

# ALTA CALIFORNIA REGIONAL CENTER (ACRC) PURCHASE OF SERVICE (POS)PUBLIC MEETING

August 25, 2020  
6:00 p.m. - 8:00 p.m.  
Zoom Online



# Why are we here?

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- Annual collaboration between DDS and regional centers
  - [Welfare & institutions code 4519.5](#)
- Data Compilation - Purchase of Service (POS) authorization, utilization, and expenditures
  - Age of consumer by categories (0-2; 3-21; and 22 and older)
  - Race or ethnicity
  - Language spoken
  - Disability
  - Residence type
- Identify barriers to equitable access, develop and implement practices to reduce disparity

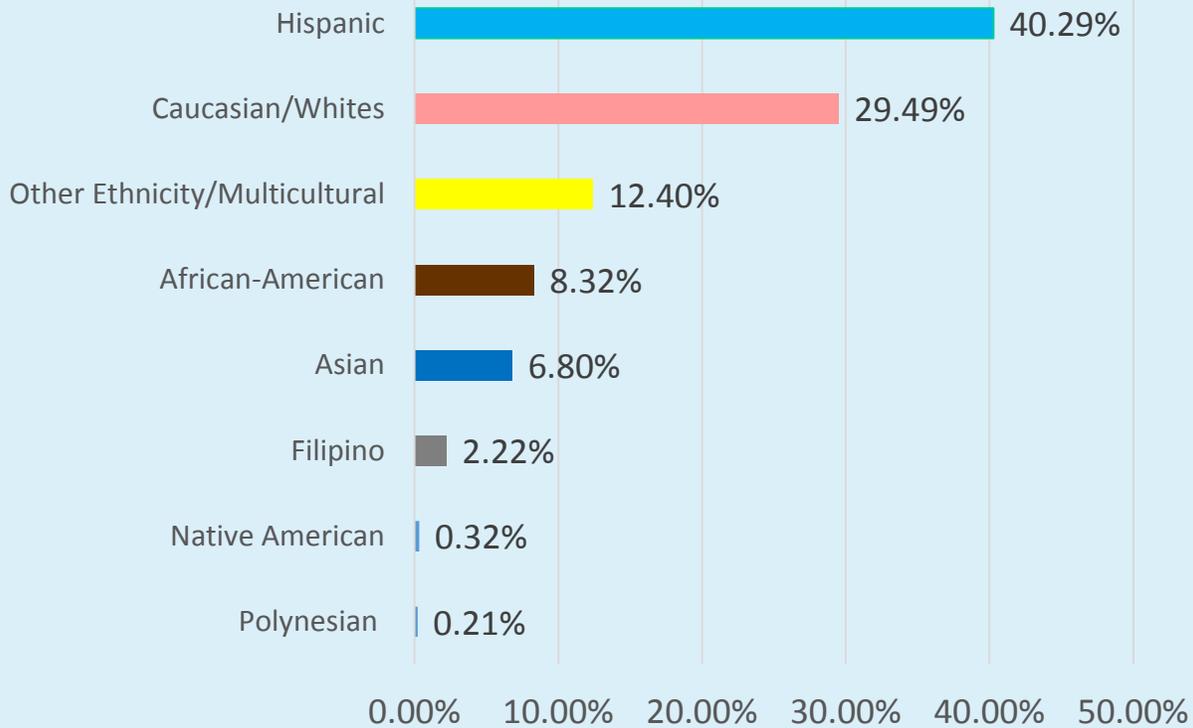


When you know  
*better*, you do  
*better*.

