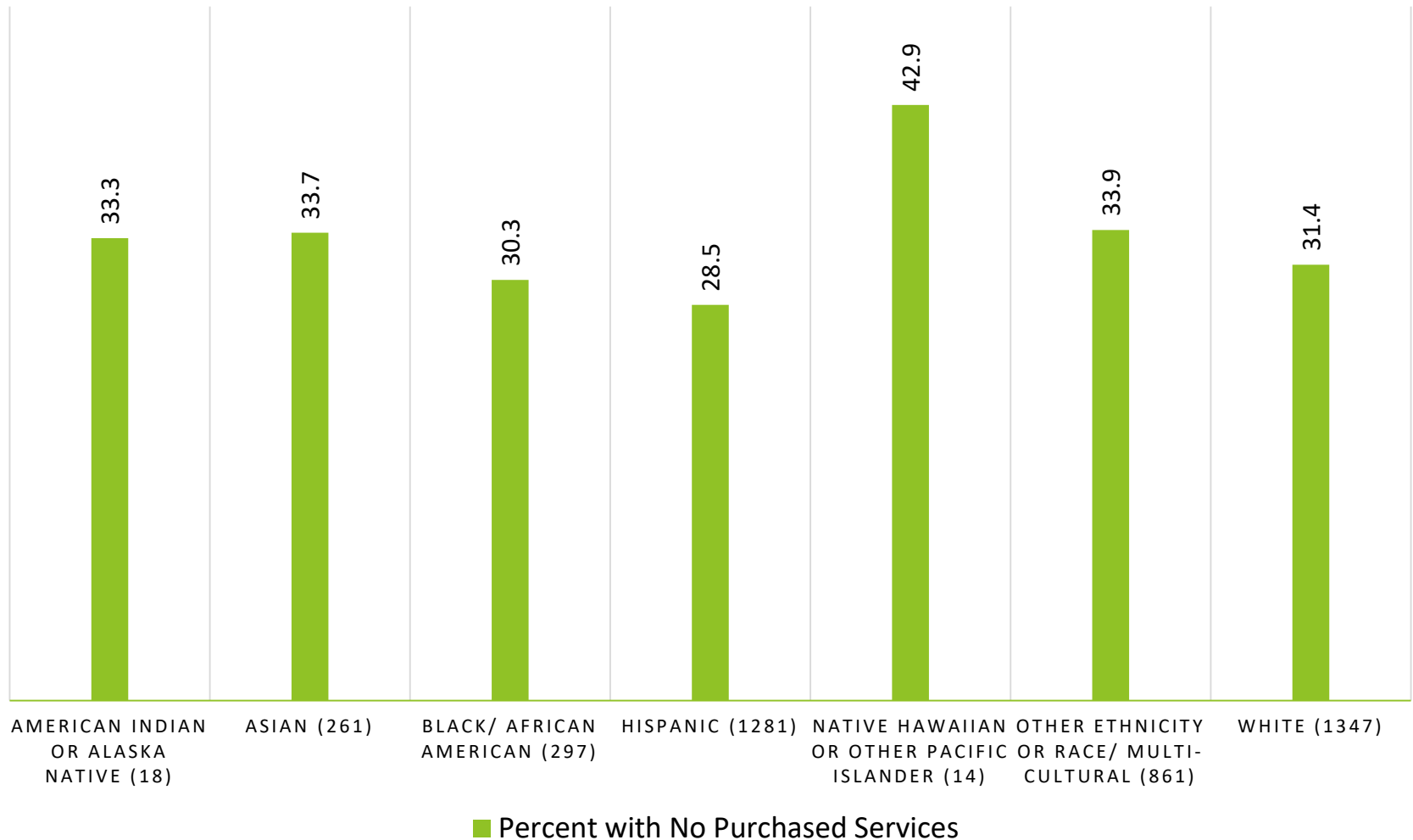


## EXPENDITURES BASED ON ETHNICITY OR RACE: AGES 3-21

