

Department of Development Services
Reduction of Disparities in Purchase of Service
Regional Center Funding Proposals (Fiscal Year 2016-17)

Regional Center(s): Regional Center of the East Bay

Regional Center Contact Name/Title: Lisa Kleinbub, Director, Health and Behavioral Services

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I. PROPOSAL

Please attach the proposal for Fiscal Year 2016-17. Proposals must meet the criteria outlined in the application guidelines in Attachment 1. Proposals must also be consistent with information derived from public meetings with stakeholders regarding purchase of service (POS) disparity data. Regional centers may partner with other centers to implement strategies to address areas of disparity in POS authorization, utilization and expenditures.

II. BUDGET DETAIL

a. Amount of funding the regional center(s) is requesting: \$850,000

b. Estimated number of consumers to be impacted by the service(s): 10,000

III. DIRECTOR'S CERTIFICATION

I certify that the information completed above and attached is true and correct.

Director's Name: James M. Burton

Director's Signature: 

This proposal is submitted by the Regional Center of the East Bay (RCEB) as our request for funding authorized by recent legislation (ABX2 1) to promote equity and reduce disparities in purchase of services. Our funding proposal focuses on three areas that are essential to addressing disparities: bilingual staffing and cultural competency training; development of adult services that are able to meet the needs of consumers from monolingual families; and the development of consumer/family mentorship, support and education strategies . These proposals were presented and discussed in a public forum on August 22, 2016. In addition to these proposals, RCEB supports the Association of Regional Center Agencies (ARCA) proposal to explore the root causes of disparities so that all regional centers will be able to identify the most critical areas to promote equity and effect change.

Regional Center of the East Bay Purchase of Service Disparities: 2014-2015 Data

RCEB's 2014-2015 purchase of service data reveals a number of disparities that our community has determined should be addressed. Our data has been shared in public meetings and most recently in our public forum on these proposals. These disparities are known and have been discussed within the East Bay community over the last several years with a focus on how they might be mitigated. Our community has been interested in finding ways to identify and address barriers and to make meaningful changes that impact our consumers' lives.

Review of the data reflects disparities in purchase of service between ethnic groups and primary language groups. In order to conduct a meaningful analysis of the data, expenditures must be looked at within similar age groups and by residence type. Adults generally have day time supports while those under 22 have day time services through the educational system. Those residing outside of the family home have residential costs while those at home are more likely to receive fewer supports paid by the regional center. The data indicates differences in purchase of service expenditures between ethnic groups and primary language groups. The data does not explain the reasons for these differences or provide analysis of the contributing factors. Socio-economic and educational background information is not collected. Only services purchased through regional centers are included however many consumers receive multiple services from other entities.

By age, the RCEB population under the age of 22 is far more ethnically diverse than the adult population. In reviewing both the data and outcomes from meetings, we find that since the diversity of the younger population is higher, we would expect differences in purchase of services authorizations between ethnic groups when looking at all ages combined. Few children of all ethnic groups reside outside of the family home. In the population of adults, purchase of service expenditures often include out of home living arrangements. Out of home living arrangements are more costly on the whole than services provided in a family home. In addition, most youth receive services during the day through education. Adults are more likely to have regional center funded day time activities. Authorizations would be expected to be higher among adults. It is important to review this data looking at age groups sorted by ethnicity.

After analysis of the data divided by age groups and ethnicity, there are differences in purchase of service amounts by ethnicity in the adult age group. Annual authorizations and expenditures for those 22 and over are provided in the table below:

Ethnicity	Annual Authorizations	Annual Expenditures
African American	\$29,846	\$26,328
Asian	\$21,761	\$19,045
Other	\$27,174	\$23,636
Latino	\$24,319	\$21,003
White	\$37,790	\$33,124

There are differences between ethnic groups although why these differences exist is not clear. Where adults reside may account for some disparities. For adults, we found that more Asian and Latino consumers resided with family than did African American or white consumers. Living arrangements outside of the family home are more costly than supports provided to individuals residing with family. Other services not funded by the regional center that support those individuals living

with family such as in home support services (IHSS) are not reflected in this data and may impact services provided solely through the regional center.

This year, data was provided by ethnicity/age and whether the person lived at home or out of home. This allows the variable of the cost of an out of home living arrangement to be controlled so that we can compare more similar populations.

Adults At Home:

Among adults living at home, authorizations and expenditures are highest for those who identify as white and lowest for those who identify as Asian. Other groups are more consistent in authorizations and expenditures. What contributes to this disparity is unknown.