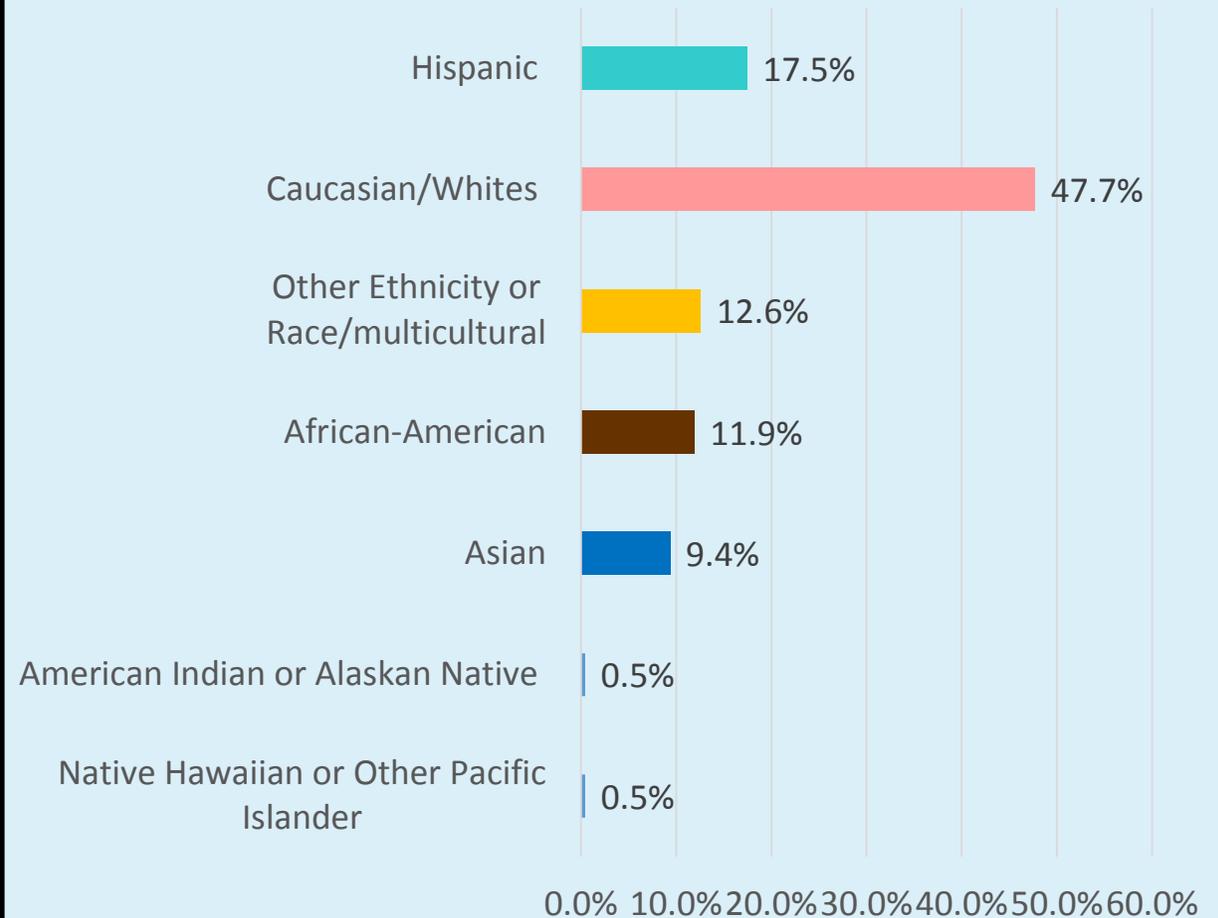
— Maya Angelou

# Statewide and ACRC Consumer Population

Percent of Consumers by Ethnicity/Race  
Fiscal Year 18-19 data



FY 2018/19 ACRC Population by Ethnicity



Source:

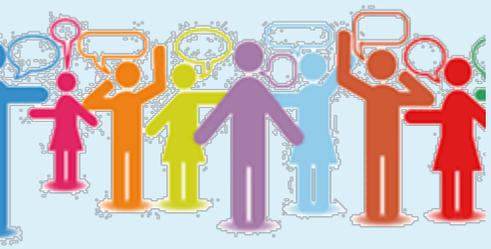
<https://www.dds.ca.gov/rc/dashboard/purchase-of-service-report/ethnicity-race/>

# ACRC Staff and Languages Spoken

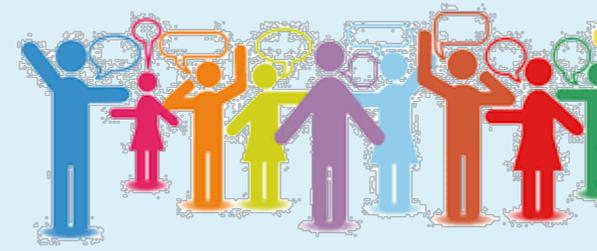
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- ACRC maintains a diverse staff
- 89 staff are bilingual and multilingual
- Languages spoken: Arabic, American Sign Language; Cantonese, French, Hindi, Hmong, Lao, Punjabi, Russian, Ukrainian, Spanish, Tagalog, Vietnamese





# 2019 Annual Public Meeting Summary Reports



## Public Feedback

- Better understanding of respite services
- Training of Service Coordinators in client and family needs assessment and understanding generic and natural resources
- Post the letters submitted by ACRC to Department of Developmental Services on the annual disparity reports
- Include in ACRC's presentation the data on expenditures per capita and % zero service utilization and the changes over time

## ACRC's Response

- ACRC was approved for “an enhanced respite services” grant
- ACRC provided “A culturally sensitive social assessment and interviewing” workshop to Service Coordinators; also provided ongoing generic resources training
- Letters are posted on [ACRC's website](#)
- Included in the 2020 PowerPoint presentation is the 3-year POS per capita expenditures as well as consumer “no POS” data from 2011 till 2019

# ACRC Outreach

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- General public
- Multiethnic communities
  - 19 outreach in 2019
- Public agencies
  - 29 outreach in 2019
- Hospitals and clinics



# Diversity Grant Related Activities

Grant years: 2016 - 2020

## Projects

Translation of Materials

Competency Training

Electronic Interpreting  
System

Targeted Outreach/  
Information Session

Service Navigator

ACRC Staff, Parents,  
Vendors

Enhanced Respite

## Fiscal Year

2016-2017

2016-2017

2016-2017

2016-2019

2017-2022

2018-2020

2018-2020

## Status

Completed

Completed

Completed

Completed

Ongoing

Ongoing

Ongoing

# Translation of Materials

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## Goal

To expand the availability of ACRC's services and supports in threshold languages

## Outcome

Materials translated into Arabic, Hmong, Korean, Punjabi, Tagalog, Russian, Simplified Chinese, Spanish, Vietnamese

# Cultural Competency Trainings

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## Goal

To provide an opportunity to ACRC staff and vendors to be culturally competent, proficient, and sensitive

## Outcome

Foundational trainings on cultural competency and proficiency and culture-specific trainings on Asian, Hispanic, and Islamic cultures