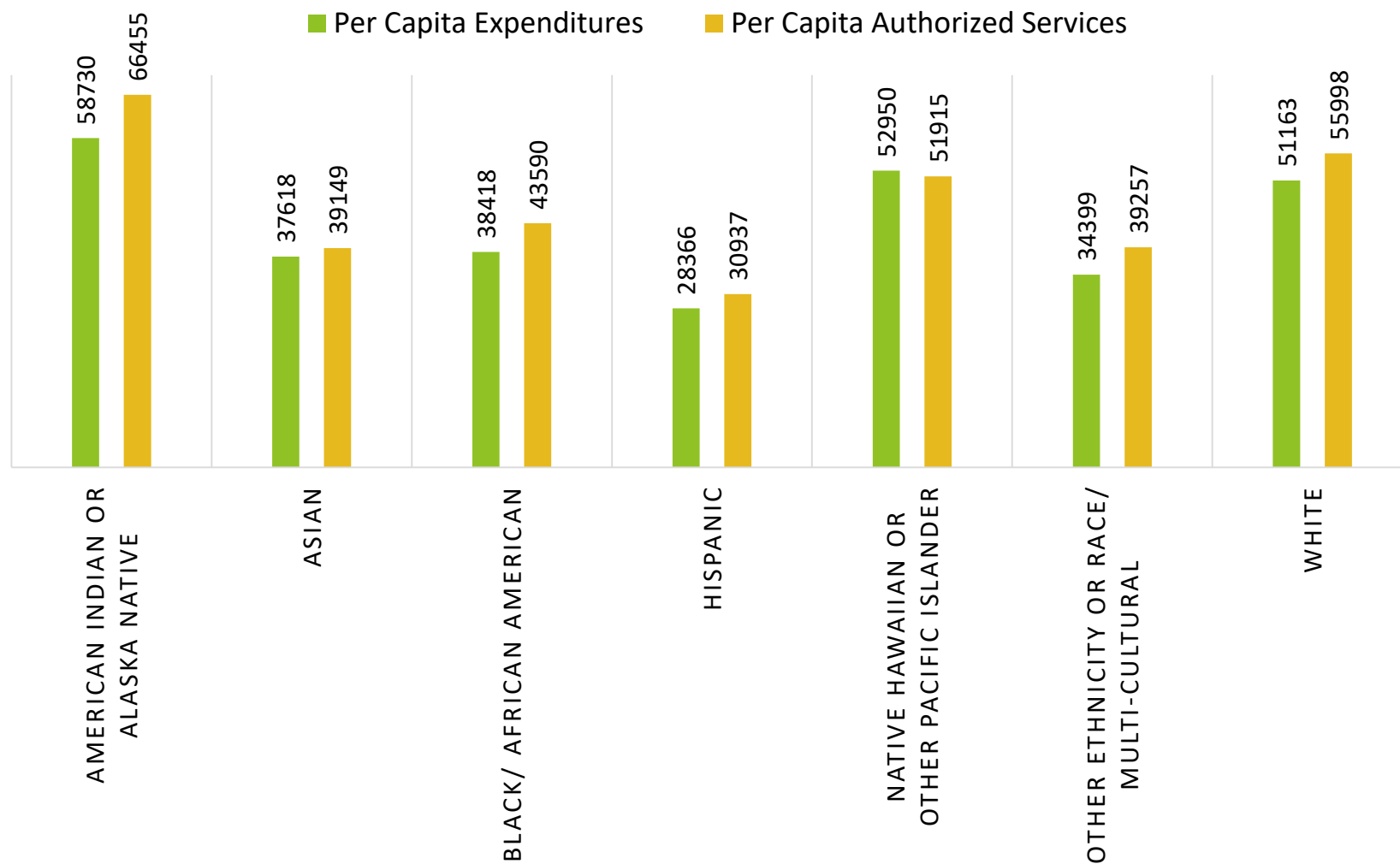
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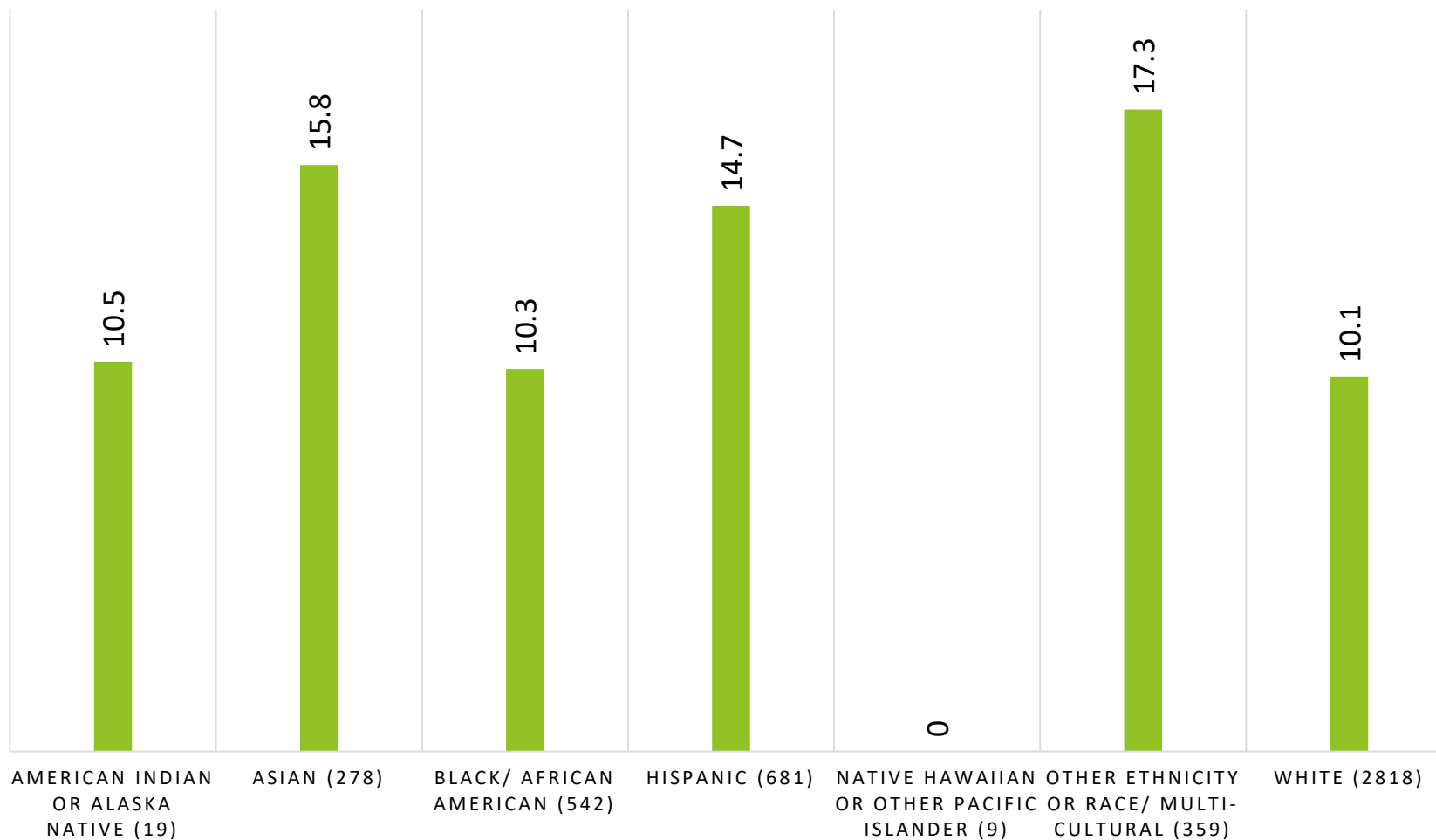