Ethnicity	Annual Authorizations	Annual Expenditures
African American	\$ 14,837	\$ 11,518
Asian	\$ 11,765	\$ 9,198
Other	\$ 14,789	\$ 11,349
Latino	\$ 14,201	\$ 11,012
White	\$ 17,446	\$ 13,389

Adults Out of Home:

For adults living out of home, the authorizations and expenditures are similar among all groups except for African Americans. Out of home includes several types of living arrangements and supports. Are there differences in where people live based on ethnicity? Is this related to availability of services or another factor? This difference needs to be explored to identify whether there are unmet needs contribute to this disparity.

Ethnicity	Annual Authorizations	Annual Expenditures
African American	\$41,810	\$38,133
Asian	\$49,049	\$45,926
Other	\$47,897	\$44,195
Latino	\$45,230	\$41,652
White	\$48,634	\$43,634

Children At Home:

We assume most children residing at home receive educational and other services that are not funded by the regional center. In these groups, Asians and African Americans have the highest authorizations and expenditures. Latinos have the lowest expenditures in this group. Spanish speaking families have expressed difficulty in finding workers for respite and this may contribute to this disparity. Are there socioeconomic factor that impact the identified needs of families.

Ethnicity	Annual Authorizations	Annual Expenditures
African American	\$7,956	\$5,187
Asian	\$8,215	\$5,484
Other	\$7,579	\$4,630
Latino	\$7,115	\$4,797
White	\$7,517	\$4,677

Language:

The impact of language on purchase of service is significant. Disparities in purchase of service exist by language. In most cases, expenditures for those whose family language is other than English have lower purchase of service expenditures than those who speak English only. RCEB sorted our expenditure

data by age/language/ and ethnic group. These are expenditures for adults by ethnicity and language.

Ethnicity/Language	Expenditures
All/English	\$29,072
Asian/All	\$19,045
Asian/Mandarin	\$26,993
Asian/Korean	\$22,700
Asian/Japanese	\$35,932
Asian/Cantonese	\$14,785
Asian/Vietnamese	\$7,057
Asian/Cambodian	\$10,191
Asian/Tagalog	\$15,587
Asian/Mien	\$5,324

Among Asian adults, there are disparities between all consumers who speak English and Asians as an aggregate group. Not all Asian language speakers have extremely low expenditures. The disparities appear greater for some language groups. The intersectionality of ethnicity, language, and other socioeconomic factors needs to be considered. Are there cultural and language factors that need to be addressed to provide services for some language groups? Would service providers need to make changes in how services are provided to meet the needs of some consumers? Those whose primary language is Mien or Vietnamese have quite disparate expenditures from other Asians. Those who speak Cantonese, and Tagalog, and Cambodian also have lower expenditures. Overall Asian language speakers have lower expenditures than English speakers.

Below is the chart of expenditures for Asians by language and ethnicity for children 3 years through 21 years. Disparities exist however these are different than in the adult group.

Ethnicity/Language	Expenditures
All/English	\$6,408
Asian/All	\$6,264

Asian/Cantonese	\$8,396
Asian/Japanese	\$8,360
Asian/Tagalog	\$6,480
Asian/Korean	\$6,492
Asian/Mandarin	\$7,252
Asian/Vietnamese	\$5,709
Asian/Mien	\$5,608
Asian/Cambodian	\$1,035

RCEB also reviewed the data for Latinos in a similar manner as with the Asian population. Below are RCEB expenditures for adults over 22 years. Disparities exist between expenditures for all consumers and those who are Latino and there is a more significant disparity for those who identify Spanish as their primary language. We know that more Latino adults reside with their families and this may account for some of the difference.

Ethnicity/Language	Expenditures
All/English	\$29,072
Latino/All	\$21,003
All/Spanish	\$18,679

The data below is for children ages 3 through 21 years. . There are also disparities in this group.

Ethnicity/Language	Expenditures
All/English	\$6,408
Latino/All	\$5,389
All/Spanish	\$5,290

No Purchase of Service

There are many supports other than regional center services that are utilized by adults with developmental disabilities including employment, IHSS (In Home Support Services) insurance, Medi-Cal and Medicare, and the Department of Rehabilitation. Some adults will receive case management services and not require any other services. For all adult consumers, 14% have no purchase of service. Numbers significantly above this percentage require further exploration. During public meetings, we heard from many Vietnamese speakers that there were no day programs that had staff that could speak the family language and they were not comfortable sending their family members to such programs.

