

Alta California Regional Center
Board of Directors

BOARD POLICY

SERVICE ACCESS AND EQUITY

In 2021, the California Legislature codified in Section 4511.1 of the Lanterman Act the following, *Supporting service access and equity for persons with developmental disabilities and their families requires awareness, skill development, and training for regional center personnel.* ACRC embraces this opportunity to promote activities to meet this mandate.

It shall be the policy of Alta California Regional Center (ACRC) to make active efforts to enhance service access and equity (SAE) in all agency actions impacting client services. ACRC serves a richly diverse community with varied cultural perspectives and languages. ACRC will proactively identify and provide access to resources to ensure equity among all members of our community. Clients of all cultural identities (race, religion, ethnicity, gender, sexual orientation, language, geographic locations, etc.) will receive the necessary supports to maximize their capability for community engagement and enhance their physical, emotional, and social well-being.

A chief concern of clients, families, and professionals is the need for empathetic communication that demonstrates our capacity to understand a client's point of view and cultural perspective. To address these concerns, we will tailor communication to meet the needs of clients and families. This will improve relationships and increase opportunities for informed choices and participation in preferred services and supports.

In order to fulfill our Mission Statement, ACRC embraces diversity, equity, and inclusion. We demonstrate this by incorporating our Service Access and Equity Values into agency wide decision-making.

ACRC Service Access and Equity Values:

- 1) ACRC values the Person-Centered process and believes that all individuals should be heard, respected, represented, and supported by the agency.
- 2) ACRC values the client's support system. Family, friends, service providers, and advocates contribute to overall well-being and community inclusion.
- 3) ACRC values an empathetic workforce of regional center and service provider staff that recognize clients as experts of their own culture, are committed to lifelong learning, and promoting SAE across all systems of care.
- 4) ACRC values robust community partnerships. ACRC acknowledges the contributions of community partners in informing agency policymaking and enhancing services and supports offered to our diverse community.

ACRC will turn these values into measurable actions that promote SAE. This will include at minimum: development of procedures, performance contract measures, training, resource development, targeted community outreach, internal and external communications.

ACRC believes that developing the competency of staff and service providers facilitates a service provision that is empathetic, compassionate, collaborative, and sensitive to interactions with our community. Through our work in promoting SAE we hope to improve communication, trust and satisfaction with clients and families. ACRC is committed to developing services and supports that are responsive to the needs of our entire community. We will work to break down identified systemic barriers to service access, increase utilization, and reduce disparities in the system.

ACRC will seek regular and consistent feedback from clients and their circles of support to assess the effectiveness of the efforts made to address service access needs.

Adopted: 3/24/22