



May 31, 2022

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

Dear Mr. Winfield:

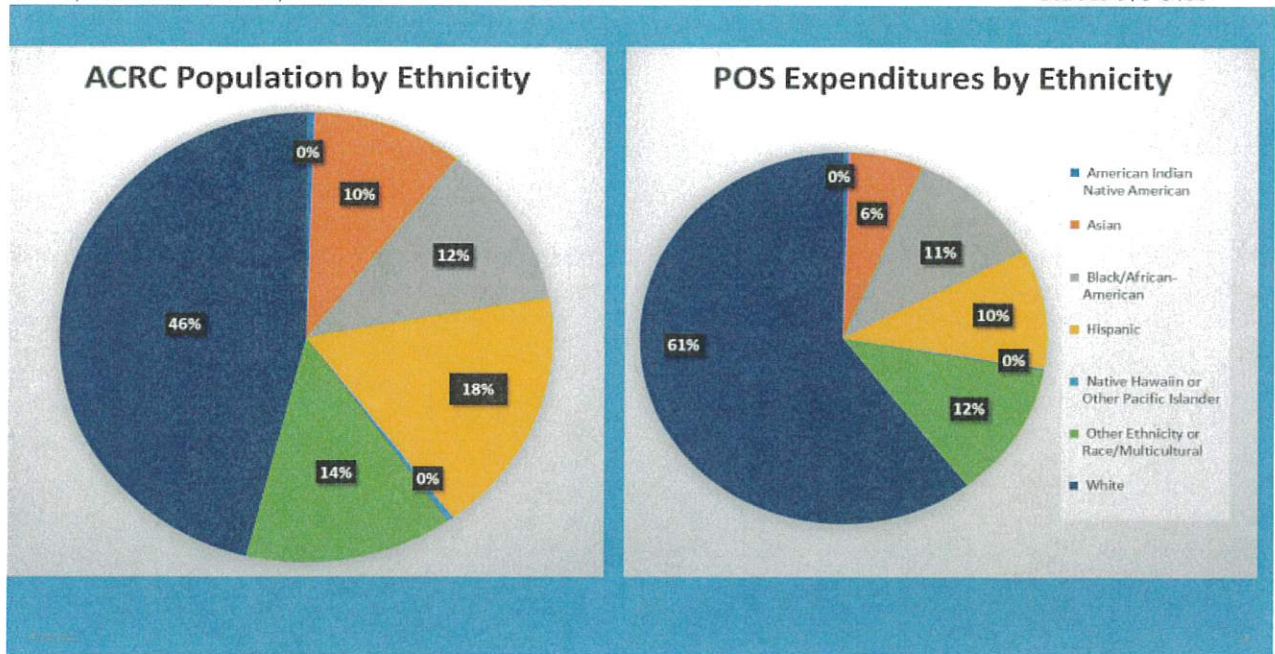
This letter is written in accordance with the Lanterman Act [W&I Code §4519.5(f)(1)]. Alta California Regional Center (ACRC) held two online public meetings on Monday, March 28<sup>th</sup>, 2022, from 6:00 p.m. to 7:30 p.m., and Wednesday, March 30<sup>th</sup>, 2022, from 10:30 a.m. to 12:00 p.m. ACRC hosted both events using the Zoom platform.

The meeting was announced 30 days in advance on Alta's website with flyers translated in Arabic, Farsi, Hmong, Korean, Punjabi, Russian, Spanish, Tagalog, and Vietnamese. The meeting information was also posted on social media platforms, including Facebook, Instagram, and Twitter. Email invitations were sent to community partners including Family Resource Centers, State Council on Developmental Disabilities (SCDD), Disability Rights of California (DRC), Hmong Youth Parents United (HYPU), Hlub Hmong Center (HHC), Health Education Council (HEC), the Centers for Excellence on Developmental Disabilities (CEDD) UC Davis chapter, E-Center Migrant Head start, the Arc, and Communicare CREO Program. These partner organizations distributed the flyers to members of their organizations via email and mailing lists. Flyers were also shared with service coordinators (SCs) to distribute directly to clients and families with whom they work. Spanish and American Sign Language (ASL) translations were provided during the meetings. Contact information to request alternate accessibility accommodations including additional language translations was provided on the meeting announcements.

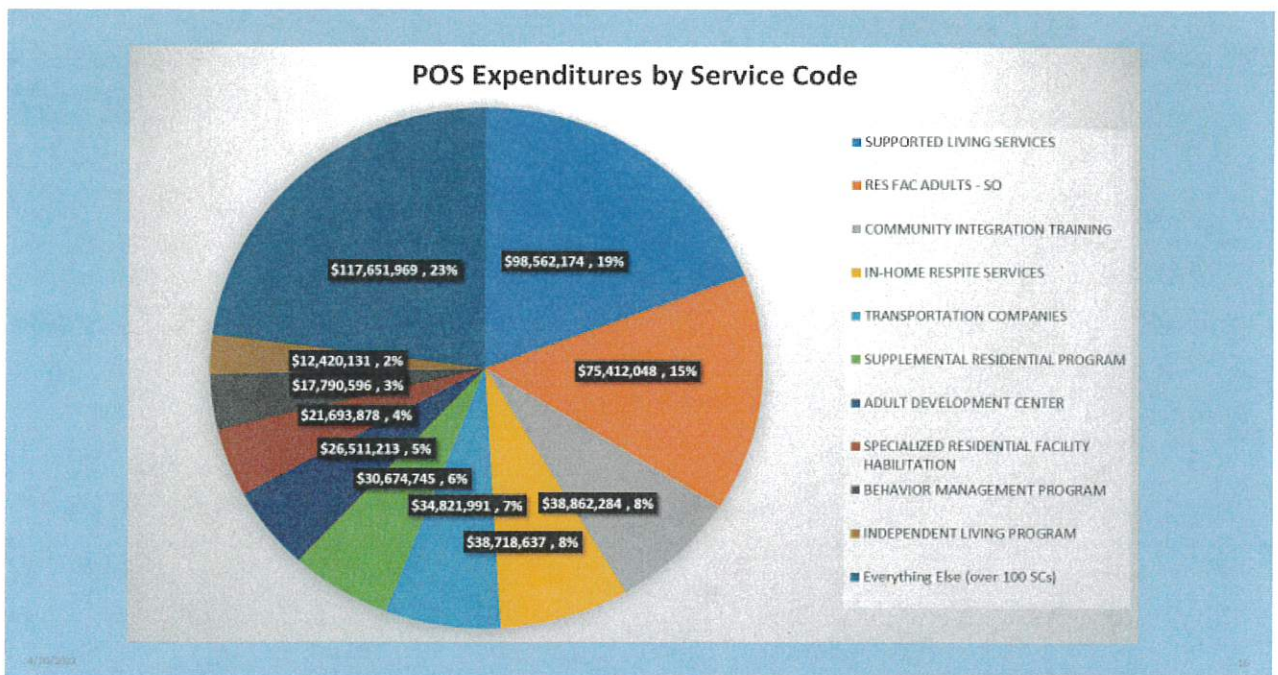
Attendance at the meetings included individuals self-identified as clients, parent/family members, professionals, advocates, and staff persons. Both events were recorded and are available on ACRC's YouTube channel and website. Forty-three individuals registered for the March 28<sup>th</sup> meeting, and 37 attended. Fourteen attendees were ACRC staff, and 23 were comprised of parents, advocates, vendors, and community members. The second meeting on March 30<sup>th</sup> had 53 registrants, with 52 attending. Twenty of the participants were ACRC staff, and 32 were parents, members of advocacy groups, vendors, and community-based organization (CBO) partners. Hosting the event online allowed clients and families to attend irrespective of their geographic proximity and participate from the comfort of their own homes.