# Electronic Interpreting System

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Goal

Allow simultaneous translation during an event

Outcome

Purchased an electronic interpreting system

# Targeted outreach/information sessions

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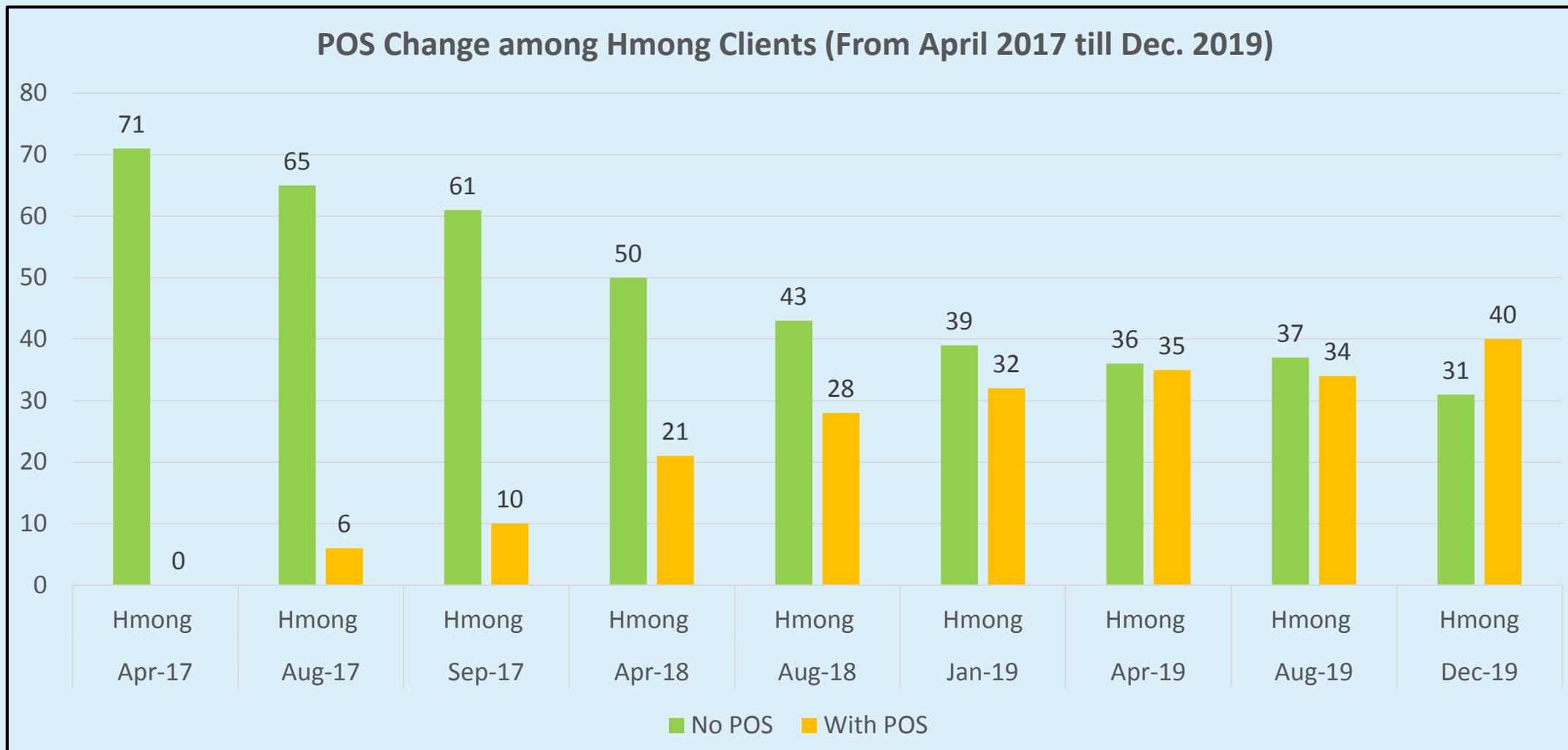
Goal

To reach multicultural communities

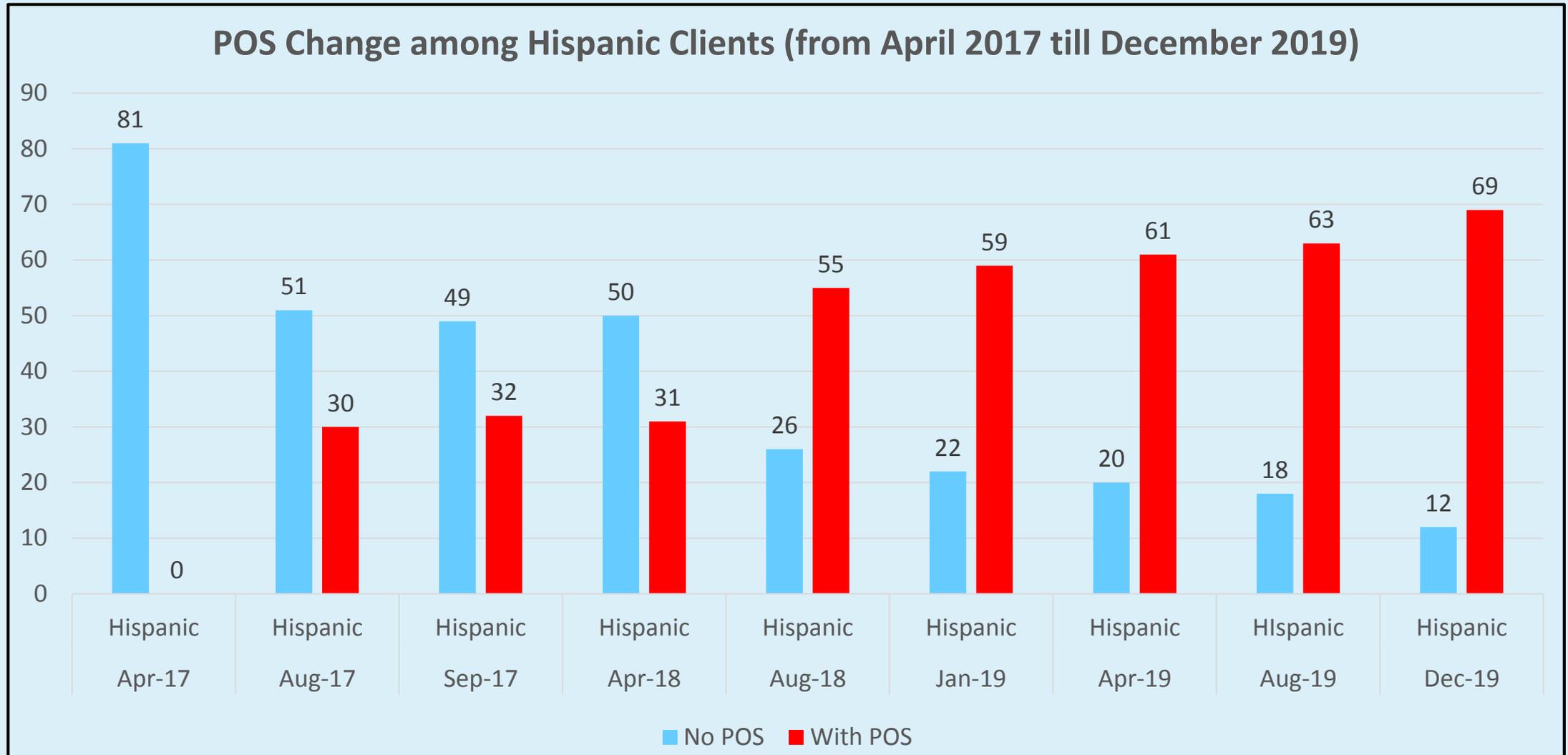
Outcome

Decreased “no POS” trend; increased community partnerships; topic-specific workshops

