



ALTA CALIFORNIA  
REGIONAL CENTER

March 23, 2017

Brian Winfield  
Deputy Director  
Department of Developmental Services  
1600 Ninth Street  
Sacramento, CA 95814

Dear Mr. Winfield:

This letter is being written in accordance with Article VII, section 6(b)(i) of the contract regarding data compilation. Alta California Regional Center (ACRC) held two public meetings; the first was held at 10 a.m. at the Woodland Senior Community Center in Woodland on March 21st, and the second was held on the same day at ACRC's Sacramento office at 2:00 p.m. The meeting notices were posted in all ACRC offices and were posted on the agency website. The notices were distributed to Service Coordinators (SCs) to forward to clients/families, and to the Family Resource Centers. The notices were also sent to the Down Syndrome Information Alliance; The MIND Institute; The ARC; FEAT and Asperger Support Group; our vendors and other local advocacy organizations that we work collaboratively with every day. There were 15 people in attendance at the first meeting, and 26 people in attendance at the second meeting. The Disability Rights of California (DRC), Office of Clients' Rights Advocacy (OCRA), and our local State Council on Developmental Disabilities (SCDD) branch office staff were in attendance, as well as parents, clients, staff, and Board members.

The following items were raised at the meetings:

- ACRC increased its outreach efforts from 4 in 2014, to 11 in 2015, and 30 in 2016.
- ACRC's employee make up is responsive to the diversity of ACRC's 10-county populations.
- A comment that ACRC continues to analyze its caseload data and tailor its hiring practices to the individual caseload needs as part of its agency plan.
- A comparison of variance in expenditures for fiscal years 2012 through 2016 were shown as requested during the 2016 public meeting.
- ACRC continues to increase its outreach efforts in 2017 which included setting up a booth at the Martin Luther King (MLK) 365 March for the Dream event.

- ACRC will conduct more targeted outreach to the ethnically diverse communities and underserved groups.
- Suggestion to have a stronger internet presence and for the internet to be friendly to mobile devices.
- Suggestion to hold the meetings late in the afternoon, in the evening, or on weekends to allow working families to attend.
- Comment that a pre-meeting was initiated by the State Council on Developmental Disabilities (SCDD) and the parents/family attendance were still very low.
- Webcast meetings for families who want to learn and listen about POS disparity but are unable to physically come to the meeting location.
- Hold meetings at the local community centers.
- There is a significant percentage of clients/families in our community that access no POS dollars at all. Regional centers should engage them in a process to access services not currently provided.
- Increase outreach to individuals who lack the ability to read and write.
- Comment about the inconsistency of dollars spent on services among the various ethnic groups.
- Comment that language barriers may impact services.
- Comment that families would like to have access to a list of available services from the regional center.
- Comment that the age of the client and the nature of the disability can drive the costs of services.
- Comment that the Early Intervention population and the three through 21 population expenditures were more evenly distributed among the ethnic populations.
- Comment that the differences in expenditures per ethnicity by language is more pronounced among Laotian, Cambodian, and Mien.
- Comment that the above-mentioned Asian population are often refugees who have fled war-torn countries and are in need of services. The regional center should increase outreach to this population.
- Comment that DRC is willing to partner and work with ACRC to reach these populations.
- Comment that SCDD is currently working with transition age clients and needs to know the services offered to those aging out of the school system. SCDD wants to partner with ACRC to implement the training. ACRC is in the process of finalizing the service summaries for adults which include services available to those transitioning out of school and this document is being translated into the threshold languages.

#### Proposed Strategies:

- ACRC's new website currently provides information in 89 different languages in order to keep clients, parents and the community informed.
- ACRC will continue to provide services in accordance with the laws and regulations to meet the individual needs of our clients.

- ACRC will continue its outreach to inform the community of the services and supports that it offers as well as its intake and eligibility processes.
- ACRC's new Cultural Diversity Specialist will also increase targeted outreach to ethnically diverse communities and those that are underserved.
- As part of the Diversity grant, ACRC will hold focus group discussions with bicultural and bilingual service coordinators to determine their training needs and create a training curriculum that is responsive to the needs of the SCs.
- ACRC targets two competency trainings in 2017 and ongoing training in the coming years.
- Future Focus group discussions will also be held to determine other culturally competent and responsive training needs of SCs.
- ACRC is also in the process of holding focus group discussions with targeted service providers (residential care providers, day programs, and translation services) to determine their training and support needs.
- A training curriculum for service providers will be drafted and ACRC will identify community resources that can provide the cultural competency training needs of the above mentioned service providers.
- One culturally competent training is planned for service providers in 2017.
- As part of ACRC's grant, monolingual orientation sessions will be conducted in 2017 for the Hispanic and Hmong populations.
- Two separate orientations will be developed for the existing Hispanic and Hmong populations that are receiving minimal or no purchases and for those Hispanic and Hmong populations that are still at their entry point to the regional center:
  - For clients with minimal or no existing purchases, the content will heavily speak about available services and supports and the interplay of the generic resources in the procurement process as it relates to the individual needs of the clients.
  - For potential clients and those contemplating on accessing regional center services, the orientation will focus heavily on the intake and eligibility process and will speak specifically to the required documentation, the timeframe for eligibility determination, assignment of intake coordinators, and how the families can assist the regional center to expedite the process.
  - These orientations will be conducted in Spanish and Hmong languages and provided by ACRC staff who are well-versed and fluent in these languages.
- ACRC will continue its current practice of caseload analysis and strategy for hiring practices that are responsive to the cultural and linguistic needs of its populations.
- ACRC currently has SCs who are bicultural and bilingual; multicultural and multilingual and speak 16 different languages.
- ACRC will continue to improve its cultural competency training for the Board of Directors and new staff.
- ACRC will continue to closely use National Core Indicator (NCI) data to determine client and family satisfaction.
- ACRC will participate in the planned DDS funded statewide study on POS disparity that will be conducted by the Children's Hospital of Los Angeles (CHLA) to determine the causality of the POS expenditures differences and hopefully yield some practice and policy recommendations.

- ACRC will continue to work to ensure that regional center services are provided to clients in a fair and equitable manner.

Should you have any questions or require additional information please contact me or Peter Tiedemann.

Sincerely,



Phil Bonnet  
Executive Director