



May 31, 2016

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 the Sutter County Office of Education office in Yuba City on March 15th, and the second was held on March 22nd at ACRC's Sacramento office. The meeting notices were posted in all ACRC offices and were posted on the agency website. The notices were also distributed to Service Coordinators to forward to clients/families, and to the Family Resource Centers and local advocacy organizations that we work collaboratively with every day. There were 14 people in attendance at the first meeting, and 27 people in attendance at the second meeting. The Department of Developmental Services, Disability Rights California, Office of Clients' Rights Advocacy, and our local State Council on Developmental Disabilities (SCDD) branch office staff were in attendance, as well as parents, clients, service providers, and staff.

The following items were raised at the meetings:

- ACRC continues to partner with Fiesta Educativa.
- ACRC participated in the MLK Day in downtown Sacramento and attended local Slavic Community Meetings.
- Suggestion to have a stronger internet presence.
- Post POS Variance Meeting flyers at local community centers.
- Suggestion to make the flyers more interesting (i.e., use pictures, etc.), hold the meetings in the evening and provide light snacks.
- How does ACRC do outreach to the younger (0 to 3) population about our statewide services? Use of other languages, beyond English/Spanish.
- Find more people that can act as a translator or bridge to ethnic populations.
- With the passage of the new bill (MCO Reform), regional centers will have funding for new positions, bilingual staff and cultural competencies for providers. Possibly use some

funding for “start-up” to support the creation of new programs for our most vulnerable clients.

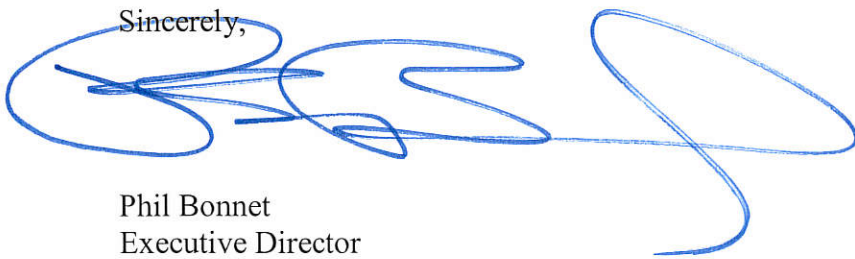
- Have more key stakeholders come to ACRC to share information.
- Webcast Board meetings.
- Outreach to: Fiesta Educativa, MLK Expo, Capitol Disability Awareness Day, and Juneteenth Celebration/Sacramento Black Book Fair.
- Make the data more easily understandable.
- Cultural Brokerage – focus on outreach strategies with specific people. Bring people into the regional center from diverse communities.
- There is a significant percentage of clients/families in the ethnic community that access no POS dollars at all. Regional centers should engage them in a process to access why services not currently provided through Regional Center Purchase of Service funding.
- 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.
- Publicizing meeting notices through radio, newspaper, and television ads that cater to alternative language populations.
- Comment that the age of the client and the nature of the disability can drive the costs of services.
- Request that the State of California do some real analysis of the data to determine the extent of disparity when other factors are considered.
- Suggestion to hold POS Variance meetings in the morning and evening so that more clients and family members can attend.
- Look at the Self-Determination Program as an opportunity for culturally-friendly, appropriate service delivery.
- Have ACRC engage in a paradigm shift to provide services and supports to the culturally diverse community in their native language.
- Comment that there is a systemic cultural bias against multi-generational family homes in some cultures.
- Service Coordinators do represent ACRC’s diverse population.
- System change to meet the needs of immigrants rather than immigrants change to access the system.
- Determine what services would resonate with the communities that would encourage access.
- Engage in creative thinking about culturally appropriate service development.
- Suggestion to compare variance data year over year.
- Review zero POS cases to increase awareness of what might be the issues.
- Share an understanding of how the regional center serves clients who receive no POS dollars.
- Comment that the regional center needs new ideas for the Request for Proposal (RFP) process to meet the needs of community members in their own communities.
- 21 regional centers collect information 21 ways. Recommendation to share statewide.
- Wider distribution of the report.
- There was no dispute over the data collected, only the lack of analysis.

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 increase outreach and service in areas that are traditionally underserved, including holding more community meeting in our outlying counties.
- Continue our partnerships with community based advocacy organizations to ensure culturally balanced access to services. There are immediate plans for ACRC to be represented at multiple events that will be taking place in underserved or ethnically diverse communities throughout our regional center catchment area in the coming months, including setting up information booths at community health fairs and other easily accessible and culturally diverse events.
- ACRC will provide ongoing training for staff to ensure that regional center services are provided in a culturally sensitive manner.
- ACRC will continue to employ service coordinators that speak many of the languages spoken by our clients and families. ACRC currently has service coordinators who are culturally sensitive and speak 16 different languages.
- Further improve our existing cultural competency training for ACRC's Board of Directors and agency staff.
- ACRC will continue to closely use National Core Indicator (NCI) data to determine client and family satisfaction.
- ACRC requests that DDS engage a person qualified in statistical analysis to look more closely at the data – especially as it relates to the costs associated with out of home placement.
- 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