# POS Change among Hmong clients (For Targeted Outreach 2016-2019)

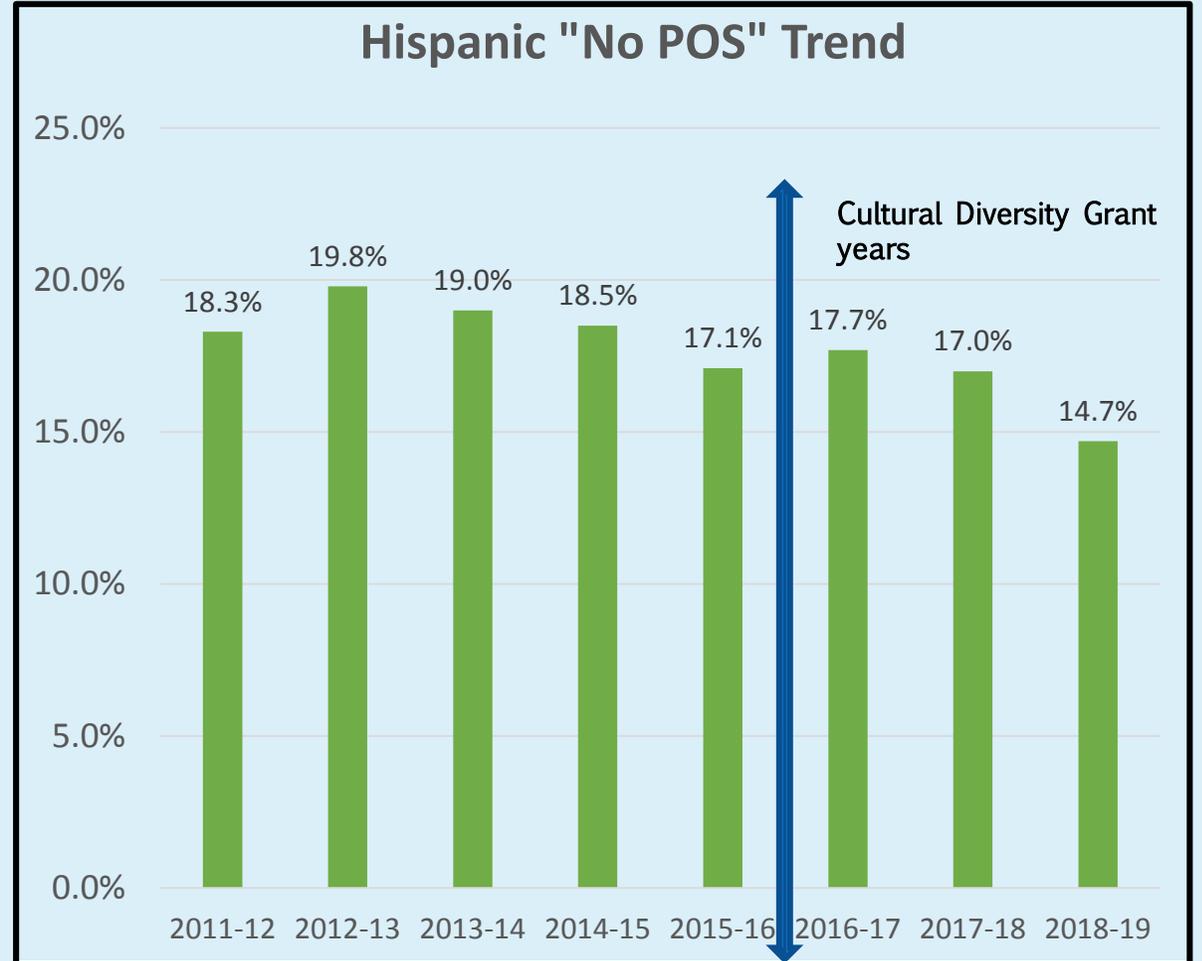
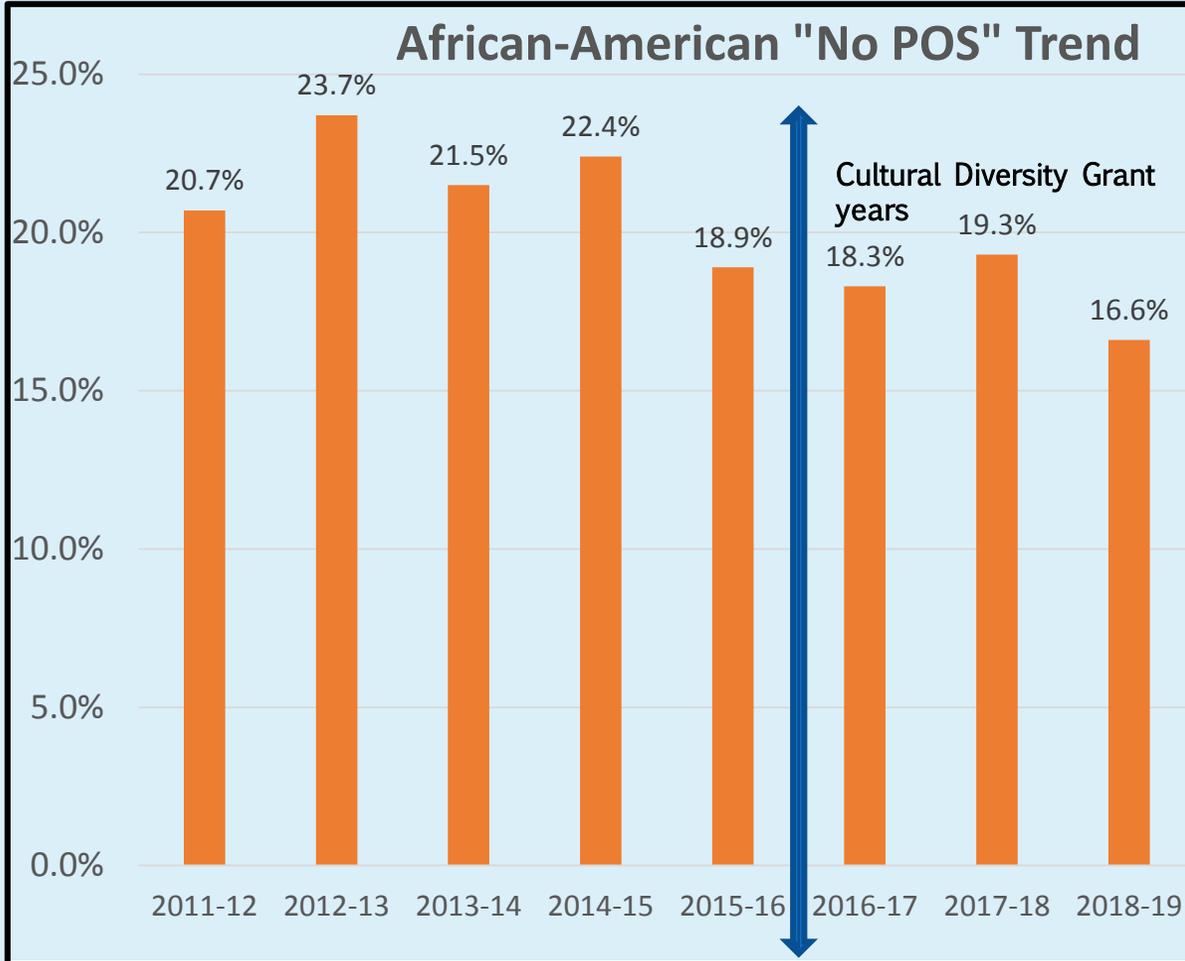