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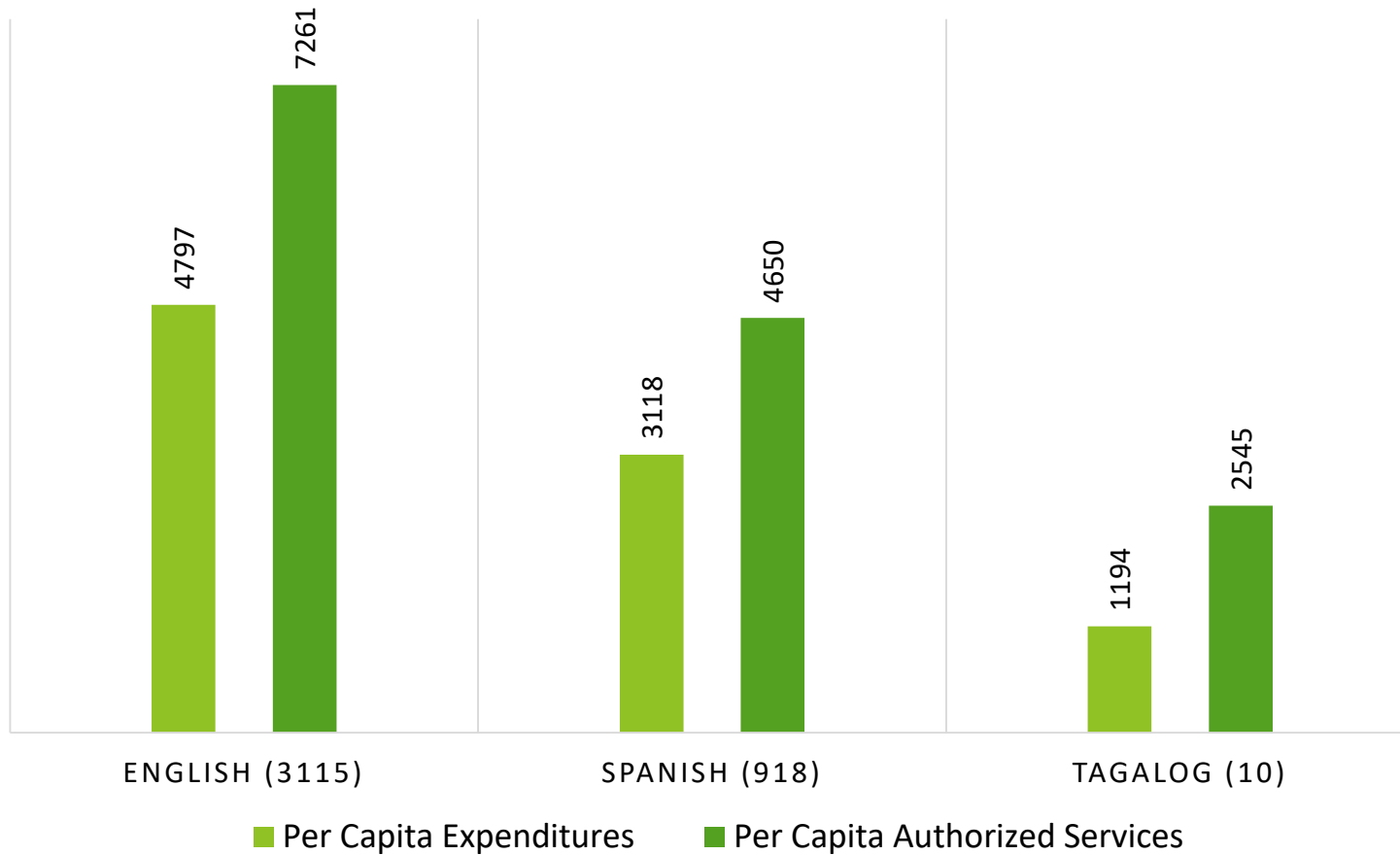


