



# INLAND REGIONAL CENTER

*...valuing independence, inclusion and empowerment*

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REGIONAL CENTER BRANCH

September 6, 2016

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Regional Center Branch Manager  
Community Services Division  
Department of Developmental Services  
1600 Ninth Street, Room 340, MS 3-12  
Sacramento, CA 95814

Subject: Inland Regional Center's Proposal to Reduce Disparity in the Purchase of Service

## Inland Regional Center's Purchase of Service Disparities

Inland Regional Center (IRC) has several areas with purchase of service (POS) disparity. The areas with the most variance have been tabulated by diagnosis, ethnicity and language and documented below.

### Autism and lack of POS

All diagnoses, for all ages, with no POS – Average is 24.8%.

- a. Autism – 27% (6,758 clients) - 2.2% differential

### Ethnicity and lack of POS

All ethnicities, for all ages, with no POS – Average is 22.5%

- a. Hispanic – 27.3% (13,191 clients) - 4.8% differential
- b. Native American – 33.7% (98 clients) - 11.2% differential
- c. Filipino – 25.1% (442 clients) - 2.6% differential

### Language and lack of POS

All languages, for all ages, with no POS – Average is 22.5%

- a. Spanish – 27.2% (6,204 clients) - 4.7% differential
- b. Vietnamese – 29.4% (85 clients) - 6.9% differential

### Target Population

As documented in the data, there are several areas of need. There are a large numbers of clients in the areas of autism and Spanish speaking clients and families, versus Vietnamese and clients of Native American and Filipino ethnicity. IRC will therefore focus on autism and Spanish speakers in an attempt to increase POS usage for those in the target without POS. Although Native American and Filipino cultures, as well as Vietnamese speakers have needs, they will not be the focus for the current and next fiscal year.

The requested length of the proposals outlined in this document will be two fiscal years with the funding requests (not for one time purchases), up to June 30, 2018. At yearly intervals, IRC will review the data on the effectiveness of each proposal and report to the Department.

### **Summary of Public Forum**

IRC presented a basic proposal at the Department sponsored public forum at the Molina auditorium, located at 550 East Hospitality Lane, San Bernardino, on August 25, 2016. There were about 50 attendees to include five other regional centers. Because the meeting was held in the IRC catchments, there were several attendees in the audience with ties to the Riverside and San Bernardino County area. During the presentation, many questions were asked about the proposal and the data. At the end of the presentation, the IRC representative informed the audience that another more specific public forum would be held at the same location on August 31, 2016.

At the aforementioned public forum, IRC had 16 attendees. The attendees were made up of IRC clients, the parents of IRC clients, IRC vendors and a member of the Client's Rights Office. There were Spanish and Vietnamese interpreters for the attendees. The forum lasted an hour and a half. The POS disparity data was presented, as well as the four proposals to help reduce the numbers in the disparity. The proposals encourage the expansion of culturally appropriate service delivery and coordination.

In attendance was the Executive Director of Fiesta Educativa, Irene Martinez. Fiesta Educativa will be the vendor for two of the four proposals. They are creating two programs for IRC to reduce disparity, both of which have been used by other regional centers with success. Ms. Martinez took attendees questions about the programs and offered detailed explanations to the audience.

Overall interaction with the attendees was positive and they approved of the proposals. Some of the requests were to work with the vendor community so they have Spanish speaking staff available. Some of the parents wanted a general list of services for children with autism, which can be addressed with the proposals.

### **Recommendations to Reduce Disparities**

#### **Proposal #1**

In an effort to reduce POS disparity within the diagnosis of autism, IRC is vrending Fiesta Educativa to provide the Autism Parent Education Program (APEP). The strategy to implement APEP is two-fold. All clients that are made eligible for IRC services, with the diagnosis of autism will automatically be authorized for the program. The second approach will be to coordinate the Service Coordinators with the vendor, so the current clients with autism and no POS are offered the program in the next two years. Currently, there are 6,758 clients with autism and 27% have no POS, which equates to 1,824 clients that will be offered APEP.

APEP is a 16-hour class separated into (4) 4 hour sessions to be provided in English and Spanish. Other languages such as Vietnamese and Mandarin can be offered. The sessions will be offered in five centralized areas in the two county area. In San Bernardino County, the sessions will be offered in Victorville and San Bernardino. In Riverside County, the sessions will be offered in the cities of Riverside, Hemet and Indio. The geographic areas allow for more centralization and less travel time for families.

The modules in APEP will discuss autism, behaviors, socialization, communication, insurance funding and overall services with an emphasis on autism services. Each module will provide the attendee a better

understanding of the critical components of autism and assist them in determining what services may be beneficial for them. The modules will be provided by a program coordinator, with a background in autism and/or autism service provision. The intent is to have 5 series per quarter and a total of 20 per year. We would like to have at least 20 people in each course, with the intent of having up to 30.

Each course has an associated cost of \$11,924.32 with a yearly cost of \$238,486.00 a year. The overall goal is to increase the use of POS within the diagnosis of autism. Exit surveys will be given which will help IRC evaluate the effectiveness of the program and determine what services each attendee is interested in receiving. The data on desired services will be shared with the Service Coordinator to implement a POS. For example, if the family is interested in receiving respite, then the Service Coordinator will be provided the information to begin the respite POS. The data from each completed session will then be collected and maintained by IRC for future reporting to the Department on the effectiveness of the program and the increase in POS.