# POS Change among Hispanic clients (Targeted Outreach 2016-2019)

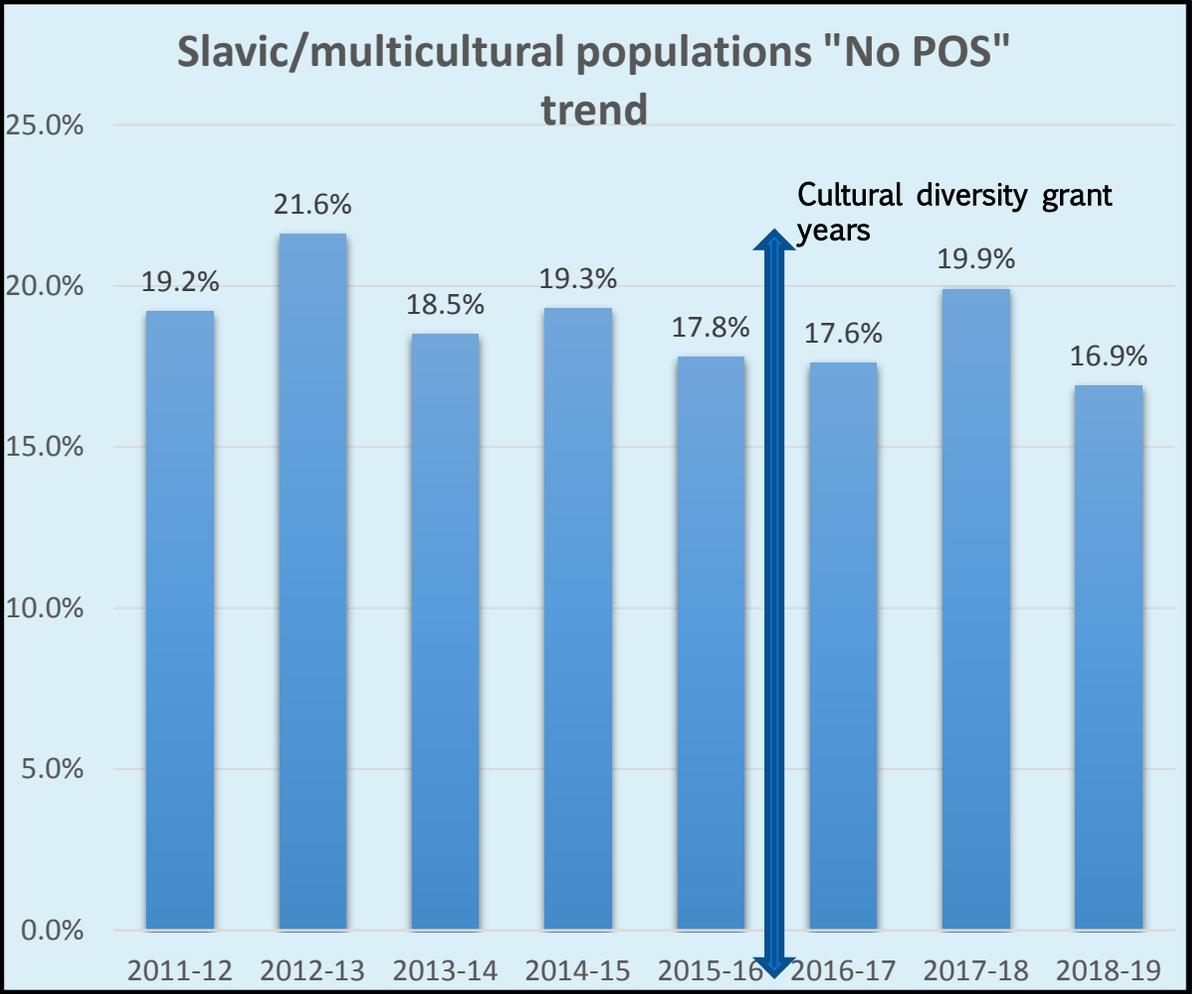
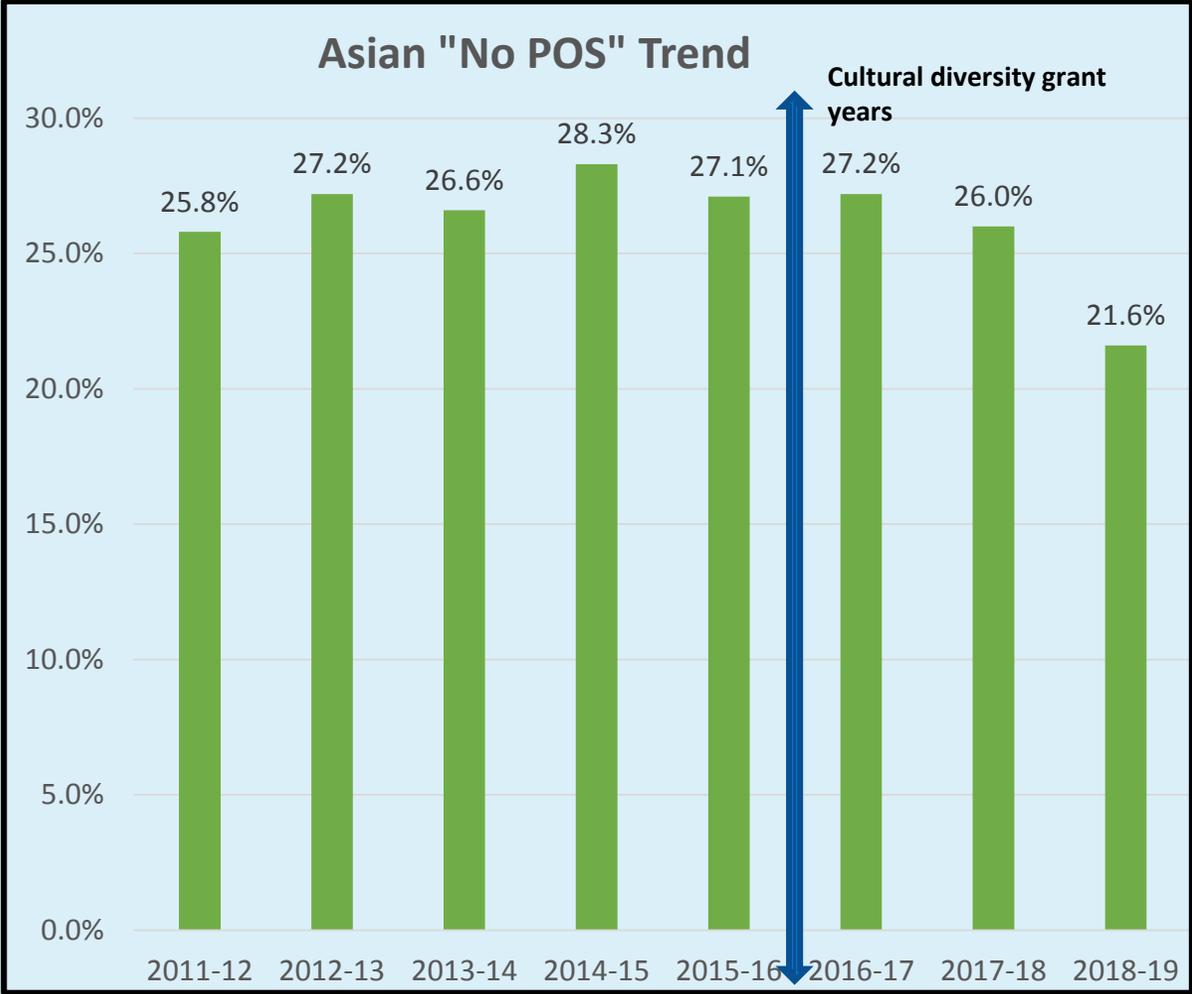


