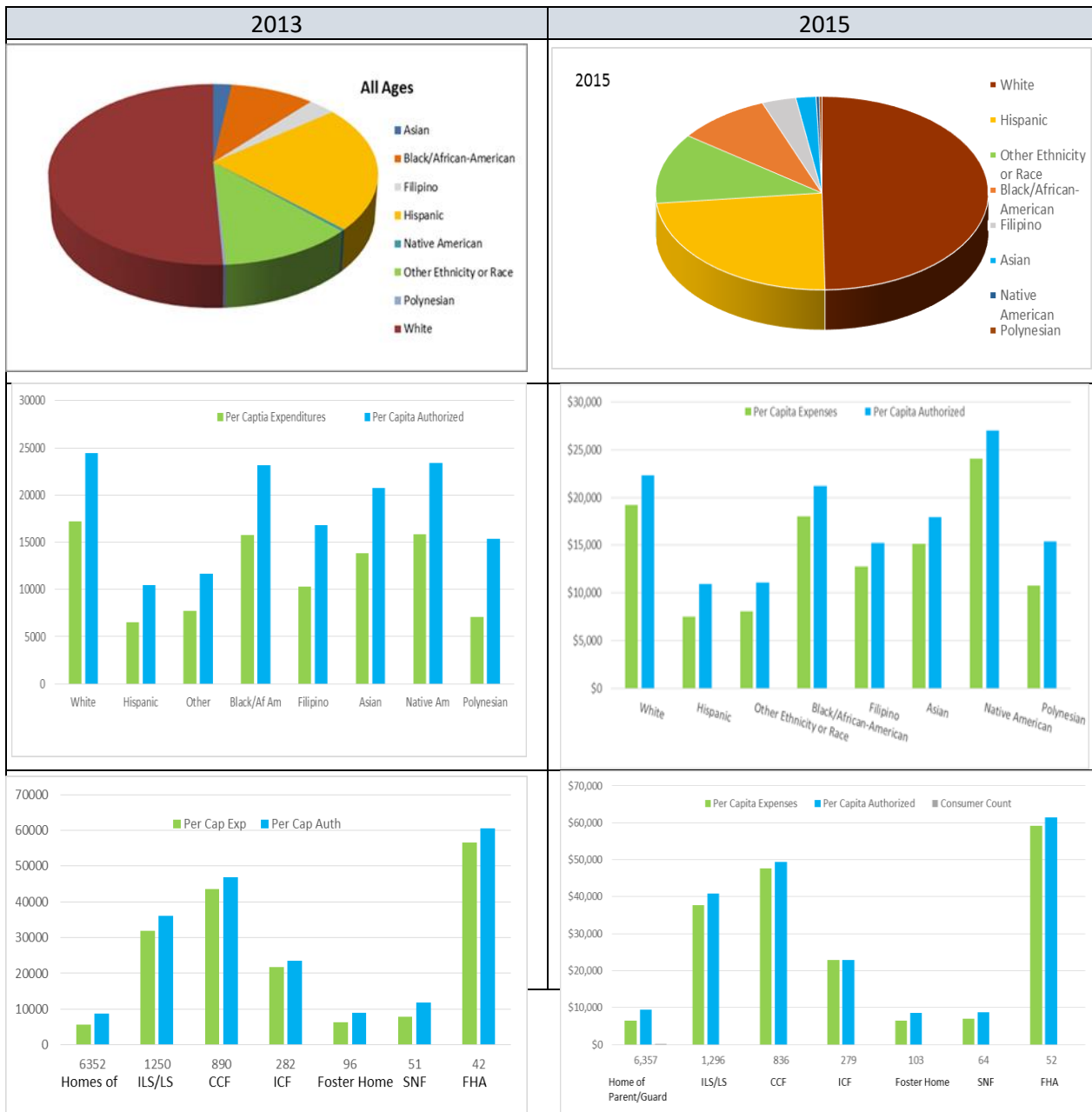


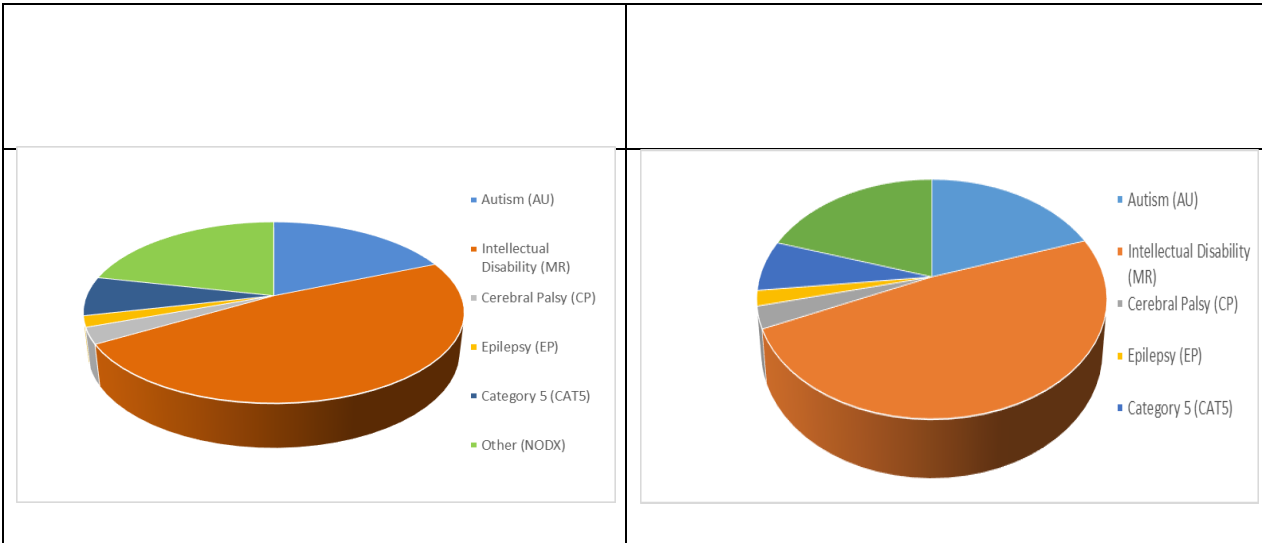


**Proposal to Department of Developmental Disabilities**  
**Funding to Reduce Disparities in the Purchase of Services**  
**North Bay Regional Center**  
**September 2016**  
**Updated: December 2016**

North Bay Regional Center (NBRC) is submitting the following recommendations and plans to promote equity and reduce disparities in the purchase of services.

Historical Ethnicity and Diagnostic Data: All Ages





**Description of NBRC’s disparities by data:**

- Hispanic (6%) and Asian (7%) have less representation than the general population in the NBRC catchment area; the African American (4%) and Other (6%) have a higher representation than general population;
- Adults (22 +) – Less than a quarter of the Hispanic and Other populations are represented while more than half of the White and African American groups are represented;
- Average utilization is highest amongst White (83%), and lowest amongst Hispanic (78%) and Other (75%);
- 0-2 age group – Most ethnic groups have 52-58% utilization rate with exception of Native American (68%) and Polynesian (31%);
- 3-22 age group – Most ethnic group have 55-60% utilization rate with the exception of Native American (76%), Asian (73%) and Polynesian (29%);
- Utilization for English speakers is 69%, Asian and Other is 67%, and Spanish under 62%;
- Percent of clients with no authorization is 13-15% for all ethnic groups except Hispanic (5%) and Native American (32%);
- Expenditures for Hispanic is \$6,549/client, or 7% of total per capita expenditures; White is \$17,201, or 18%; African American and Native American are both \$16, 000; Asian is \$13, 833; Filipino is \$10, 295; and, Polynesians and Other are in the \$7000 range;
- 3-22 age group has the highest percentage of no authorizations with Hispanic being lowest at 6%, and Polynesian highest at 45%.

**Description of Disparities by community feedback:**

- Families feel they don’t get information about available services
- Families feel Service Coordinators are not culturally sensitive
- There is a need for RC representation in Solano County
- There is a need for RC representation up Valley in Napa County
- Cultural and language barriers need to be addressed
- Meetings held in English; need for Spanish translation

- Need for translated materials, including meeting agendas