The program design for the APEP program has been accepted and IRC is in the final process of vrending Fiesta Educativa. Once they are vended, the necessary contracts will be executed. The intent is to begin the program on January 1, 2017.

### **Proposal #2**

In an effort to reduce POS disparity within the Spanish speaking population, IRC is vrending Fiesta Educativa to provide the Fiesta Familiar Program (FF). IRC will coordinate the vendor and the Service Coordinators, so the current clients who are Spanish speaking, with no POS, are offered the program in the next two years. Currently, there are 6,204 clients who speak Spanish and 27.2% have no POS, which equates to 1,687 clients that will be offered FF.

FF is a monthly class that will be offered in Victorville, San Bernardino, Riverside, Hemet and Indio. The desired intent is to have the monthly classes at each site and rotate topics. The classes are 2-3 hour modules and can be on a variety of topics to include service type, service provision, the Individual Program Plan process and access of services. Typically, a parent with a good working knowledge of the regional center system will be the trainer. The curriculum for each class will be created by the vendor, in conjunction with IRC. The intent is to increase the knowledge base on developmental disabilities, services available, methods to acquire services and an overall understanding of how to best meet the client needs.

The monthly projected cost for 5 modules per month is \$23,179.00, with a yearly cost of \$278,148.00. Exit surveys will be given which will help IRC evaluate the effectiveness of the program and determine what services each attendee is interested in receiving. The data on desired services will be shared with the Service Coordinator to implement a POS. For example, if the family is interested in receiving respite, then the Service Coordinator will be provided the information to begin the respite POS. The data from each completed session will then be collected and maintained by IRC for future reporting to the Department on the effectiveness of the program and the increase in POS.

The program design for the FF program is in final review and IRC is in the final process of vrending Fiesta Educativa. Once they are vended, the necessary contracts will be executed. The intent is to begin the program on January 1, 2017.

### **Proposal #3**

IRC has a website that receives 70,000 visits a month and 7,800 followers on Facebook. We want to purchase and utilize video recording and editing equipment to further reach out to our community, utilizing the internet and social media. The cost is \$7,700.00 for video and screen recording equipment and video editing equipment. The components of the equipment include software, microphones, lighting, HD camera, and tripod. The cost of the equipment is a one-time purchase.

The intent of the equipment is to record Public Service Announcements (PSA) to educate our community on POS data, as well as other topics based on need. The PSAs will be recorded in English and Spanish and can be shared within the community by various stakeholders, as well as social media postings.

The topics can be on a variety of needs to include service type, provision, authorization etc. A second intent of the PSAs is to provide IRC staff with trainings on topics such as cultural awareness, customer service, POS, sensitivity training, etc. The use of the technology has multiple components, but will primarily be used to help educate our community on POS. The use of PSAs will coincide with the FF program in meeting the needs of the 1, 687 Spanish speaking clients.

The effectiveness of the equipment/PSAs will be evaluated in a survey at the end of the PSAs specific to POS information. Qualitative and Quantitative data will be collected and the Service Coordinator notified if a service is requested, via the survey. The data from each completed session will then be collected and maintained by IRC for future reporting to the Department on the effectiveness of the program and the increase in POS.

#### **Proposal #4**

IRC is requesting a portion of the \$1 million for incentive payments to be made to bilingual staff. The following is a very unscientific approach, but has some common sense value. IRC serves approximately one tenth of the state's population in the regional center catchments (@33, 000 clients). We have approximately 250 staff who are bi-lingual. IRC has not been able to budget, nor do we see a way to budget an incentive payment for bi-lingual staff, outside of the ABX2-1 monies.

The request is for one tenth of the total allotment based on clients per capita, so \$100,000.00 annually to be split equally amongst the IRC staff. It would allow IRC to pay what is an approximately \$400.00 yearly incentive payment to bi-lingual staff. The intent is that the incentive will increase morale and overall service provision to our families with bi-lingual needs. It also allows IRC to match other regional center incentive plans.

If you have any questions or concerns, please call me at 909-890-3275 or email at [vtoms@inlandrc.org](mailto:vtoms@inlandrc.org). Thank you in advance for your review of the proposals. We look forward to providing new and exciting services to our IRC families and decreasing the POS disparity.

Sincerely,



Vince Toms

Community Services Director

Cc: Lavinia Johnson, Executive Director  
Kevin Urtz, Associated Executive Director

Certified Mail #: 7014 1200 0000 6803 4907

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

Regional Center(s): Inland Regional Center

Regional Center Contact Name/Title: Vince Toms / Director - Community Services

Address: P.O. box 19037, San Bernardino, CA 92423

Email Address: vtoms@inlandrc.org

Phone Number: 909-890-3275

### 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: \$624,334.00

b. Estimated number of consumers to be impacted by the service(s): All 33,000  
specific to 3500.

### III. DIRECTOR'S CERTIFICATION

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

Director's Name: Kevin Wertz, Assoc. Ex. Director

Director's Signature: Kevin Wertz