Changes in Purchase of Service Data after 3 years of grant implementation. The “No POS” trend was tracked 3 years after grant implementation

# Ethnicity Specific “No POS” trend (for all ages)



# Ethnicity Specific "No POS" trend (for all ages)



Source: ACRC Purchase of Service Expenditure and Demographic Data FY 2018/19; p. 22

# Service Navigator Program

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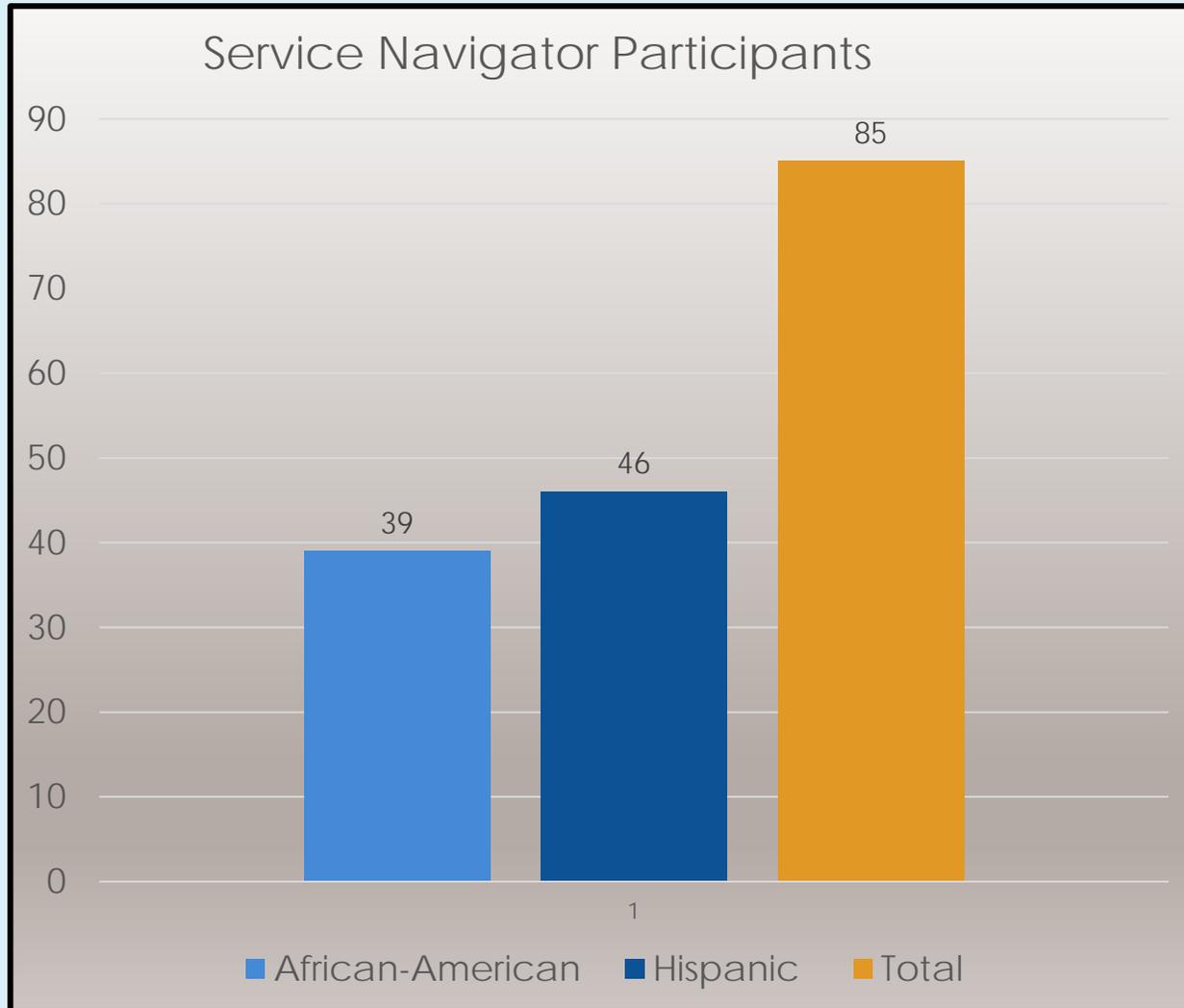
Goal

