

Disparity Funds Program

Promote Equity and Reduce Purchase of Service Disparities for Persons
with Developmental Disabilities in California

Disparity Funds Program – what is it?

- ▶ The Disparity Funds Program supports projects that aim to increase equity in service access. Proposals must link to an identified issue or barrier in the local community or statewide, which has been identified through Purchase of Service data, stakeholder feedback, and/or Regional Center plans and recommendations to promote equity and reduce disparities.

Disparity Proposal Summary

- ▶ North Bay Regional Center (NBRC), under contract with the Department of Developmental Services (DDS), provides services and supports to over 9,000 individuals with intellectual and developmental disabilities, and their families, in the Napa, Solano, and Sonoma Counties. NBRC's mission and purpose is to assist people with developmental disabilities or at risk for developmental disabilities in the North Bay Area to obtain services and supports they need to live as other people in the community. It is the vision of NBRC that, "Individuals with developmental disabilities are afforded equal opportunities for living independently, working productively, and living joyfully; accepted as equal members of our society."
- ▶ North Bay Regional Center (NBRC) is submitting the following recommendations and plans to promote equity and reduce disparities in the purchase of services:

Experience working with target population:

- ▶ The DDS Client Master File data shows there are 9622 Status 2 (active) clients under the Lanterman Act who have a developmental and/or intellectual disability in the counties of Napa, Solano, and Sonoma that were served as of June 2018.
- ▶ In NBRC's catchment area, 24% of those we serve self-identify as Hispanic.
- ▶ The top two “threshold” languages used by our clients are English (81.1%) and Spanish (17.29%).

How this population is underserved:

- ▶ DDS Client Master File data shows that for FY 17-18, there are 46% Caucasian/White Consumers and 25.6% Hispanic Consumers.
- ▶ Per capita expenditures is \$26,174 for Caucasian/ White and for Hispanic is \$8,534.
- ▶ Those that speak English are 81.1% and Spanish are 17.29%. For those who speak English we're spending \$21,028, and on those who speak Spanish, we're spending \$6,907.
- ▶ In addition, a Kinetic Flow survey and various public forums with the community have identified that purchased services are not being utilized, and specifically, linguistically and culturally sensitive respite is the largest disparity with Hispanic and Spanish speaking families.

Disparity Proposal Summary- Outreach and Education

- ▶ North Bay Regional Center (NBRC) is submitting the following recommendations and plans to promote equity and reduce disparities in the purchase of services:

How the project will address identified POS disparity:

- ▶ The goal of the outreach project is to ensure continued support of Spanish-speaking and multi-cultural families in their ability to access and advocate for culturally and linguistically appropriate Regional Center services.
- ▶ NBRC will continue to conduct outreach to families, with an emphasis on reaching Hispanic/Spanish-speaking families, through strong partnerships with ParentsCAN, our local respite providers, and other community partners.
- ▶ Outreach and education activities include collaborating with local family resource centers to hold regular bi-lingual "Introduction to Regional Center" presentations about NBRC eligibility process and services, increasing NBRC presence at community events by tabling and providing Regional Center information, advocating increased attendance at townhall meetings, and continued presence and participation at the annual Latino Health Forum.
- ▶ Materials needed for outreach include brochures, presentation materials, use of interpretation devices, banners, professional interpreters, and childcare reimbursements.

How the project will address identified POS disparity:

- ▶ An avenue we've identified for future collaboration, is to coordinate NBRC hosted Resource Fairs throughout the catchment area, inviting community partners, vendors, and generic resources to increase education and access, through sharing resources and providing information in multiple languages, for clients, families, vendors, and staff.
- ▶ Feedback from the community has shared that it would be helpful to have professional interpreters at town hall and orientation meetings, reimbursements for childcare, use of Califone interpretation devices, translated intake documentation and other resources.

How is it unique/different from current efforts in the catchment area? If it's similar, how will it expand on the current effort?

- ▶ NBRC is unique from other current efforts in the North Bay area, because we are the only community-based agency that specializes in coordinating services and supports for people with developmental and intellectual disabilities.
- ▶ While other agencies can provide shared case management, the expertise of NBRC is the individualized support that we provide to those with intellectual and developmental disabilities.
- ▶ Our outreach is specific to that targeted population, which differs from family resource centers and general parent support groups.

