



North Bay Regional Center Ethnicity & Expenditure Report

March 2015

After publishing and posting NBRC ethnicity and expenditures data to NBRC’s website, 6 community outreach and input “Town Hall” meetings were held between February 9 and March 3, 2015 in each of NBRC’s catchment areas: Solano, Napa, and Sonoma counties. These meetings included general NBRC orientation information as well as review of NBRC’s Ethnicity & Expenditure data. Subsequent discussions regarding this data and the need for improved outcomes to meet diverse ethnic groups’ needs resulted in the following Feedback. Subsequently, NBRC’s diversity committee created the Action Plan included here in response to community input.

NBRC Town Hall Meetings Feedback	Action Plan
<p><u>Service Coordination</u></p> <ul style="list-style-type: none"> • Many are concerned with their children’s/family future- SC needs to tell families how the regional center will address client needs in the future • SCs don’t have any idea how to do their jobs- they call vendors and ask vendors how to make referrals • SCs should provide more information to parents and families so they know what they can do to support their children; parents feel they are not given all the services available up front • Need to understand behavior supports may not be accessed because mixed schools of thought: love child so much cannot discipline/overprotective OR discipline techniques cannot use in U.S., e.g., spanking [need for cultural sensitivity on part of SCs] • Need to help Latino families make use of adult programs; educate families to understand they can work • Many messages are left and people don’t return phone calls- community partners have a hard time reaching staff; need to be more timely returning phone calls especially with children under 3 • SCs don’t know about community resources; need better training 	<ol style="list-style-type: none"> 1. NBRC will continue providing ongoing internal staff professional development training including: <ol style="list-style-type: none"> a. Cultural Diversity and Cultural Competency b. Cultural diversity awareness ‘moment’ at NBRC All Staff meetings including client presentations c. Community Resource fairs and presentations by service providers d. Conflict resolution training e. new ILS procedure f. Notices of Action and Fair Hearings g. Timely communications (within 48 hours) h. Roles and responsibilities at IEP meetings including review of procedure to meet client needs

NBRC Policies/Procedures

- The ILS model will need to change- NBRC should provide training to service providers and SCs regarding a new way of looking at this and working with the family unit
- Do IPPs annually; people are not going to call and will not advocate for themselves
- Parents are clueless- materials are not in Spanish; Latinos need Spanish materials
- ILS policy still shows that individual must live outside the home to get independent living skills (*the Board-approved new policy has been posted to the NBRC website*)
- Policies need to be posted in Spanish
- Requested records are not provided in a timely manner (SB1093)
- NOA's are not provided nor interdisciplinary notes documenting such when services are denied
- Need to take information back home such as a list of services
- Information should be translated into simple terms in many languages, not just Spanish; need Tagalog materials in Vallejo
- It is the legal and fiscal responsibility of RCs to provide services with culture and language needs taken into consideration
- What is NBRC doing with feedback? Send feedback to all interested and publicize
- Too many SCs revolving through/high turnover

1. NBRC continues to identify materials and forms needing Spanish or Tagalog translation and will commit to expanded use of contracted translation services
2. NBRC's family/client orientation materials are subject to continuous quality improvement and modifications will be made to include:
 - a. One page summaries of "what to expect" during key entry and transition points of the Regional Center system (e.g., EI intake, ongoing EI services, Lanterman Intake, children's services, adult transition, elderly) to be reviewed at IPPs as needed
3. NBRC continues to provide ongoing staff trainings and communications regarding
 - a. new ILS procedure
 - b. Notices of Action and Fair Hearings
 - c. Timely communications (within 48 hours)
4. NBRC will review Spanish and Tagalog speaking assessments for new hires to include multi-cultural sensitivity assessment tools
5. NBRC utilizes procedures for addressing service utilization discrepancies to include:
 - a. Fiscal generates quarterly utilization reports to include respite and behavior services
 - b. Supervisors will review and work with Service Coordinators to address needs
 - c. Service Coordinators will collect data on why services are not being utilized
 - d. Data will be reviewed quarterly with follow-up action planning to address needs