Establish cultural trust and  
bridge communication and  
gap

Outcome

Increased access to services  
and supports

# Participants in the Service Navigator Program



- ACRC and Warmline targeted 100 participants
- Completion rate was 85%
- Program extended to 2022

# Initial (21) and Post (10) Surveys of Participants –

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## African-American

60% of the respondents have MediCal

34% of the respondents have IHSS

54% of the respondents have SSI/A

26% of the respondents have respite

5% of respondents have Transportation

91% of the participants have MediCal

64% of the participants have IHSS

82% of the participants have SSI/A

73% of the participants have respite

45% of participants have Transportation

# Initial (37) and Post (28) Surveys of participants –

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## Hispanic

84% of the respondents have MediCal

32% of the respondents have IHSS

41% of the respondents have SSI/A

38% of the respondents have respite

38% of the respondents have MedicAlert

93% of the respondents have MediCal

43% of the respondents have IHSS

81% of the respondents have SSI/A

64% of the respondents have respite

50% of the respondents have MedicAlert

# ACRC Staff-Parents-Providers Workshops

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## Goal

To provide topic-specific workshops to ACRC staff, parents, and providers

## Outcome

Workshops provided on legal topics, generic resources, school supports, and culturally sensitive assessments

# Enhanced Respite for the culturally and linguistically diverse populations of ACRC

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Goal

Increased access to respite services by the ethnically diverse populations

Outcome

Availability of translated respite materials and multi-cultural respite workers

# Focus Group Discussions

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## Hmong

- Afraid that the client may be harmed by a respite worker
- Respite may affect their IHSS hours and MediCal
- Language barrier – participant wants a communication device that would allow him to communicate with the respite worker
- Respite is needed early in the morning ( 6:00 a.m., and late at night after 6:00 p.m.,) – the challenge is finding a worker for the schedule

## Hispanic

- Do not trust strangers with their vulnerable child
- Want their sibling or son/daughter that lives in the home to be the respite worker
- Parents feel that respite workers need to be paid more to provide all the care that clients need during respite
- Parents felt that it may be too much to ask respite workers to change diapers (but clients need to be changed every 2 hours)

# Focus Group Discussions

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## Asian-Indian

- Held on February 20, 2020
- Families are uncomfortable with people coming into their homes
- Prefers a respite worker who is a family member or close family friend whom they trust
- Respite workers to be informed and to respect the “no meat” culture of the participants

## Slavic

- First attempt at focus group was February 13<sup>th</sup>, 2020
- First schedule had to be cancelled due to no participants
- Rescheduled for March 20<sup>th</sup> at 10:00 a.m.

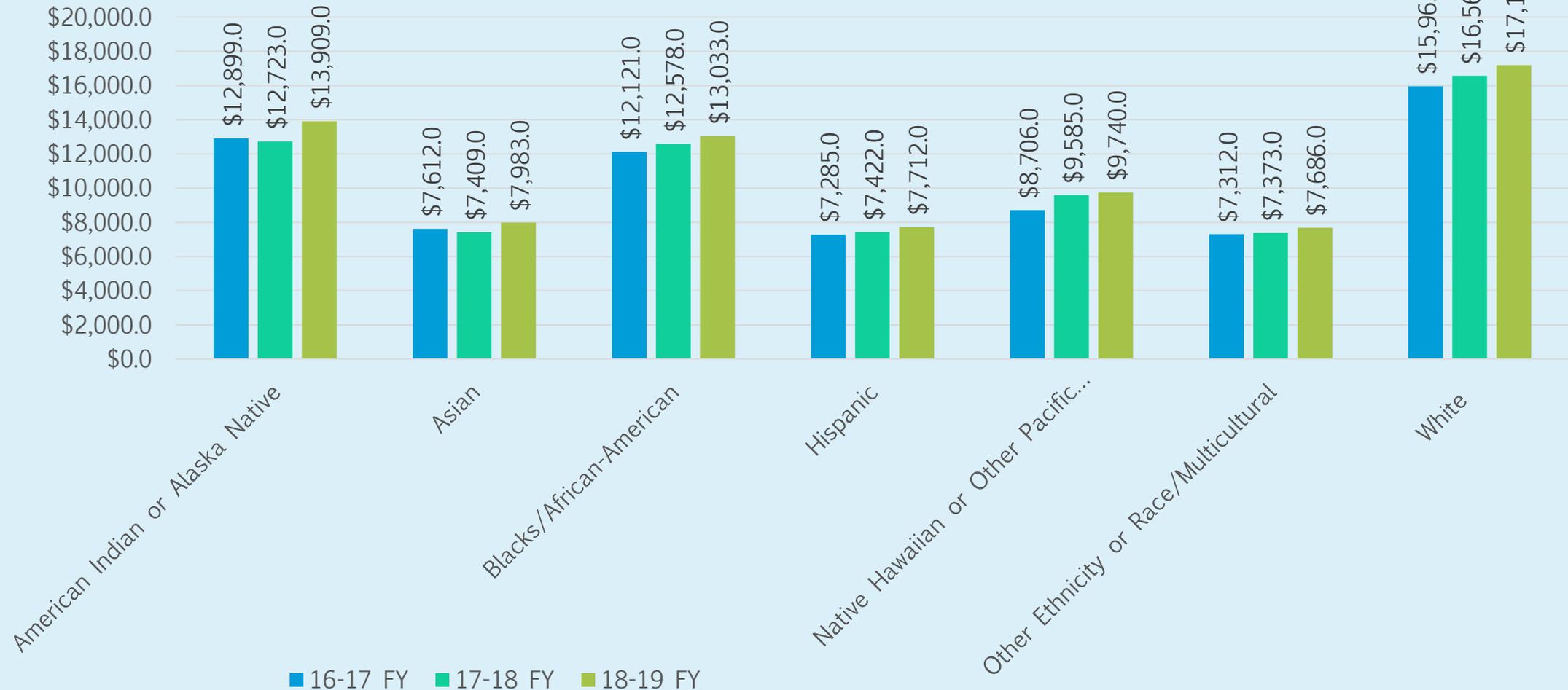
# ACRC Purchase Of Service Expenditure and Demographic Data