How did NBRC collect input from the community and target population to design the project?

- ▶ In 2019, there were 3 Town Hall meetings (one in Santa Rosa/Sonoma Co, one in Napa/Napa Co, and one in Vallejo/Solano Co) with 30 attendees total. In March 2018, there were 2 meetings in Napa, with 19 total attendees, and one in Santa Rosa with 27 people.
- ▶ Based on community feedback and action plan as submitted to DDS in May 2019, regularly scheduled "Introduction to Regional Center Services" would be welcomed, as well as intake information and other documents translated into Spanish, and continued education of schools and medical professionals about those with developmental disabilities.
- ▶ NBRC has and will continue to host public Town Hall meetings with community members, where we introduce our plan to promote equity and reduce disparities in the purchase of services, facilitate discussions regarding barriers to access, and brainstorm solutions.

Activity Summary:

- ▶ Continue monthly 'Introduction to NBRC Services' presentations for all clients and their families, no less than 10 times a year throughout the catchment area, to emphasize how eligibility is established, how to access services, and the rights and responsibilities of the clients, as well as the regional centers
 - ▶ Requirements: material translated into Spanish; professional Spanish speaking interpreters
- ▶ Host at least 6 NBRC Resource Fairs for clients and families, with vendors and community partners, to increase understanding of culturally and linguistically appropriate services available (Santa Rosa, Napa, Vallejo, Fairfield)
 - ▶ Requirements: material translated into Spanish; professional Spanish speaking interpreters

Activity Summary, cont.:

- ▶ Creation of a Bi-lingual Respite Start-up financial incentive, to close the gap for identified need for Spanish speaking and culturally sensitive respite options.
 - ▶ Requirements: start up funding for agency incentive
- ▶ Continue partnership with ParentsCAN, to increase access to information and resources for Spanish speaking families in Napa county
- ▶ Increase referrals to Promotora program
- ▶ Continue to participate in community- based outreach events, with a focus on increasing culturally and linguistically appropriate outreach to Spanish speaking populations
 - ▶ Requirements: complete outreach kit with translated materials and branded items

Activity Summary, cont.

- ▶ Town Hall Meetings to gather community feedback and ideas
 - ▶ Requirements: Professional Interpreter at Town Hall Meetings, Childcare and Refreshments at Public Meetings
- ▶ Everbridge Outreach- targeted alerts for Hispanic/Spanish speaking clients to increase access to current information and resources
 - ▶ Requirements: subscription to Everbridge
- ▶ Translation of Documents in threshold languages
 - ▶ Requirements: contract with Language Network

Activity Summary, cont.

- ▶ Materials Printing (NBRC and Early Start Brochures, Guides to NBRC) in threshold languages
 - ▶ Requirements: contract with Language Network
- ▶ Website & Social Media Outreach to increase participation at community events, share resources and current information
 - ▶ Requirements: staff resources for agency Outreach, Information, and PR
- ▶ Use of Califone translation devices
 - ▶ Requirement: Professional interpreter

Activity Summary, cont.

- ▶ Attendance and Participation at Latino Health Forum
 - ▶ Requirements: registration fees
- ▶ Attendance and Participation at the Inclusion Festival
 - ▶ Requirements: registration feed

Activity Summary, cont.

Count:

- ▶ Parent orientations no less than 10 times a year in the catchment areas, with a focus on increasing culturally and linguistically appropriate outreach.
- ▶ No less than 3 NBRC Resource Fairs, one in each county of the catchment area.
- ▶ No less than 6 Town Hall Meetings per year specific to POS expenditure data.

Activity Summary, cont.

- ▶ Pre-post survey: Develop pre-test/post-test to measure increased access to linguistically and culturally appropriate resources and information about regional center services to be used at the Intro to Regional Center presentations. Collect and summarize pre-post test responses and make recommendations as provided.
- ▶ Stakeholder Feedback: Develop pre-test/post-test to be used at Town Hall Meetings to gather community feedback and ideas regarding increasing access to and utilization of linguistically and culturally appropriate services. Collect and summarize pre-test/post-test responses and make recommendations as provided.
- ▶ Attend or host 20 outreach events in 18 months.