## NO POS BASED ON ETHNICITY/RACE: AGES 22+

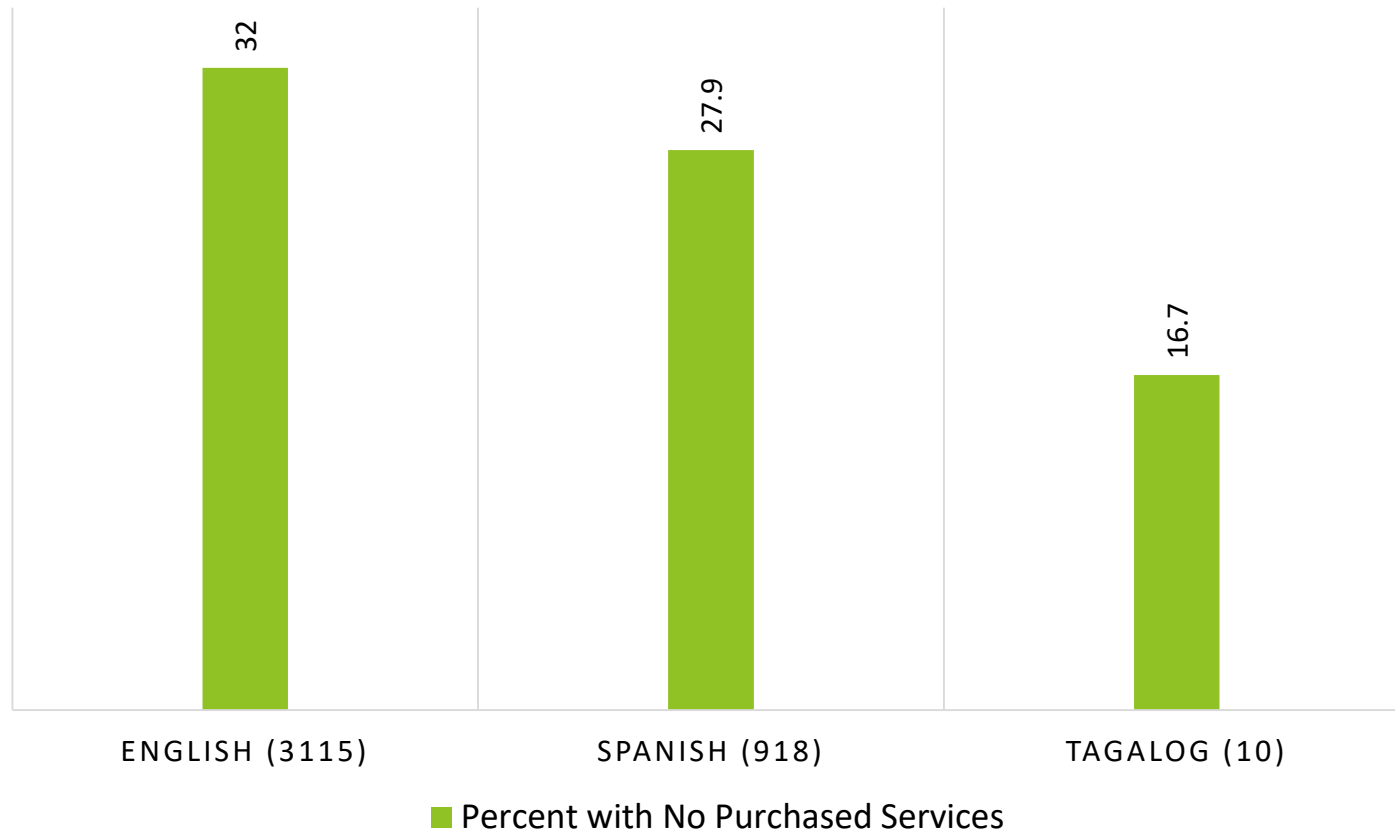


■ Percent with No