**Identify target population and how it relates to NBRC POS data:** NBRC has identified the Hispanic population for outreach. As the above data indicates, average authorized costs for the Hispanic population are lower than for the White population. In addition, members of the Hispanic community have expressed barriers to accessing services that need to be resolved through a series of Town Hall meetings.

The goal of outreach within the Hispanic community is to ensure that families know about and are able to access and advocate for regional center services. NBRC has already and continues to, host public outreach meetings with all community members, with emphasis on partnering with family resource centers and other community agencies that provide information about services for children and families who are Hispanic.

**Public Forum:** Our public forums were held on September 7th, 2016, as part of our Performance Contract meeting for the community and on October 7th and October 10th, 2016 at a local parent-led organization that helps families of children with special needs. There were approximately 75 in attendance at the NBRC Board of Directors' community meeting and over 20 at the combined meetings at the local community agency. At each meeting, we introduced our plan to promote equity and reduce disparities in the purchase of services; at the meetings held with the local community group we were able to facilitate more specific discussion regarding the barriers and suggestions of the targeted population.

**Recommendations to reduce service disparities:** NBRC has identified Outreach and Person Centered Planning training, as well as the need for Cultural Competency training for Service Coordinators as areas necessary to address community concerns regarding identifying needs specific to the client or family related to their cultural background and preferences, with the intent to improve disparity in POS data. If more community members understood and were comfortable with accessing RC services, by not only attending community meetings, but also once they are found eligible and met with Person-Centered trained NBRC staff, then disparity issues and concerns could be addressed by the planning teams. Additionally, by offering Person Centered training to NBRC vendors, the partnership of all those necessary for implementing fully developed plans would be encouraged. Finally, community concerns suggest that Service Coordinators could benefit from training regarding cultural sensitivity and this would also be addressed in this proposal.