**The following items were presented during the meeting:**

- ACRC's executive director welcomed the participants at both meetings. The executive director informed the group about ACRC's recently board approved Service Access and Equity (SAE) policy
- ACRC's Client Services Director introduced the presenters of the meeting
- ACRC presented an update of grant-related activities. The service navigator program ended in February of this year (2022). The current video module project is scheduled to end in April 2023 and a video on DME services was presented
- The Community-Based Organizations (CBOs) that were recipients of the disparity grant funding for 2021-22 were introduced. Two of the recipients, Hmong Youth and Parents United (HYPU) and Level Up Norcal briefly presented their activities, challenges, and successes
- ACRC presented legislative changes resulting from grant projects implemented by regional centers and CBOs. These projects include the service navigator and promotora programs which resulted in the memorialization of the community navigator program through Welfare and Institutions Code (WIC) 4519.9
- ACRC shared additional legislative initiatives and systemic changes including the implementation of ongoing Implicit Bias training, WIC 4511.1; Language Access and Cultural Competency Initiative WIC 4620.4; enhanced 1:40 caseload positions for low to no POS clients in diverse demographics, and evaluation of disparity grant projects statewide
- ACRC presented its performance contract collaborative partnerships and training events provided to staff, families, and community members through partnership with DRC
- Specific activities for promotion of SAE included active vendorization of a Promotora program, availability of a lending library of Chromebooks, creation of video modules of major services in three languages: English, Hmong, and Spanish; and the creation of the SAE Policy through stakeholder input
- The presentation of the purchase of service (POS) data followed. It was noted that in response to the Covid-19 Pandemic authorizations of respite and supplemental program support were proactively initiated. Additionally, Alternative Service Delivery was implemented to maintain service provision to clients unable to access programs due to the Pandemic
- Presentation of the ACRC population chart by ethnicity and per capita expenditures followed. The Caucasian population comprised 46% of the total ACRC population and utilized 61% of ACRC's total POS budget. The Asian population is 10% of the total ACRC population and utilizes 6% of the POS budget; the African American population is 12% of the total ACRC population and utilizes 11% of the total POS budget; the Hispanic community is 18% of ACRC client populations and used 10% of the POS budget; other ethnicity/multicultural is 14% of total ACRC client populations, and they utilized 12% of ACRC's POS budget, and the American Indian/Alaska Native and Native Hawaiian and other Pacific Islanders are both less than one percent of ACRC's client populations and also spend less than one percent of POS budget.

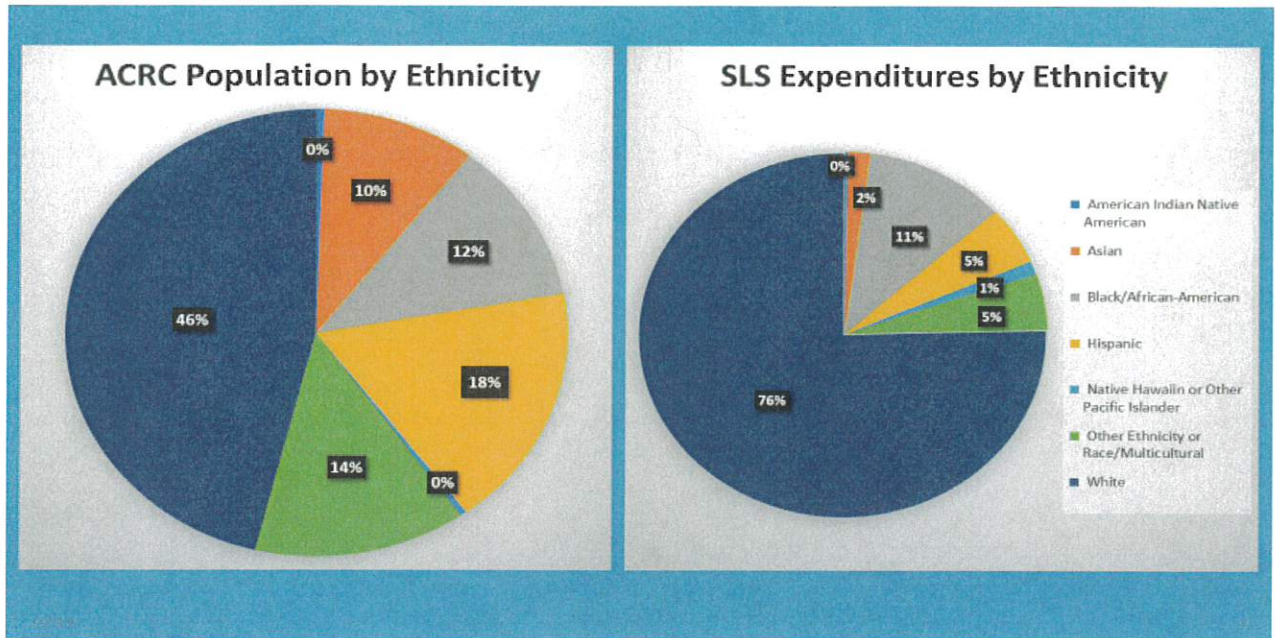


- During the 20-21 Annual POS meeting, participants were curious about what services were purchased that caused an imbalance of spending between the Caucasian clients in comparison to their ethnic counterparts. For the 21-22 POS meeting, ACRC examined a breakdown of expenditures per service code. The three services that compose the most significant spending for FY 21-22 were supported living services (SLS) at 19%, residential services at 15%, community integration programs at 8%, as demonstrated by the chart below:

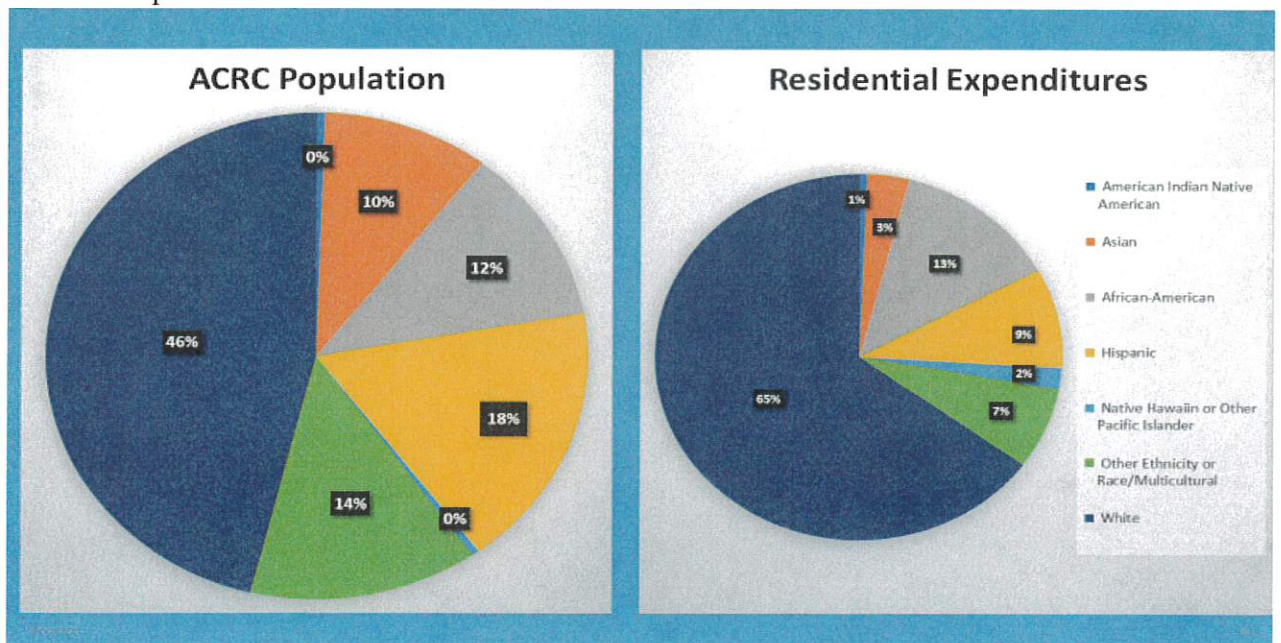


- Upon examining who utilizes the SLS service, 76% of the total SLS population are Caucasian. The African American population comprises 11% of the total SLS population, the Hispanic population represents five percent, the Asian population composes two percent, and other

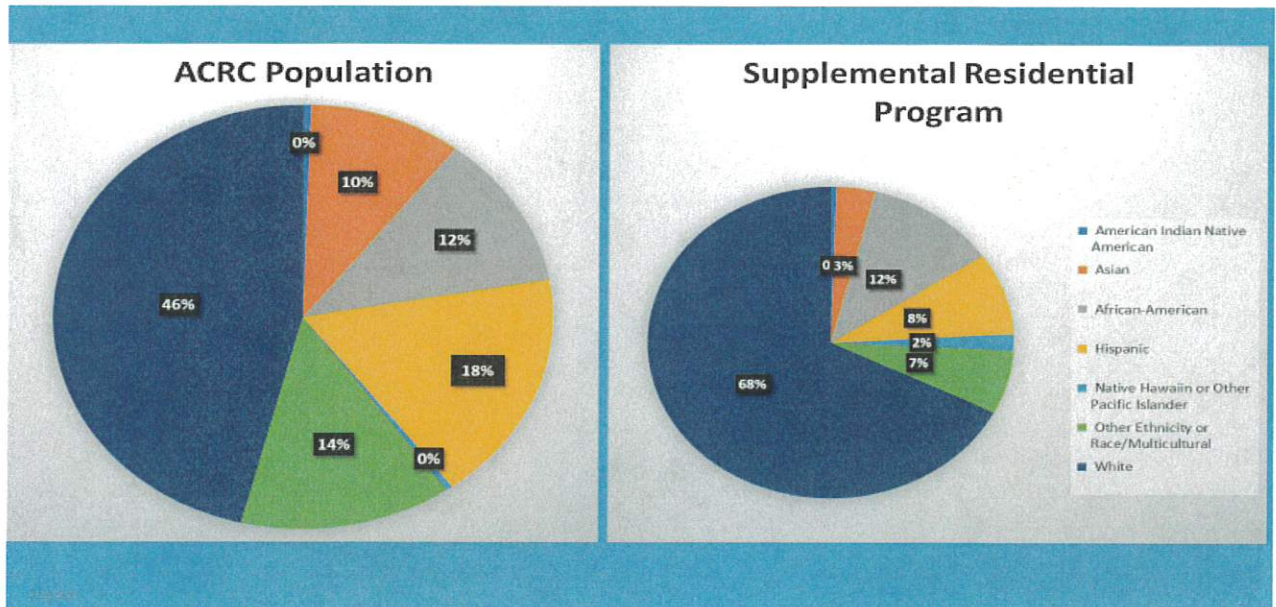
ethnicity/multicultural is five percent. The American Indian/Alaska Native population is one percent, and Native Hawaiian and other Pacific Islanders are at less than one percent.