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ACRC Data

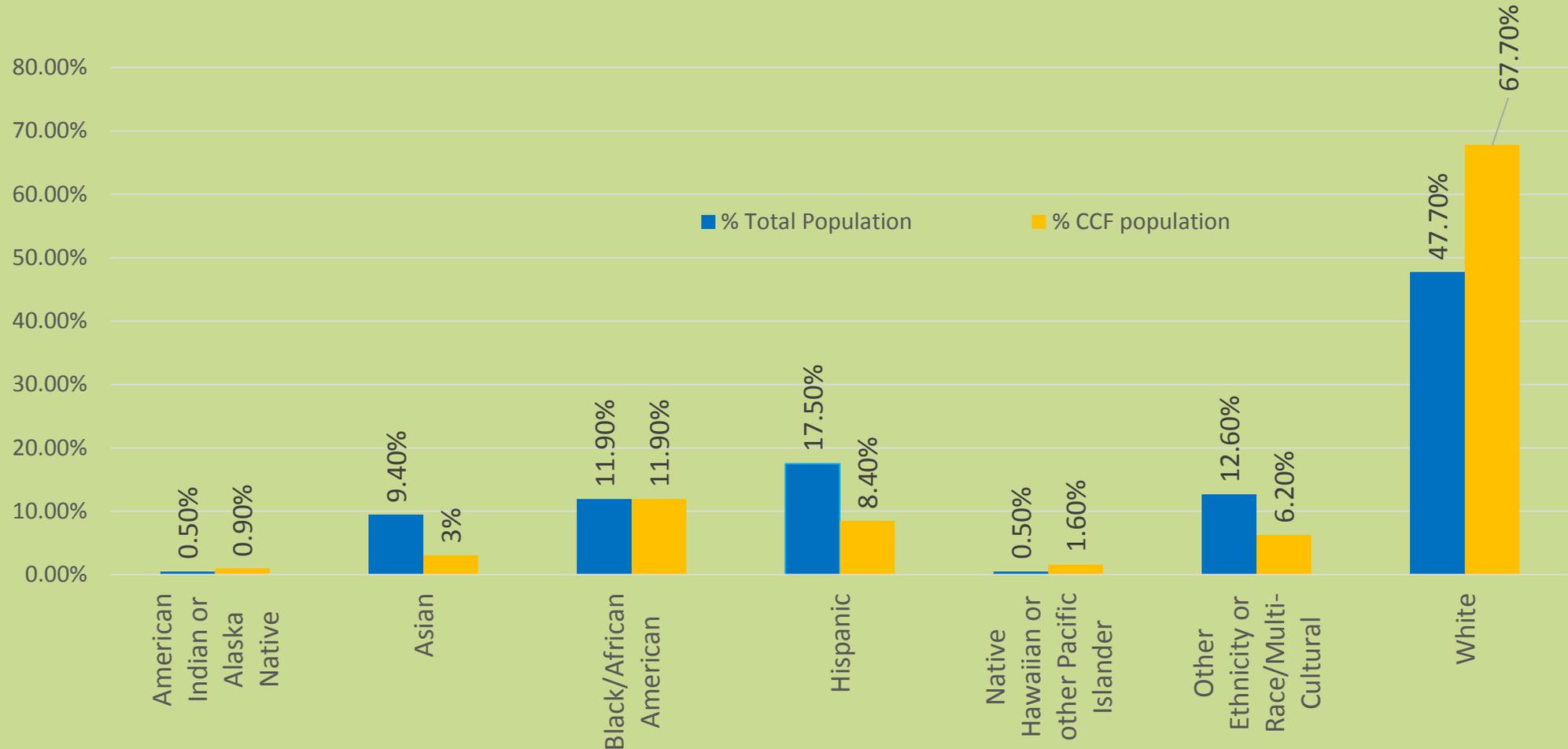
# A Review of the POS data

ACRC Per Capita Expenditures by ethnicity (3 year comparison)



# ACRC population by ethnicity in a residential setting

Residential Living Arrangement by Ethnicity (18/19 total population; 2021 CCF pop)



# ACRC NCI data

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- National Core Indicators is a nationwide performance survey that collects performance data in human services to improve practices
- ACRC's performance data on "Language and Cultural Competence"
  - Have a family member that speak the preferred language – ACRC got 93%
  - There are staff at the paid community program that speak the client's preferred language – ACRC got 98%
  - There is a staff at day program or workshop that speak the language of the client- ACRC got 99%
  - IPP provided in the language requested by the client – ACRC got 93%

# ACRC's Efforts towards reducing disparities and promoting equity

ACRC  
Performance  
Contract

Yearly  
Disparity  
Grant Funds

# ACRC Performance Contract

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- ACRC continues to outreach to multi-ethnic communities
  - Early Start services
  - Lanterman services
- Partnerships for community education
  - I.e., Mexican Consulate, Asian-Indian community, Middle Eastern and refugee community; Asian communities
- Workshops for families and service navigator program

Our future efforts...

# 19-20 Disparity Grant Funds: Alta California Regional Center and Community Based Organizations

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## ACRC PROPOSALS

- Service Navigator program
- Workshops (Parents, Staff, Providers)
- Interactive Media Outreach (video modules)



## APPROVED GRANT/S

- Service Navigator Program



## CBOs approved projects

- Lunas Interactive Media
- Behavioral Respite (Serenity Respite)
- The Hmong Story Cloth (HYPU)

# Public feedback and recommendations



**“We’re  
Listening”**

For additional feedback and  
recommendations, email us at:

[POSequity@altaregional.org](mailto:POSequity@altaregional.org)





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