Purchased Services

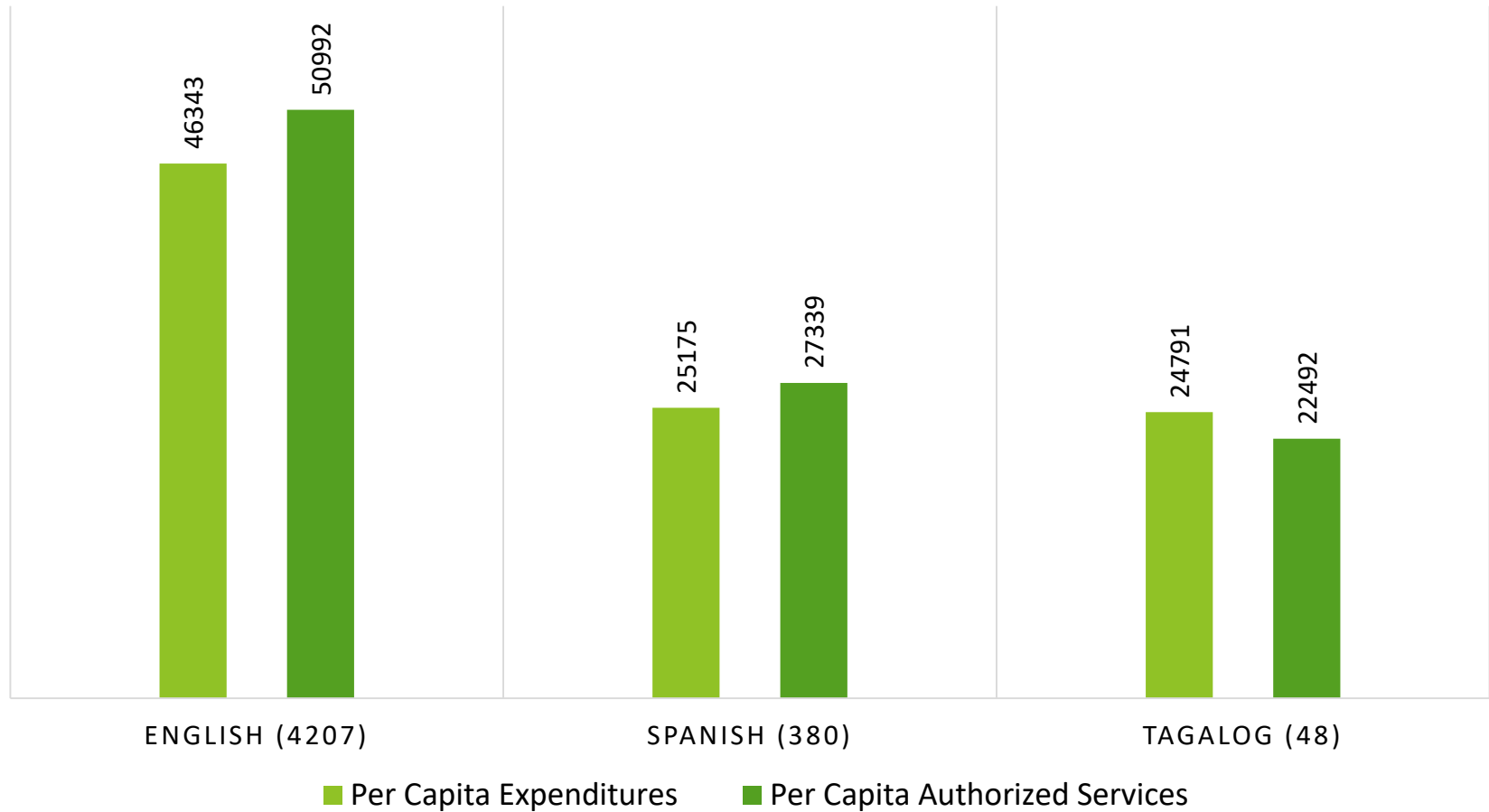
## EXPENDITURES BASED ON LANGUAGE: AGES 3-21