Adults with No Purchase of Service

Ethnicity/Language	No Purchase of Service
All/English	11.5%
Asian/All	28.1%
Asian/Mandarin	5.6%
Asian/Korean	14.7%
Asian/Japanese	0.0%
Asian/Cantonese	27.1%
Asian/Vietnamese	53%
Asian/Cambodian	61.5%
Asian/Tagalog	34.6%
Asian/Mien	70.0%
Latino/All	18.6%
Latino/Spanish	20.2%

Target Populations:

Our first target population is adults whose language is other than English. In reviewing our purchase of service data we found a number of language groups whose purchase of service expenditures were low compared to the overall adult population or who had no purchase of service. The groups identified were those who speak Vietnamese, Cantonese, Mien Cambodian, and Spanish. The

individuals in this target population will be identified by data reports on primary language and age. There are 271 instances where consumers utilize no purchase of service dollars. We will also review all data to find those with some purchase of service but no day support. Our public meetings revealed that current day services often do not have staffs who speak the family language and their services are not culturally congruent. Examples include families feeling that they are not welcome at the program as consumers are supposed to be “independent” of family. Families feel excluded by both language and culture.

Our second population is consumers and their families in ethnic and language communities that have experienced disparities in purchase of service. This is a broader category which would include those consumers who identify their ethnicity or race as other than white and those who speak or have family who speak a language other than English. Our disparity data shows many differences in purchase of service between individuals who do not speak English and those that do speak English. There are also multiple disparities between those who identify as an ethnicity or race other than white and those that are white. . In public meetings, comments on why disparities exist for the Latino community have included a lack of knowledge, a distrust of getting all the information, and a lack of understanding and a “fear” of the “system” . Among representatives of Asian communities, we have heard comments that the culture expects family members to take care of their own family members without outside help. When we examine our purchase of service data, we see evidence of these disparities.

Public Forum

RCEB held a public forum at 6 PM on August 22, 2016. It was held at a similar time as the regularly scheduled Board of Directors ' Diversity and Equity Committee. Notice of the forum was provided at the previous month’s Diversity and Equity Committee meeting and mailings were sent to the committee’s mailing list. In addition notice was posted on the RCEB website. Recommendations that were made in RCEB’s 2016 Report on the Implementation of 4519.5 were shared in the announcements.

There were 19 attendees at the forum. A brief overview of the identified disparities in our catchment area was provided and our specific proposals developed from the recommendations were shared). There was an extended

discussion with comments and suggestions on the proposals. For adult day support, participants recommended the inclusion of employment options and the use of peer mentors for consumer support. There was a strong emphasis on insuring that projects include a family support component. There was a strong sense that among monolingual Asian families, the family would need to be included to make programs work. In order to succeed, models for recruiting and retaining bicultural /bilingual staff would need to be developed. It was also thought that if existing programs were utilized, adaptations that allowed for family inclusion would need to be made. The second area of discussion was related to strategies to increase knowledge, educate, and support consumers and their families who experience disparities. There was strong support for developing support groups that are right time/right place and the right supports available (transportation, respite) so that participation is possible. There was support for family mentorship projects and the idea of peer mentors /partners to develop trust. Participants voiced that trust can be built when peers provide information. There was an emphasis on the need for training and ongoing support for anyone who runs support/education groups. Mentor position should be funded. There was strong support for events within the Spanish and Asian communities for events that included “fun” “food” and other ways to be welcoming. There was also discussion that this might be important with other cultures but that this needed to be identified more specifically for each group. Finally there was discussion of the need for bilingual /bicultural case managers and support for cultural competency training of case managers and service providers.

Recommendations:

RCEB requests \$850,000 for three specific recommendations to reduce purchase of service disparities. This includes \$200,000 for bilingual regional center staff.

- 1) Increase Regional Center of the East Bay’s overall capacity to provide culturally and linguistically competent supports to consumers. RCEB believes that in order to serve consumers and families from monolingual families, case managers must be able to communicate in the family’s

language and be culturally competent. In addition, RCEB wants to integrate cultural and linguistic competence in all aspects of our agency and our services.

Funding request : \$200,000 for bilingual regional center staff

\$50,000 for Cultural Competence training

Strategy one.

RCEB will have bilingual case managers to communicate in the consumer/family's native language. This is optimal to understand consumer needs, increase trust, and identify appropriate supports. Monthly stipends for 100 staff positions for our monolingual consumers and families. Commensurate stipend for trilingual staff.

Cost: \$200, 000 per year for 100 staff at \$75.00 per bi weekly pay period.

Criteria for evaluation: POS Data/ RCEB Staff Language/ Consumer Language Data

Timeline: Implement for one year after funds awarded.

Records: Employment records of staff receiving stipends.

Strategy 2:

Develop a cultural competence training plan for all regional center staff and identified service providers. Identify training resources and implement training plan.

In our diverse community, it is critical that cultural and linguistic competence is integrated in all aspects of our services. Intent to conduct up to 14 trainings (staff and service providers) after plan developed .