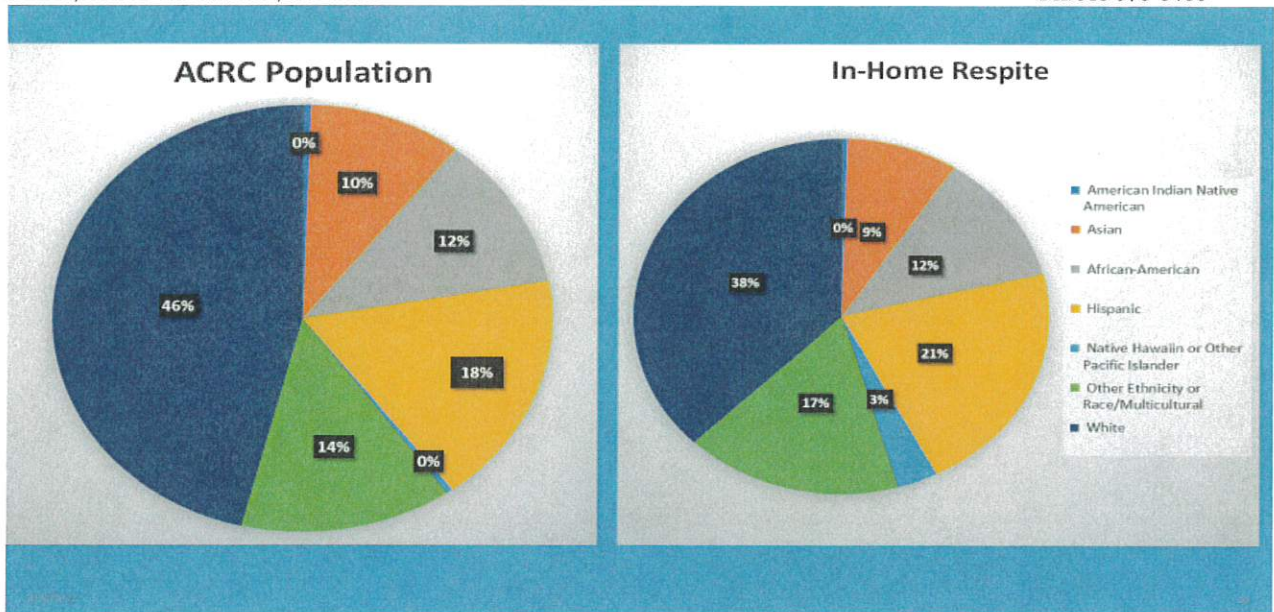
- Examining the residential services category reflected that the Caucasian population remains the largest utilizers of the service at 65% although only making up 46% of the total ACRC population. This represents a significantly disproportionate use of residential services from the Caucasian population compared to their ethnically diverse counterparts. By contrast the African American population, which comprised 12% of the total ACRC population, accounts for 13% of the residential services. Hispanic clients are 18% of the ACRC population, and account for only nine percent of the residential services. The other ethnicity or race/multicultural group is 14% of ACRC’s population, and make-up seven percent of the residential services. The Asian clients, which are ten percent of ACRC’s populations, have a mere three percent of the residential services



- The supplemental residential program indicated that 68% of its users are the Caucasian population, 12% are African Americans, eight percent are Hispanics, seven percent are of other ethnicity or race/multicultural group, three percent are Asians, and two percent are Native Hawaiian or Other Pacific Islanders. This service can only be accessed in a residential setting and consistent with the access of residential services is another wherein overrepresentation of the Caucasian population occurs



- The fourth greatest service code expenditure was in-home respite service is one of the services in which some degree of parity occurs among the different ethnic groups utilizing the service. Thirty-eight percent of the Caucasian population use the service; Nine percent of the Asian population utilize respite services; 12% of the African American population uses respite service; 21% of the Hispanic population use respite service; 17% of other ethnicity or race/multicultural populations use respite service; and three percent of the Native Hawaiian or Other Pacific Islander population use respite service



- ACRC also presented a dollar-per-dollar comparison of service use. Two fiscal years, 19-20 and 20-21, were referenced to compare the utilization amounts, and we used the statewide data from all 21 regional centers to gauge how ACRC’s data compares. For the birth to two populations, for every dollar spent on a Caucasian client, \$.40 was spent on American Indian or Alaska Native in the 19-20 fiscal year (FY), and it went up to \$.41 in 20-21 FY compared to the state average of \$.97. ACRC’s expenditure on this population is lower than the state average. The Asian population utilized \$1.10 in 19-20 FY for every \$1.00 used by the Caucasian clients, and they used \$1.29 in FY 20-21 compared to the statewide average of \$1.09. The ACRC birth to two Asian clients utilizes more POS dollars than our Caucasian clients and more than the statewide average. More comparisons are seen in the chart underneath this bullet

### Birth - 2 years Inclusive (3,876 Clients)

Ethnicity	CA 20/21	FY 19/20	FY 20/21
American Indian or Alaskan Native	\$0.97	\$0.40	\$0.41
Asian	\$1.09	\$1.10	\$1.29
Black/African American	\$0.88	\$0.79	\$0.95
Hispanic	\$1.04	\$1.10	\$1.14
Native Hawaiian or Other Pacific Islander	\$0.88	\$0.92	\$1.11
Other Ethnicity or Race/ Multi-Cultural	\$0.80	\$0.61	\$0.82
White	\$1.00	\$1.00	\$1.00

- For the three years to 21 populations, the dollar per dollar comparison showed that the American Indian or Alaskan Native population uses \$.88 for every \$1.00 that the Caucasian population utilizes in 19-20 FY, and \$1.19 for every \$1.00 that the Caucasian population utilizes in 20-21 FY. The state average for that population is \$.93 for every dollar. The Asian population uses \$.68 for 19-20 and 20-21 FYs per every \$1.00 that the Caucasian population utilizes. The state average is \$.83. The comparison for other ethnicities and racial groups is depicted in the chart below. The African American population consistently showed higher utilization amounts compared to their Caucasian counterparts in the two fiscal years comparison

### Ages 3 - 21 years Inclusive (13,349 Clients)

Ethnicity	CA 20/21	FY 19/20	FY 20/21
American Indian or Alaskan Native	\$0.93	\$0.88	\$1.19
Asian	\$0.83	\$0.68	\$0.68
Black/African American	\$1.15	\$1.12	\$1.05
Hispanic	\$0.83	\$0.82	\$0.82
Native Hawaiian or Other Pacific Islander	\$0.52	\$0.76	\$0.61
Other Ethnicity or Race/ Multi-Cultural	\$0.68	\$0.95	\$1.04
White	\$1.00	\$1.00	\$1.00

- The disparity is apparent for ages 22 and older in dollar-per-dollar comparison. For every dollar utilized by the Caucasian population, all other ethnicities in the ACRC populations utilize less, as seen in the chart below. The American Indian or Alaska Native used \$.76 and \$.76 in 19-20 and 20-21 FY, respectively; Asians at \$.60 and \$.62; and so on. Please see the chart underneath this bullet. This utilization table encompasses the disproportionate Caucasian utilization of adult services such as SLS, residential, supplemental residential programs, and other programs

## Ages 22+ (11,558 Clients)

Ethnicity	CA 20/21	FY 19/20	FY 20/21
American Indian or Alaskan Native	\$0.87	\$0.86	\$0.76
Asian	\$0.65	\$0.60	\$0.62
Black/African American	\$0.85	\$0.73	\$0.76
Hispanic	\$0.57	\$0.58	\$0.58
Native Hawaiian or Other Pacific Islander	\$0.71	\$0.49	\$0.38
Other Ethnicity or Race/ Multi-Cultural	\$0.74	\$0.73	\$0.70
White	\$1.00	\$1.00	\$1.00

- We examined the POS expenditures carving out the clients in residential settings and examining only for those that live at home among the 22 and older population. Out of the 11,558 clients that are 22 and older, more than half of them, 6299, live at home. The ones that live at home have a more proportionate dollar-to-dollar comparison than the overall ages 22+ population. Please see the chart underneath this bullet