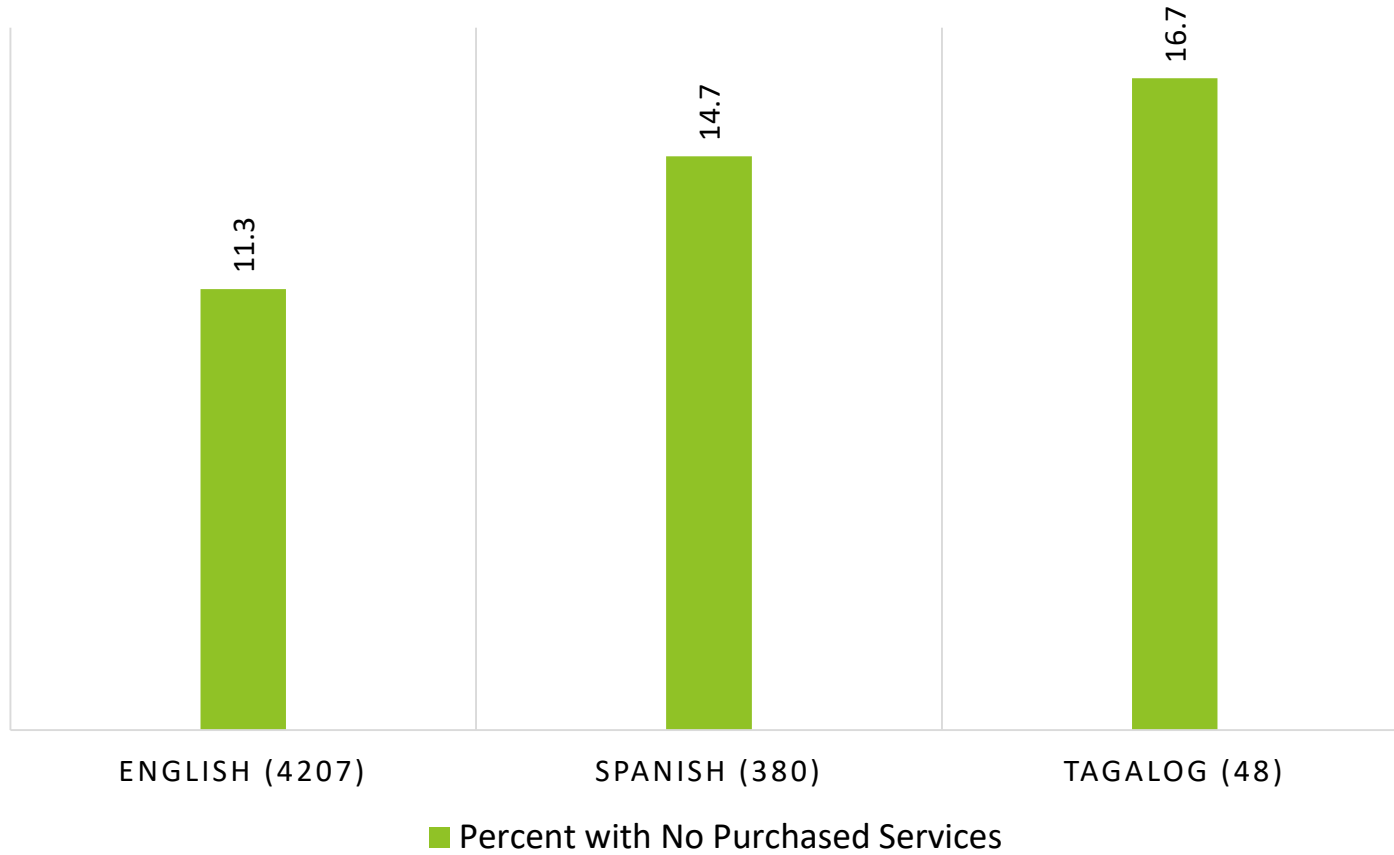
## NO POS BASED ON LANGUAGE: AGES 3-21



## EXPENDITURES BASED ON LANGUAGE: AGES 22+



## NO POS BASED ON LANGUAGE: AGES 22+





# Limitations of Data

**POS Expenditures:** cost of services individuals we serve receive that are paid for by regional centers

- ▶ Does not include services coordinated through generic resources, such as Medicare, Medi-Cal, private insurance, SSI, etc.
- ▶ Does not include services provided through contracts such as transportation
- ▶ Utilization does not include services provided but not paid for due to late bills

**Client Count:** total numbers are greater than actual caseloads; short-term services weighed same as long-term

**Multiple Diagnoses:** individuals that we serve often have more than one diagnosis and can be counted in more than one category

# Other Considerations When Interpreting Data

- ▶ All services are specific to individual need
- ▶ Some services are more expensive than others
- ▶ Differences in how NBRC spends money does **not** necessarily mean that people's needs are unmet
- ▶ Expenditure data does not tell us **why** disparities exist without looking at other information to provide more context
- ▶ Is there other important information that we are **not** tracking?

*What does this  
information mean to you?*



# How Else Do We Track Successes and Growth Areas?

- ▶ National Core Indicator (NCI) Data
- ▶ Unmet Need Survey
- ▶ Town Hall Meetings
- ▶ Performance Contract Measures and Outcomes

# Let **your** voice be heard!

- ▶ Disparity Town Hall Meetings  
(Jan- March annually)
- ▶ Participate in the 2020 NCI Adult Family Survey (by June 30, 2020)
- ▶ State Council on Developmental Disabilities 2022- 2026 State Plan Development (by February 29, 2020)
- ▶ Join our Disparity Committee

# NCI Survey and SCDD 2022-2026 State Plan

## **National Core Indicators (NCI)**

If you have a family member 18 years or older and receiving at least one Regional Center funded service, you have an opportunity to let California know how to improve services.