### 1. Advertising and Outreach

- Continue town hall meetings for all clients and their families no less than 12 times/year through the NBRC catchment area
- Emphasis on how eligibility is established, how to access services, and the rights and responsibilities of the clients, as well as the RC
- Professional translator at all public meetings
- Child care
- Translation of common tools and brochures
- Development of Client Satisfaction Survey that targets 3 age groups, by each of the 3 Counties served by NBRC

### Evaluation of Effectiveness-

- Increase number of Hispanic attendees at meetings
- Provide a professional translator at all public meetings

- Provide stipend for child care costs and refreshments to community partners that provide for these outreach opportunities
- **Client Satisfaction Survey data to be used to track local concerns and issues in a more timely and efficient manner, in addition to National Core Indicator data and feedback from community Town Hall Meetings**

Activity	Timeline	Duration	Expense Details	Cost
Increased use of interpreters and translation services	1/2017 to 6/30/2018	1 year, 6 months and monitor effectiveness based on increased utilization of POS services	Translation services Spanish, per contract: \$175/hr x 2 staff x 36 hours (18 two- hour meetings)	<b>\$12,600</b>
Stipend for childcare and refreshments at community forums	1/2017 to 6/30/2018	1 year, 6 months and monitor increased attendance at public forums (with community partner in each of the 3 counties)	Child care costs \$20/hr to 2 providers (\$40) x 2 hrs meetings (\$80/meeting) x 18 Outreach/public meetings Refreshments (\$50) x 18 meetings	<b>\$1440 childcare</b> <b>\$900 refreshments</b>
Printing cost for 'Understanding Autism Spectrum Disorder' booklet in English and Spanish	1/2017-12/2017	By end of FY 2017	200 booklets in Spanish - \$2.80 per booklet \$560  200 booklets in English - \$2.80 per booklet \$560	<b>\$1120</b>
Consumer Satisfaction Survey – developed and administrated by Kinetic Flow	1/2017-12/2017	By end of calendar year 2017	Development, sample, pre notification letters, on line and phone survey, RC analysis by age, county and ethnicity	<b>\$45,000 (est)</b>
<b>Total</b>				<b>\$61,060</b>

## 2. NBRC staff Person Centered Planning training

- NBRC to provide Person Centered Planning training to all management and case management staff to ensure that person-centered planning for those we serve is provided

- NBRC to provide Cultural Competency training to up to 225 identified staff, Service Coordinators and supervisors, with anticipation of up to 25 new staff/yr **to include mileage and off site costs**
- **NBRC to train up to 4 Person Centered Thinking trainers, to include review of training materials, observation, mentoring, facilitation of Person Centered Plan, and phone support**

Evaluation of Effectiveness-

- Track number of families and clients that have Individual Program Plan (IPP) meetings using the principles of Person-Centered Planning
- Change in person-centered thinking increased awareness in need for cultural sensitivity, and identify changes necessary to the IPP process, including identifying natural, generic, and appropriate paid supports while ensuring informed choice

Activity	Timeline	Duration	Expense Detail	Cost
Person Centered Planning training – Leadership with Michael Smull	1/1/2017 to 6/30/17	12 months to train all management staff (25)	Two 2-day trainings, up to 25 staff total \$7500 total  Room Reservation for off site training  Mileage for Management Staff attendance (avg 30 miles x 25 = \$750 w/ carpooling \$375	<b>\$7500</b>  <b>\$1500 (est)</b>  <b>\$375</b>
Mentor for Four Person Centered Thinking trainers	1/1/2017 to 6/30/2018	18 months to train four NBRC staff to become PCT trainers	\$6000 per staff x 4 staff \$24,000	<b>\$24,000</b>
Person Centered Planning training – Service Coordinators with Learning Community	5/1/2017 to 6/30/2018	Up to 20 months to train all case management staff (125 + up to 50 new employees)	Eight 2 day trainings, up to 25 staff/training \$5000/training	<b>\$40,000</b>
Cultural Competency training – Dr. Barbara Stroud	1/1/2017-6/30/17	Up to 6 months to train all staff (225)+ up to 25 new employees)	Two 3- hour sessions each day for up to 75	<b>\$4000</b>

			staff each x \$2000/day, plus Travel expenses: \$250 x 2 Room reservation for offsite training	\$500  \$1500 (est)
			Mileage for Staff attendance (avg 30 miles x 250. = \$7500 w/carpooling \$3750	\$3750
				<b>Total \$83,125</b>

### 3. NBRC Vendor Person Centered Planning training

- NBRC to offer Person Centered Planning training for up to 40 staff of vendors of NBRC that have been identified as serving those that are Spanish speaking

#### Evaluation and Effectiveness-

- Track number of families and clients that have Individual Program Plan (IPP) meetings using the principles of Person-Centered Planning
- Change in person-centered thinking and identify changes necessary to the IPP process, including identifying natural, generic, and appropriate paid supports while ensuring informed choice

Activity	Timeline	Duration	Expense Detail	Cost
Person Centered Planning training – Learning Community	10/1/17 to 12/31/2018	1 year to train up to 40 staff of various vendored services that are identified as serving those that are Spanish speaking	Four 2 day trainings, up to 10 staff/training \$5000/training	\$20,000
				<b>Total \$20,000</b>

**Total cost of proposal requested: \$164,185**