## In-Home Ages 22+ (6,299 Clients)

Ethnicity	CA 20/21	FY 19/20	FY 20/21
American Indian or Alaskan Native	\$0.88	\$0.98	\$1.06
Asian	\$0.91	\$0.80	\$0.86
Black/African American	\$0.99	\$0.85	\$0.92
Hispanic	\$0.87	\$0.84	\$0.76
Native Hawaiian or Other Pacific Islander	\$0.87	\$0.60	\$0.43
Other Ethnicity or Race/ Multi-Cultural	\$0.93	\$0.84	\$0.87
White	\$1.00	\$1.00	\$1.00

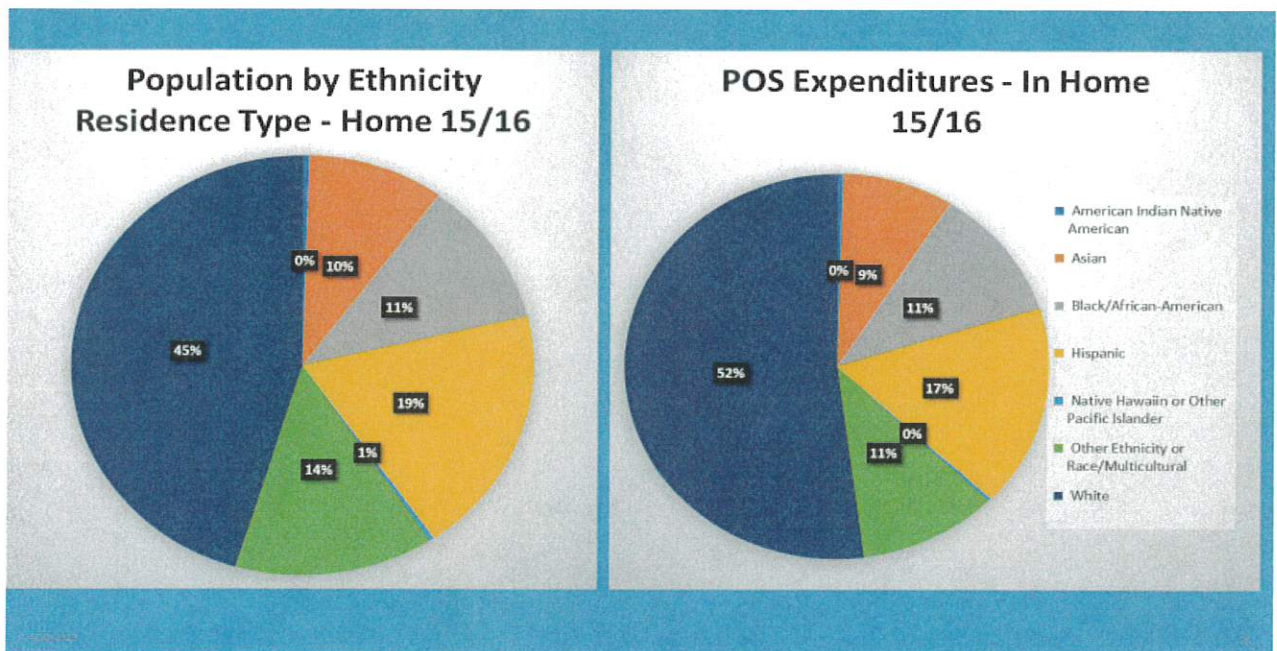
- A look at the overall 22+ populations that live at home, which is 23,339 out of the 28,783 total ACRC populations, indicate that they have a more equitable dollar per dollar comparison to their Caucasian counterparts except for the Native Hawaiian or Other Pacific Islanders, which is at \$.59 for 19-20 FY and \$.45 for 20-21 FY. All other ethnicities have at least \$.70 in comparison to their Caucasian counterparts