- ▶ Paper Surveys will soon be mailed to you from the State Council on Developmental Disabilities (SCDD)
- ▶ Or you can immediately take the survey online by entering your access code after clicking <http://ncifamilysurveys19.com>

## **State Council State Plan (SCDD 2022- 2026)**

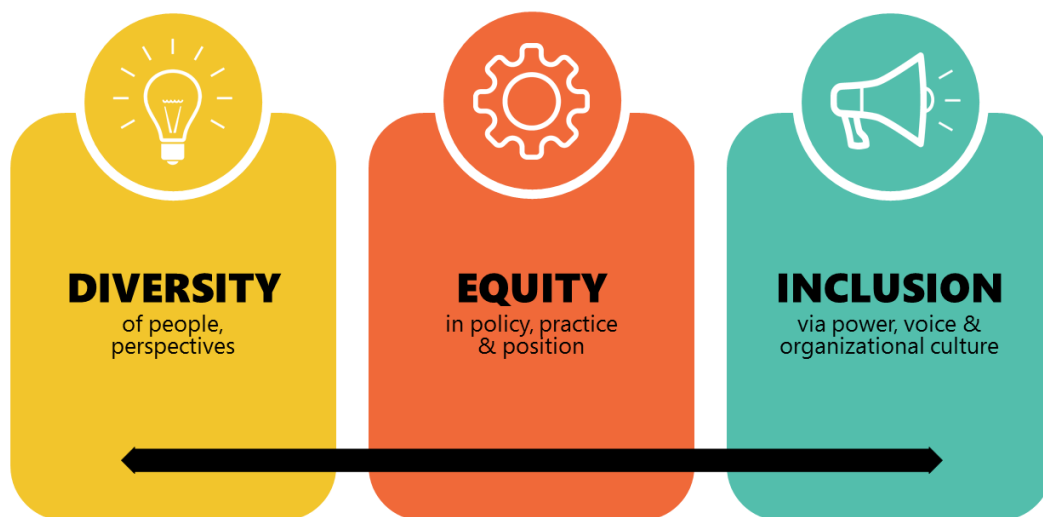
The California State Council on Developmental Disabilities (SCDD) wants to know what you think about the system of services and supports for people with intellectual/developmental disabilities throughout the state. SCDD is currently in the process of developing the next Five Year State Plan, and would like your input!

[https://scdd.sjc1.qualtrics.com/jfe/form/SV\\_eV9PRV3liLPgaup](https://scdd.sjc1.qualtrics.com/jfe/form/SV_eV9PRV3liLPgaup)

# NBRC Disparity Committee

NBRC Committee to identify and address the disparity of services provided by NBRC among the various ethnic groups that make up our Napa, Solano, and Sonoma community.

Currently composed of NBRC staff members but would like to include individuals we serve, their families, the board of directors, community partners, and vendors.

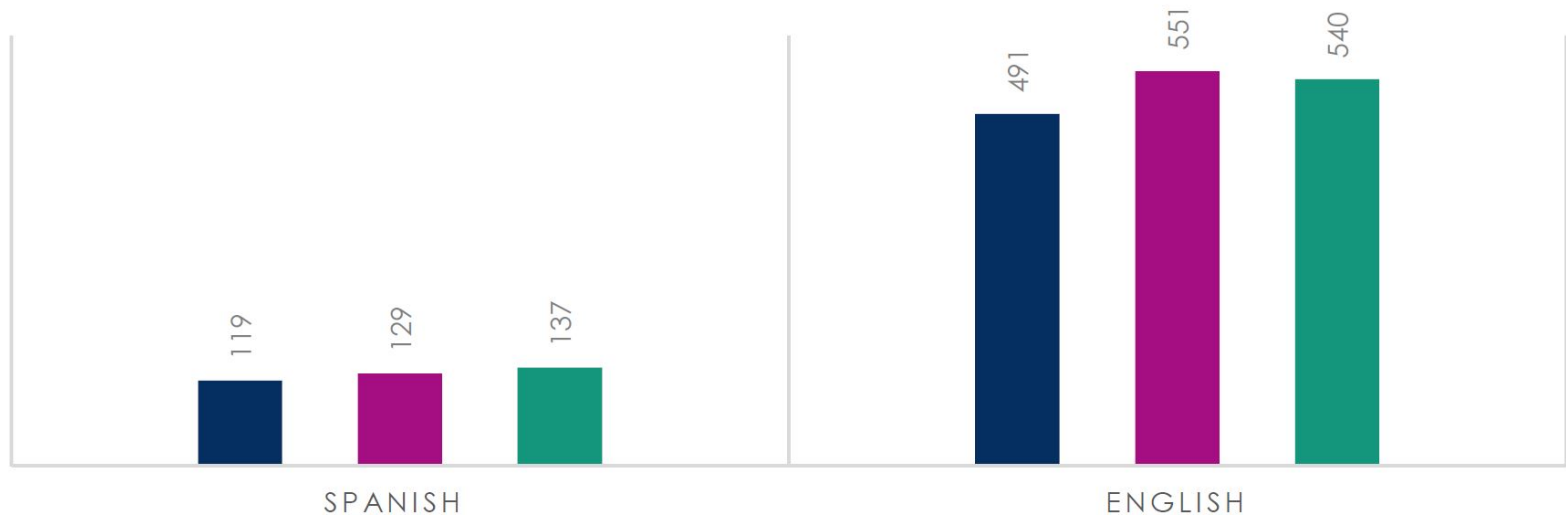


## APPLICANTS BY LANGUAGE (3 AND OVER)

The chart below shows applicants by language for 2017 through 2019 across all three counties. In 2019 there were 137 Spanish-speaking applicants compared to 540 English-speaking applicants, with 70% of Spanish and English speaking applicants made eligible.