Cost: \$45,000 for plan development and contracts with trainers; \$5,000 for ancillary expenses including supplies, room rentals.

Criteria for Evaluation: Identified staff and service providers complete training

Participant Evaluations indicate increase in cultural competence

Records: Attendance

Before/ After Surveys designed for our agency as part of contract deliverables

Timeline: Begin planning by April 30, 2017

Training between July 1 2016 and December 31, 2017

- 2) Develop adult services including day time supports and employment that are culturally and linguistically competent to serve consumers from monolingual Vietnamese, Mien, Cambodian, Cantonese, and Spanish families.

Funding request: **\$300,000 for start up costs for adult services**

Strategy :

Provide start up funding for 3 projects that develop adult services that utilize innovative solutions that are culturally congruent but may be outside of the traditional paradigms of the developmental disabilities system. These may include identifying settings and locations that are part of the consumer's existing ethnic/linguistic community including cultural centers and temples. Projects will also include components that allow for participation by and support of key family members. Concepts of independence and individual goals may be modified in the context of the consumer's family and culture . Periodic family gatherings and support groups for family members. Programs will be flexible about times and days of service. In addition projects will have strong staff recruitment and retention plans.

Costs : Up to \$100,000 in start up each for three projects to each serve at least 20 consumers who are monolingual in one of the targeted language.

Criteria for Evaluation: 60 adults from monolingual Cantonese, Vietnamese, Mien , Cambodian, and Spanish speaking families who had no day services in January 2017 will have day services.

Records:

Start up Contracts

Identification New Consumers Served

Reduced number of consumers in targeted groups with no services. (POS Data)

Timeline:

By April 2017, Request for Proposals will be announced.

Proposals will be reviewed with a committee comprised of community representatives and staff.

Contracts with successful projects by June 30, 2017

Start up activities and initial service during the year 2017-2018

- 3) Increase support for communities where purchase of service disparities have been identified. There have been identified disparities in purchase of services for consumers/ families who are non-English speaking as well of those from ethnic groups other than white. In our public forum and public meetings, participants have emphasized the need for mentors /cultural brokers who understand the system and build trust through relationships within communities . Without education and support from trusted community members, services and supports may not be used. In addition, the ability to have services that are responsive to a diverse and always changing community is dependent on receiving honest feedback on what is actually needed and will be utilized.

Funding request:

\$ 225,000 for consumer /family mentorship projects

\$ 75,000 for events for community education, gathering

Strategy 1

- Support the development of 3 consumer/family mentorship projects . The intent is to utilize peer mentors, education , support groups and other strategies to connect consumers and families with the regional center , to build trust, and to support the development of services that are culturally congruent through the input of members of diverse communities. These relationships are critical to providing appropriate services and supports as well as to have a system that is responsive to the needs of our diverse and always changing community.

Each project would include the following components:

A family/consumer mentor"/promotora component. Promotora projects have been utilized in a number of health and community settings. They rely on members of a community (eg consumers, family members) becoming a source of education and support. Education would take place in ways that are culturally congruent and will vary from community to community. Educational materials developed that are culturally appropriate for the targeted communities. Though these relationships consumers and families develop a trust in an unfamiliar system and are more likely to utilize services.

A support group component to establish and maintain ongoing support groups for consumers and families where disparities have been identified. Supports needed for attendance including stipends for leaders, site rental, materials costs, transportation, respite care, and non traditional times would be considered.

Training and ongoing support for support group leaders and mentors.

Costs: Up to \$75,000 per family mentorship project to serve a minimum of 60 consumers and families in targeted communities.

Criteria for evaluation: Knowledge and satisfaction increase from pre to post surveys from participants in projects

Reduction in POS disparities in targeted groups

Records:

Start up Contracts

Identification Consumers Served

Attendance

POS Data for consumers in targeted groups . Specific comparison of a sample individuals served by projects .

Timeline:

Announce Request for proposals within 3 months of funding award

Review of proposals with a committee comprised of community members and professionals.

Award and contract for projects by June 30, 2017

Projects begin in Fiscal year 2017/18 to be completed by December 31, 2018

Strategy 2 : Fund 10 events of differing sizes throughout the year to encourage education and provide support at events targeted to the regional center population as well as in conjunction with community

based organizations. These events will vary based on the target population but will work with recognized cultural brokers in each community. Congreso Familiar in the Latino community is an example of one of these events.

Costs : Maximum \$100,000 between 10 events

Criteria for Evaluation: 10 Events held

Attendance /Contacts at Events

POS Disparities for Targeted Communities
Reduced

Records:

Contracts

Attendance

POS Data for targeted communities

Timeline:

Identification of events and contracts for funds by June 30,
2017

Support for events between July 1 2017 and June 30, 2018.