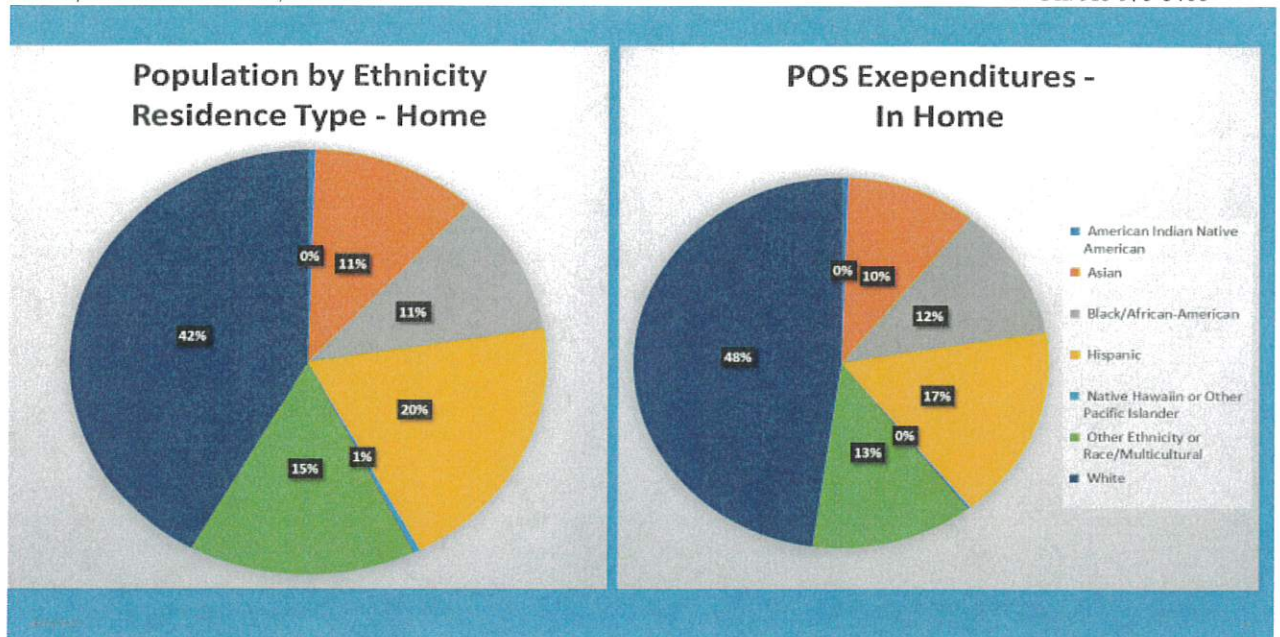


## In-Home All Ages (23,339 Clients)

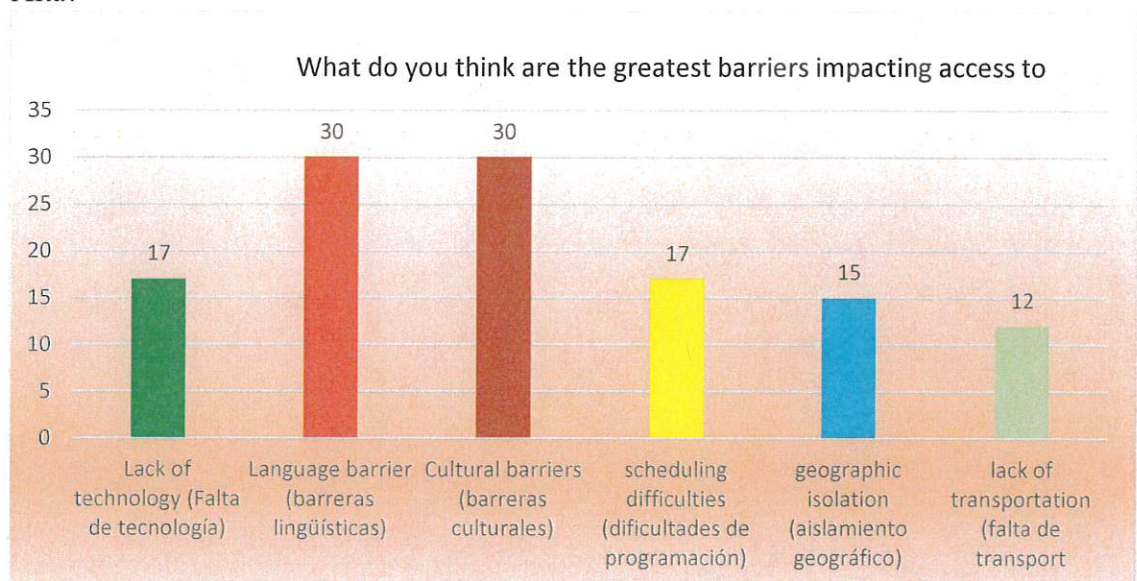
Ethnicity	CA 20/21	FY 19/20	FY 20/21
American Indian or Alaskan Native	\$0.77	\$0.90	\$0.96
Asian	\$0.89	\$0.74	\$0.80
Black/African American	\$1.09	\$0.90	\$0.95
Hispanic	\$0.81	\$0.76	\$0.75
Native Hawaiian or Other Pacific Islander	\$0.80	\$0.59	\$0.45
Other Ethnicity or Race/ Multi-Cultural	\$0.54	\$0.63	\$0.71
White	\$1.00	\$1.00	\$1.00

- We compared the expenditure trend of those populations that live at home in 2015-16, when the disparity grants started to the expenditure trend of those that live at home in the 20-21 POS data. The data showed that in the 2015-16 FY, 45% of Caucasian clients that live at home used 52% of the POS dollars spent for clients at home; In 20-21 FY, the 42% of Caucasian clients at home used 48% of the POS dollars spent for clients in the home. The POS dollars expenditure trend for the culturally and linguistically diverse populations in the home is starting to trend upwards. Please see the graphs underneath this bullet

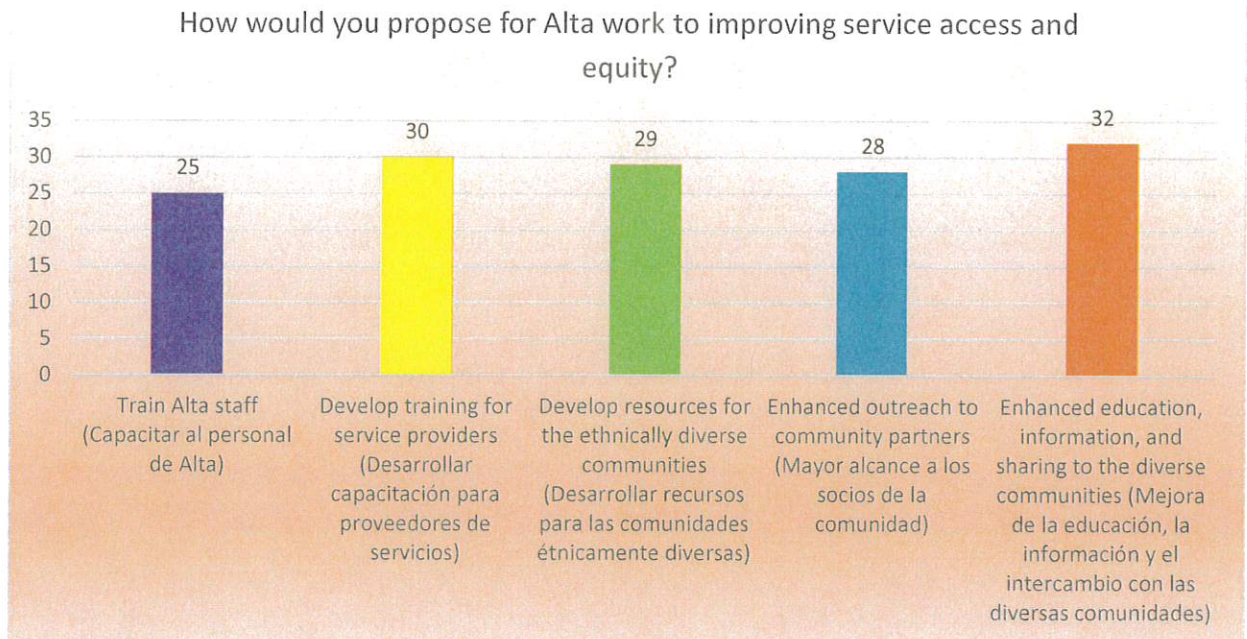




- We informed the attendees that any future efforts of ACRC for innovating services and support to respond to its culturally and linguistically diverse communities will always involve the stakeholder’s input and collaboration
- We polled the audience with the questions underneath this bullet. The summarized results are provided. There are staff and community members that attended both meetings. ACRC compared their answers to the poll questions from both sessions. If the attendee provided the same answers to both polls, we counted only one of the answers
  - 1) What do you think are the greatest barriers impacting access to Alta services?  
¿Cuáles crees que son las mayores barreras que afectan el acceso a los servicios de Alta?



- How would you propose for Alta work to improving service access and equity?  
¿Cómo propondría que Alta trabaje para mejorar el acceso a los servicios y la equidad?



