



March 28, 2018

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

Dear Mr. Winfield:

This letter is 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: Wednesday March 14, 2018 at 6:00 p.m. and Wednesday, March 21st, 2018 at 10:30 a.m. Both meetings were held at ACRC's main office, located at 2241 Harvard Street in Sacramento. The meeting notice (translated in several languages) was posted in all ACRC offices and on the agency's website. The translated notices were also distributed to Service Coordinators (SCs) to forward to clients/families. The notices were widely distributed across our community partners, including Family Resource Centers, State Council on Developmental Disabilities (SCDD), Disability Rights of California (DRC) and the MIND Institute. These partner organizations distributed the flyers to members of their organizations via email distribution and mailing lists. Attendance at the first meeting included 14 members of the general public and attendance at the second meeting included 21 members of the general public. The group consisted of clients, parents, advocates, and vendors. In addition to attendance of the general public, five ACRC staff attended the first meeting (March 14th) and 14 ACRC staff attended the March 21st meeting. The following items were presented at each meeting:

- ACRC's client demographics across ethnicity/race
- ACRC's employee demographics, including languages spoken
- ACRC outreach efforts in 2017 compared to previous years efforts (44 documented outreach events in 2017 compared to 30 in 2016).
- ACRC also reported its efforts of tracking the data for monolingual Hmong and Hispanic clients without a Purchase of service (POS) beginning April of 2017. This effort was in conjunction with the monolingual orientation sessions provided to these populations. In April 2017, there were 71 monolingual Hmong clients without POS. By December of 2017 it was observed that 12 additional monolingual Hmong clients have POS, reducing

the “no POS” number to 59. Also in April, there were 81 monolingual Hispanic clients without POS. By December of 2017, 39 monolingual Hispanic clients have POS reducing the “no POS” number to 42.

- ACRC reported its ongoing grant-related activities such as cultural competency trainings and culture-specific trainings which were all well-received by ACRC staff and vendors who attended the trainings.
- A comparison of variance in **expenditures** for fiscal years 2013 through 2017 were shown as requested during the previous years’ public meetings.
- ACRC emphasized that the self-determination program may provide great opportunities for clients currently not receiving services.

Feedback from the community:

- Funding for social recreational activities was requested.
- A suggestion was made about providing opportunities for housing services. ACRC impressed that clients and members of the community can help advocate for housing services by attending the Grassroots Day on 3/20/18 at the state capitol.
- A request for data comparing the expenditures per service category among the different ethnicities was made.
- A suggestion was made for ACRC to connect with the Job corps to provide clients the opportunity to access free education and job placement in the community.
- A suggestion was made for ACRC to have a mobile phone app where families can view documents published by ACRC.
- The group suggested expanding the outreach efforts to families of clients with Autism regarding FAPE.
- A member of the group reiterated that ACRC did an outreach to the Korean community which was very effective and helpful. She suggested going out to the temples to inform the public about ACRC and the services it offers.
- The availability of Spanish translators when families first call ACRC would be a big help to the community.
- A member of the public suggested that ACRC conduct workshops on different topics that families can attend to learn about services and supports that ACRC provides, in addition to better understanding generic resources.
- A suggestion was provided by a member of the public regarding the availability of psychological service. It would be very helpful if “life coaching” were available to families who are dealing with their children’s diagnoses
- A member of the public also shared that the social skills training is an important service to families with autism.
- A parent asked if it is possible for ACRC to develop its own social skills training program so it can train others
- A suggestion for ACRC to seek out special needs group for housing services was provided. It was suggested that ACRC works with realtors in securing available affordable housing.
- A member of the public suggested having a suggestion box on ACRC’s website for people to drop their suggestions for better ideas about increasing service access and utilization.

- A suggestion to conduct outreach to 211 operators about ACRC would allow the operators to offer information about ACRC's services to those who need it.
- A vendor attested to the effectiveness of the cultural competency trainings offered by ACRC. The trainings were packed with information that the vendors are able to apply in their daily interactions with clients and their families.

Should you have any questions or require additional information please contact Lori Banales at 916 978-6424 or lbanales@altaregional.org.

Sincerely,



Phil Bonnet
Executive Director