### ENGLISH VS. SPANISH INTAKE APPLICANTS 2017 TO 2019

■ 2017 ■ 2018 ■ 2019





# Intake & Eligibility

## **Early Start Warmline (0-36 months)**

1(800) 646-3268

Fax: (707) 256-1112

***(Sonoma County only)***

*(707) 755-5113*

*Fax: (707) 591-0171*

## **Intake Referral Coordinator (3+ years)**

(707) 256-1180

Fax: (707) 260-6269

Intake@nbrc.net

# Intake & Eligibility

NBRC Website <https://nbrc.net/> or [www.nbrc.net](http://www.nbrc.net)

Client Services → Eligibility

FAQ → Clients & Families

The screenshot shows the 'Eligibility' page on the North Bay Regional Center website. The page is titled 'Eligibility' and includes a sub-header 'You are here: Home / Client Services / Eligibility'. The main content area describes the criteria for eligibility, stating that any person who lives in Sonoma, Solano, or Napa Counties, regardless of age or income, who is believed to have or be at risk of having a developmental disability may receive an intake assessment. It lists various disabilities such as Intellectual Disability, Cerebral Palsy, Epilepsy, Autism, and more. A sidebar on the right contains a 'CLIENT SERVICES' menu with links to 'Client Services', 'How to Apply for Services', 'Service Coordination', 'The Individual Family Service Plan (IFSP)', 'The Individual Program Plan (IPP)', 'Early Intervention', 'Children's Services', 'Annual Family Program Plan', 'Day Care', 'Family Cost Participation Program', 'Respite Services', 'Behavior Services', 'Self-Determination', 'Adult Services', 'Adult Day Programs', 'Independent Living', 'Group Supported Employment', 'Individual Supported Employment', 'Living in the Community', 'Independent Living Services', 'Supported Living Services', 'Community Care Facilities', 'Family Home Agencies', 'Intermediate Care Facilities', 'Residential Programs', and 'Assisted & Peer Learning'. A 'HOW TO APPLY FOR SERVICES' button is visible at the bottom right of the sidebar. A yellow arrow points from the 'HOW TO APPLY FOR SERVICES' link in the sidebar to the 'HOW TO APPLY FOR SERVICES' link in the main content area.

The screenshot shows the 'Clients & Families' page on the North Bay Regional Center website. The page is titled 'Clients & Families' and includes a sub-header 'You are here: Home / FAQ's / Clients & Families'. The main content area is titled 'How does a person apply for services?' and describes the process for applying for services, including the role of the Intake Referral Coordinator. It also includes a section titled 'What services are available?' which describes the Individualized Family Service Plan (IFSP) and the Individualized Family Program Plan (IPP). A sidebar on the right contains a 'CLIENT SERVICES' menu with links to 'Client Services', 'How to Apply for Services', 'Service Coordination', 'The Individual Family Service Plan (IFSP)', 'The Individual Program Plan (IPP)', 'Early Intervention', 'Children's Services', 'Annual Family Program Plan', 'Day Care', 'Family Cost Participation Program', 'Respite Services', 'Behavior Services', 'Self-Determination', 'Adult Services', 'Adult Day Programs', 'Independent Living', 'Group Supported Employment', 'Individual Supported Employment', 'Living in the Community', 'Independent Living Services', 'Supported Living Services', 'Community Care Facilities', 'Family Home Agencies', 'Intermediate Care Facilities', 'Residential Programs', and 'Assisted & Peer Learning'. A 'HOW TO APPLY FOR SERVICES' button is visible at the bottom right of the sidebar. A yellow arrow points from the 'HOW TO APPLY FOR SERVICES' link in the sidebar to the 'HOW TO APPLY FOR SERVICES' link in the main content area.

A large, diverse group of people of various ages, ethnicities, and abilities standing together, representing a community. The group includes men and women of different ages, from young adults to the elderly. They have various skin tones, hair colors, and styles. Some are wearing traditional or religious attire, while others are in casual or business-casual clothing. There are people with visible disabilities, such as a man in a wheelchair on the left and a woman with a white cane. The group is posed in a way that suggests a sense of unity and belonging.



North Bay  
Regional Center

To continue these conversations, feel free to contact:

**Lindsay Franco, Diversity & Equity Specialist**

**North Bay Regional Center (NBRC)**

**[LindsayF@nbrc.net](mailto:LindsayF@nbrc.net) or 707.256.1102**