**Feedback/Proposed Strategies from the stakeholders:**

- ACRC was excited to introduce that one of the meeting participants is working on her Master of Public Health and chose ACRC as her agency for internship. Even though ACRC did not have an approved grant for this cycle, we count on this student intern to help with extracting data, conducting surveys, building relationships, and outreach. We are interested in hearing ideas from the public on how we can maximize the student intern’s time with us
- A participant appreciates the POS data slides presentation to illustrate the disparities, especially for profiling the data within and without residential services. She speaks for the residential services because she believes there is a huge barrier to affordable housing. She suggested collecting data on the housing preferences of adult clients. This survey is important because the housing state law requires cities and counties to determine the housing needs of people with disabilities, including developmental disabilities. Since we don’t collect this data, we can never provide it to our counties and cities. Collecting the data may help us close the gap in housing for individuals with developmental disabilities
- ACRC reminded the group that a short survey would be available to help gather ideas from the group to add to the poll questions at the end of the meeting. We are asking interested participants for a follow-up discussion on service access and equity and to indicate their interest in participating through the survey
- A participant followed up on the comment about collecting data on the preferences of adult clients for their living arrangements; she suggested that maybe we need to know more about

the IPP. She is interested in finding out if the Caucasian population is getting their IPPs fulfilled to a higher degree than other ethnic groups? She thinks that the disparity issue can be addressed by mining the IPP for data on what people want

- An SC shared that she has been with Alta for the past nine years; she has learned from interaction with the Hispanic populations that they don't want to place clients in residential homes. Family members will take care of the client at home. The question for ACRC is how can we support the family more to support the client at home? The challenge she had in the past was connecting clients to services. Families want to take care of the client in the home. She is excited about the video modules because the challenges she encountered in the past about connecting families to services is their fear of losing IHSS or SSI if they receive regional center services. She hopes that information about not losing generic services when one receives ACRC services is included in the video modules
- A comment on the chat indicated that ACRC contracts with three CBOs specifically serving the Asian/Hmong communities. The participant questioned the equitableness of the action. She asked about the efforts made to address the needs of the Blacks and Hispanic communities in the ACRC system. We pointed out that the past efforts of ACRC mainly targeted the African American, Hispanic, and Asian communities. The service navigator program, workshops, and targeted outreach activities targeted African American, Hispanic, and Asian communities. For the grant year 2021-22, DDS approved three CBOs that targeted the Hmong and other Southeast Asian communities, ACRC will continue to submit proposals for future consideration by DDS and will continue to target the populations that have lower POSs than their Caucasian counterparts
- ACRC informed the group that anybody could continue to send their input through the [posequity@altaregional.org](mailto:posequity@altaregional.org) email box. Lori Banales announced another meeting scheduled for March 30th and invited everyone to come to the second meeting. It gives the audience a few days to review the shared data. We learned from the previous years' experience that the first meeting involved much talking, and although we completed the presentation, the second meeting was more of a highlight. We did a deeper dive into the conversation, which hopefully will elicit more input. Hearing from our communities moves us forward. The grant is one lane that we navigate. There are other initiatives that ACRC is working on that complement DDS's efforts to understand the variance in POS expenditures
- Lori Banales welcomed the attendees to the second meeting on March 30th. Lori emphasized that ACRC chose to hold the meetings towards the end of March because it was important for Alta to have a Board approved service access and equity (SAE) policy before coming to the meeting. Alta wanted to proactively engage our agency across all the areas that intersect client services. Our SAE policy will help us move forward in incorporating SAE to hiring individuals under language access, training staff, vendorization process, and what the agency needs to reflect our greater community. Lori introduced Mechelle Johnson, the Director of Client Services, to introduce Herman and Helen
- Mechelle Johnson once again introduced the presenters, Helen Neri and Herman Kothe. The Spanish channel recording was turned on
- The community-based organization, Hlub Hmong Center's executive was in attendance and introduced himself to the group. The center started in 2010, and its goal is to invest in system-level changes with disparity and work with public institutions. They had been approved for

the disparity grant since 2018 and learned a lot about differences. They see an opportunity for practice, and they hope to be able to provide this opportunity with their newly approved grant for the 21-22 grant cycle.

- A meeting participant pointed out that two new CBOs were added to the March 30 presentation and wondered if ACRC's action was because she pointed out that three of the four CBOs listed had Southeast Asians as the target population. She indicated the same concern during the March 28 meeting, which was in non-representation of the African American and Hispanic communities in the approved grant projects. We emphasized that during the March 28 meeting, we mentioned that two other CBOs were recognized but not listed because ACRC has not yet made connections with the CBOs for the path forward. Herman explained that inviting all four of them to present would have taken a considerable amount of time. ACRC asked two CBOs last March 28 and one for March 30
- A meeting participant asked about the data broken down into ten service codes where ACRC spent most POS dollars. Translation services were not on the list. Does translation fit into other categories, or was it not on the list? Lori answered that translation is included in the other category but not among the top ten services that ACRC spends the most
- A participant asked if ACRC has the data on the ethnic makeup of its staff. Lori answered that we do, and she reviews them quarterly as the report is submitted to her. The ethnicity of Alta staff reflects the communities served. That is something that is considered when promoting hiring opportunities
- A participant asked about the education requirements of ACRC staff. Mechelle Johnson answered that ACRC looks for applicants with a Bachelors or a Masters degree in social work or related field
- A participant indicated that a "learning together" approach may be wise too. Sometimes, staff, service providers, and community members need more opportunities to learn together (not trained in isolation of each other)
- ACRC Training Manager shared that outside of what is available in the raw data, he pulled ACRC's expenditures on translation services, and it is .2% of ACRC's \$450 million budget, which is a little over \$1 million
- At the beginning of the meeting, participants were informed that Alta would allot 15-20 minutes at the end of the presentation for public comment and a question and answer period. A participant wrote in the chat that important questions were being asked and wanted the presenters to read them aloud and respond. Questions posed in the chat were responded to in the chat and reviewed at the end of the meeting. This practice is an adjustment that should be made in the next Annual POS meeting- to ensure that each host can independently handle the presentation or have a third person monitor the chat
- Another participant wrote that there are clarifying questions in the chat about the data being shared, such as definitions (e.g. expenditures means dollars spent). She asked if someone could review the questions and respond. Clarification was provided when the need was recognized.