Disparity Proposal Summary- Cultural Sensitivity

- ▶ North Bay Regional Center (NBRC) is submitting the following recommendations and plans to promote equity and reduce disparities in the purchase of services:

How will the project address identified POS disparity?

- ▶ The goal of the Person Centered Planning (PCP) Training project is to improve POS disparities by having clients create individualized Person-Centered Plans with trained Service Coordinators, vendors, and other community partners.
- ▶ NBRC will continue to use qualified outside presenters for Cultural Sensitivity presentations for staff, including vendors to increase their understanding of the needs of the community.
- ▶ NBRC will require a survey at the beginning and the end of the 3 hour session, to capture the ideas and beliefs on how to best serve the Spanish speaking population, considering barriers identified per community feedback. It is our hope that by offering training on Cultural Sensitivity to staff and vendors, that their partnership with clients will encourage culturally diverse and appropriate use of needed services.

How is it unique/different from current efforts in the catchment area? If it's similar, how will it expand on the current effort?

- ▶ NBRC is unique from other current efforts in the North Bay area, because we are the only provider that specializes in services and supports for people with developmental and intellectual disabilities. While other agencies can provide shared case management, the expertise of NBRC is the individualized support that we provide those with intellectual and developmental disabilities.
- ▶ This presentation is specific to those that coordinate services or provide direct care to persons with intellectual or developmental disabilities, which differs from family resource centers and general parent support groups.

How is it unique/different from current efforts in the catchment area? If it's similar, how will it expand on the current effort?

- ▶ Although the efforts of Person Centered Planning (PCP) Training with Cultural Sensitivity is similar to other agencies also pursuing training in this paradigm shift, NBRC will expand on the current effort by working with a certified PCP trainer, to assist the agency in change readiness and agency structural support, as well as mentor internal NBRC staff, who can then provide PCP training, so that the model is sustainable.
- ▶ The PCP process with the emphasis on Cultural Sensitivity, will be based on unique, family needs, related to those who speak Spanish, or identify as Hispanic.
- ▶ The service coordinators and other staff will receive tools for PCP prep, related to language, religion, and other cultural considerations, and help in the discovery of 'what's important to' and 'what's important for' the individual.
- ▶ Cultural Sensitivity trainings will be open not only to NBRC staff, but also to vendors, in an effort for more cross-collaboration.

How did NBRC collect input from the community and target population to design the project?

- ▶ Through public Town Hall meetings, with a professional translator, the community participated in discussions regarding barriers to service access.
- ▶ From previous Town Hall meetings, we have learned from families that there is a need for improvement in cultural sensitivity, regarding issues such as differences in people's residency/citizen documentation and lack thereof, as well as issues in navigating interactions with people who hold different values.
- ▶ Some families have reported a sense of misunderstanding and shame during such interactions, which can deter a family's ability to self-advocate.
- ▶ Our aim is to address this issue by increasing staff awareness of intersectional and individual family dynamics by providing training, from a person-centered perspective, with a focus on cultural mindfulness.
- ▶ NBRC will host no less than 6 public Town Hall meetings for continued input and discussion.

Activity Summary:

- ▶ Person Centered Planning Training for NBRC Staff
- ▶ Dr. Stroud Cultural Mindfulness Training for NBRC Staff and Vendors

Activity Summary, cont.:

- ▶ Cultural Sensitivity Training presentation; develop and maintain sign-in sheets for numbers attended.
- ▶ PCP Training with staff and vendors; develop and maintain monthly data on completed IPP's by PCP trained Service Coordinators.
- ▶ Develop and conduct pre-surveys for participants before the training; conduct the same survey again after completion of training. Measure changes in responses from pre/post surveys.

Feedback: How can you help?

- ▶ Review the community feedback and action plan and other Disparity reports. These can be found at www.nbrc.net. Then think about the individual areas and are they capturing what you think is important?
- ▶ Attend our Public Meetings to hear the presentation and offer feedback.
- ▶ If you are unable to attend, submit written feedback.