<p><u>Service Providers & Resources</u></p> <ul style="list-style-type: none"> • Behavior vendors are just working with the parents and not the child- they should be working with the child too an not waiting for the parents to complete the class before they start working with the child- makes the parents feel isolated; parents should be able to use the behavior services before completing the class • Need reliable respite service providers; provider doesn't show up; difficulty finding respite providers that can meet child's needs especially on ASD • Not enough bilingual service providers 	<ol style="list-style-type: none"> 1. NBRC continues to expand upon and increase development of new resources to meet service needs. Recent hiring for NBRC Community Services Supervisor and Quality Assurance Supervisor will provide for continued quality improvement in expansion of resource development to include focus on recruitment of bi-lingual service providers, especially as this pertains to psychologists, therapists, behavior specialists, adult work and day programming, and adult residential service needs 2. NBRC Requests for Proposals (RFPs) for new service providers explicitly identify "bilingual service providers preferred" 3. Service utilization data review will assist in Identify specifically what services/service providers different ethnic groups have difficulty accessing due to language barriers and address those issues, including identifying providers up front that provide bi-lingual services
<p><u>Outreach & Training</u></p> <ul style="list-style-type: none"> • Need more outreach meetings like this • NBRC outreach to discuss types of services NBRC provides • Need to teach Latino's different ways of thinking; education and patience • Families who are more acculturated and empowered should influence others through individual or group supports • Provide training to community partners/agencies so they can provide the [Latino] community with information • Services should be publicized- do 'soft outreach' to schools, public service agencies 	<ol style="list-style-type: none"> 1. NBRC Outreach Committee provides continued coordination and implementation of community outreach and education initiatives. This is subject to continuous quality improvement and will be expanded to include: <ol style="list-style-type: none"> a. Collaboration and coordination with community agencies, family resource centers, and schools to identify appropriate meeting times and venues that will facilitate improved access to all ethnic groups b. Creation of an NBRC community inclusion- modeled training and support group to facilitate the identification of parent-support 'coaches' for on-going community education <ol style="list-style-type: none"> i. Coordination with FRCs and community agencies to educate clients and families about 'generic' community resources and supports and how to access and utilize these

	<ul style="list-style-type: none"> ii. Collaborate with FRCs to promote awareness and acceptance of people with disabilities, providing factual information about potential issues for undocumented individuals, and empowering families with the information to better advocate for their needs.
<p><u>Demographics/data</u></p> <ul style="list-style-type: none"> • Assess for whether Latino adults are accessing services- where are the adults? • Spanish speaking have fewer services- based on data Latino adults get fewer funds 	<ol style="list-style-type: none"> 1. Service utilization data review will assist in Identify specifically what services/service providers different ethnic groups have difficulty accessing due to language barriers and address those issues, including identifying providers up front that provide bi-lingual services 2. NBRC will share data with NBRC staff and community to generate increased awareness of issues and encourage feedback and strategic actions to address
<p><u>Cultural/Economic Barriers</u></p> <ul style="list-style-type: none"> • Are here visa issues? People are afraid to contact NBRC because they don't have a Visa • The need for denials regarding access to community services should be case by case- doesn't someone have authority to override this if person is undocumented? • People will not call Supervisors to complain when they cannot get hold of SC- they will not advocate for themselves • Parents need help first; they are frustrated and need to know they have support • Latino families have difficulty separating from family members; the community is complicated • Families need more information about how they can remain together and be supported- it is important to be clear about what NBRC provides 	<ol style="list-style-type: none"> 1. Collaboration and coordination with community agencies, family resource centers, and schools to identify appropriate meeting times and venues that will facilitate improved access to all ethnic groups <ol style="list-style-type: none"> a. Creation of an NBRC community inclusion- modeled training and support group to facilitate the identification of parent-support 'coaches' for on-going community education <ol style="list-style-type: none"> i. Coordination with FRCs and community agencies to educate clients and families about 'generic' community resources and supports and how to access and utilize these ii. Collaborate with FRCs to promote awareness and acceptance of people with disabilities, providing factual information about potential issues for undocumented individuals, and empowering families with the information to better advocate for their needs.

- Latino's believe "this is your cross to bear"- entrenched in Catholic thinking- "God has given this to you; you need to accept it" so they will not ask for help
- Latino families need to work with a psychologist to tell them "it's not your fault" in order for them to move forward; probably a higher number of special needs but family does not accept test results
- Latino families are limited in their resources and some cannot drive
- Questions regarding how NBRC can help families who may be suffering from depression and access to family counseling
- Parents need to be emboldened and improve upon self-esteem; importance of education
- Latino families think that if they have a disabled child they should hide them because they are considered useless- if one has a typically developing child there is pride because that child will grow up and go to work

2. NBRC provides on-going staff/community training and education regarding roles and responsibilities, and expectations to address beliefs that may hinder accessing services
3. NBRC staff Cultural Diversity and Cultural Competency training
4. NBRC will review need for increased contact with families, e.g., annual needs, and identify under what circumstances this is warranted