- A participant pointed out that the poll that was conducted was an example of how data is collected. With more than half of the participants of the zoom is ACRC's staff, how does the "data" collected fairly represent the stakeholder's input?
  - ACRC's training manager responded that Alta believes that our staff's input is essential to this conversation as well. He emphasized that the poll data will not drive grant projects so much as prompt conversations during this public stakeholder period of public input meetings. We will also continue to accept feedback beyond today's meeting. An email address [posequity@altaregional.org](mailto:posequity@altaregional.org) is set up to receive additional feedback. Herman explained that the data he was referring to that drives grant projects are the POS data that was just presented and available on ACRC's website
- A participant indicated that she would urge Alta to publish the ethnic makeup of Alta staff online.
- A meeting participant indicated that they (participants) have just experienced how the data can be skewed to tip the needle in Alta's favor. We emphasized the importance of the data being taken out of the 58-page Annual POS data. The training manager also stressed that the data for today's meeting would consider the composition of the meeting participants based on their email addresses. If the participants here are half employees and half community members, then the data gathered today will reflect the source of information. The zoom registry and records show that the composition of the March 30th meeting is 30+ community members and 20 ACRC staff. The training manager reminded the group that the forum is for the attendees to give their input which we value just as much as the poll results.
- A participant asked, "Do ACRC staff receive a list of vendors that support certain languages?" As a vendor, we offer English, Spanish and Vietnamese services, and our referrals for Spanish and Vietnamese are low to none. My guess is that staff may not know. A one-sheet could be helpful so families whose primary languages of Spanish and Vietnamese could know we can provide that support. We informed the group that the Director of Community Services and Supports is a participant in the meeting and could certainly look into this.
- Another participant indicated that it might be good to get the languages information quarterly from the vendors because the information changes quickly. In her organization, the staff speaks different languages, but it is easy for one staff to leave and have another to come in who speak a different language. ACRC's Executive Director agreed with this assertion. In working with ACRC's Provider Advisory Committee (PAC) they have a subcommittee on Diversity and Equity, and they will be launching a poll out to the vendor community. They started with representatives seated with the advisory committee and those members who came and observed the meeting to get an idea of what the responses were and whether the survey was meaningful. She understands that the sub-committee intends to administer the survey to the greater vendor community so we can have an accurate and ongoing reflection of the languages and cultures supported by the vendor community. That is underway, and hopefully, it will be valuable and meaningful to our service coordinators and the community
- A participant asked whom to contact for the video modules. She has clients that would participate in the video modules. Helen put her information on the chat:  
[hneri@altaregional.org](mailto:hneri@altaregional.org) – the contact person for the video modules

- Another comment on the chat indicated that ACRC's "data" is not accurate, as Alta may want the audience to believe. The same participant suggested that Alta should also focus on communities that have been historically marginalized and disenfranchised, i.e., Black and Hispanic communities. ACRC has explained to the group that African Americans and Hispanics are always identified populations for its diversity and equity efforts. The African American and Hispanic communities were the target populations for the service navigator program, outreach activities, enhanced respite, and cultural training. They were the target populations for the recently submitted grant proposal for the 21-22 grant year. Alta will continue to work with these populations alongside our Asian, Native American/Alaskan, Pacific Islanders, Slavic, and any other groups that are experiencing disparities
- A participant wrote in the chat "There is not time here, but I would want to know what service coordinators think could be changed to address many of these issues raised Monday and today in these meetings. They face the challenges every day."
- A participant asked, "are we looking for feedback from actual Alta clients? If we are, how are we effectively getting their feedback." We explained that Alta is interested in continuing the discussion about service equity and the disparities issue. Alta recognizes that it is an evolving topic/issue and needs continued examination. ACRC consults with client advocates in matters requiring clients' input. Additionally, Alta has a robust Client Advocacy Committee (CAC) members engaged and involved. We take a myriad of topics and discussions to them to address and to gain feedback
- The executive director emphasized that the Annual POS meeting is a point where we engage with the community on disparity and how our regional center can address and find a way forward to moving the equity needle. We are committed to this, and the SAE policy will serve as a foundation to move forward and look through the lens of equity. We ask for input in today's meeting or ongoing through the email address given at [posequity@altaregional.org](mailto:posequity@altaregional.org). We were also allocated funding for a specialized 1:40 caseload, in which service coordinators who speak the language and are from the culture of the clients served are hired. We are building this caseload and populating with the clients. Lori emphasized that this one-and-a-half-hour meeting is not the only venue where the disparities are addressed. As mentioned earlier, we had the service navigator program that assists families and service coordinators; the state has embraced the navigator concept and has approved an ongoing community navigator program implemented by the Family Resource Centers. The cultural specialist spends a large part of the year holding focus group discussions to gather stakeholders' input and maintain partnerships with CBOs and other culture-related organizations. This venue is not the only opportunity for stakeholder input, and we would love to have specific ideas that you all may have to help us address the issue of disparity

### **ACRCs Recommendations and Plans to Promote Equity and Reduce Disparities**

- ACRC will continue to explore the diversity-related proposals to continue to address the needs of the ethnically diverse communities
- ACRC will coordinate and collaborate with the grant recipients for 2021-22 in implementing their specific activities in their approved projects. ACRC's deaf and hard of hearing specialist and cultural diversity specialist will work with the CA Hands and Voices, and Norcal Services for Deaf and Hard of Hearing in the implementation of their approved grant

- ACRC will collaborate with Level Up Norcal in training and outreach activities to the Southeast Asian communities. The Hmong Youth and Parents United (HYPU) and Hlub Hmong Center (HHC) both received funding to continue information and outreach regarding developmental disabilities and “learning together” for a mutually beneficial conversation between ACRC staff and Hmong families
- ACRC maintains its Lending library and makes available to its clients the Chromebooks obtained from previous grant years. Service coordinators who have clients needing to participate in remote programming, ACRC’s committees, zoom meetings, and virtual schooling benefit from the Chromebooks loaned to them
- ACRC will resubmit the disparity grant proposal to promote the availability of non-traditional work hours Early Intervention services to working families with children enrolled in the Early Start program. This effort will be in collaboration with the Early Start Units of ACRC and the Community Services and Supports. The target populations will remain to be the African American, Hispanic, Asians, Pacific Islander, and Native American
- ACRC and DDS will work together to implement the Implicit Bias training (WIC 4511.1) and other related training under the initiative. The frequency of the training, the trainer qualifications, and other logistical requirements are still being worked out
- ACRC will receive funding for WIC 4620.4 for language access and cultural competency initiative. This mandate and the corresponding funding will allow ACRC to do the following:
  - Identify documents and website content for translation, as well as points of public contact in need of oral and sign language interpretation services
  - Conduct orientation/information sessions with ample and publicized question and answers, scheduled at times considered most convenient for working families and in consultation with community leaders
  - Conduct regular and periodic language needs assessments to determine threshold languages for document translation
  - Coordinate and streamline interpretation and translation services
  - Implement quality control measures to ensure the availability, accuracy, readability, and cultural appropriateness of translations
  - ACRC also intends to implement culture-specific training, competency, proficiency, sensitivity, and humility trainings with staff and vendors
  - ACRC’s long-term goals include conducting surveys on the housing needs of the culturally and linguistically diverse (CLD) communities; conducting focus group discussions for prioritization of resources for the CLD communities, and future surveys for topic or issue-related ideas
  - The implementation of ACRC’s service access and equity (SAE) policy will guide the agency towards its path to an evolved system that responds to the needs of all of its populations and creates and promotes services that help the clients achieve their hopes and dreams regardless of their race or ethnicity

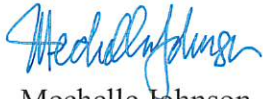


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Should you have any questions or require additional information, please contact Mechelle Johnson at 916-978-6653 or [mjohnson@altaregional.org](mailto:mjohnson@altaregional.org).

Sincerely,



Mechelle Johnson  
Director of Client Services

cc: Lori Banales, Executive Director  
Rita Walker, Board President