

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 Orange County

Regional Center Contact Name/Title: Larry Landauer, Executive Director

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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: \$257,450.00

b. Estimated number of consumers to be impacted by the service(s): 2,000

III. DIRECTOR'S CERTIFICATION

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

Director's Name: Larry E. Landauer

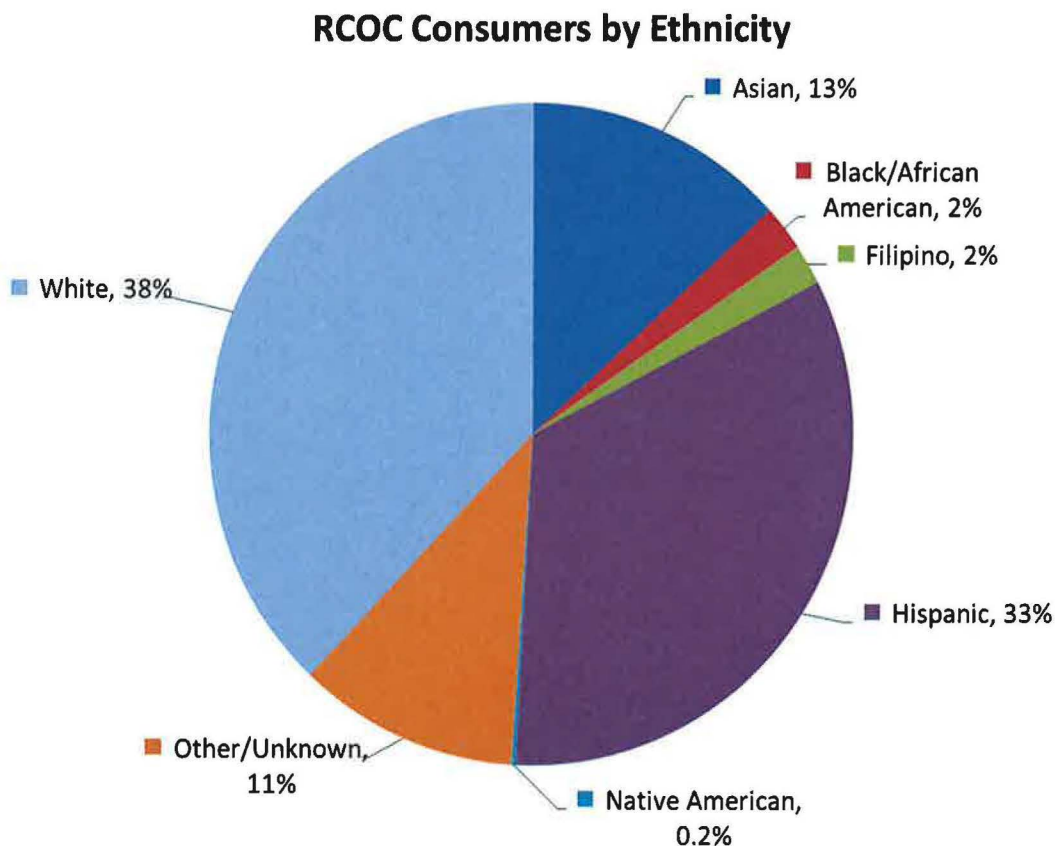
Director's Signature: 

**Proposal to Department of Developmental Disabilities
Funding to Reduce Disparities in the Purchase of Services
Regional Center of Orange County
September 7, 2016**

The Regional Center of Orange County (RCOC) is submitting the following recommendations and plans to promote equity and reduce disparities in the purchase of services.

Description of RCOC's disparities: In the table below, the ethnicity of RCOC's consumer population is compared with the ethnicity of Orange County's overall population. The pie chart provides additional information specific to RCOC's population.

Ethnicity	Orange County (2010 Census)	RCOC
White	44.1%	38%
Hispanic	33.7%	33%
Asian	17.7%	13%
Other	4.5%	16%



NOTE: Based on self-report at time of intake; RCOC consumer total equals 19,207 as of February 1, 2016

The following table shows RCOC's average cost of services for consumers of all ages and all ethnicities and races, as well of consumers by ethnicity or race and by age.

Ethnicity or Race	Average Authorized Cost			
	For All Ages	Birth to 2 years, inclusive	Ages 3 to 21 years, inclusive	Ages 22 years and older
Asian	\$15,073	\$9,191	\$14,552	\$21,090
Hispanic	\$12,112	\$5,790	\$10,247	\$21,103
White	\$23,108	\$6,612	\$13,523	\$32,148
<i>Overall Average</i>	<i>\$16,863</i>	<i>\$6,849</i>	<i>\$12,287</i>	<i>\$27,615</i>

Identify the target population and how it relates to RCOC POS data.

RCOC had identified both the Hispanic and Asian populations as targets for outreach. As the above table indicates, average authorized costs for the Hispanic population are significantly lower than for the White population. Costs for the Asian population are closer to the overall average, but are still lower than for the White population. Less disparity exists for those ages 3 to 21; however, the Hispanic population is still lower than the overall average.

The goal of outreach within the Asian community is ensure that families know about and are able to access regional center services. We are hoping to better match our population with the county population in this area. More specifically, the Vietnamese population is the third largest in Orange County so much of the focus of our outreach efforts will be in that community. However, Orange County has a growing Korean and Chinese population and we also plan to outreach within those communities.

We have started assessing the needs and barriers of these target populations by meeting with leaders of parent support groups for these ethnic groups. To further analyze the needs and barriers to accessing services, we plan to meet with families in small groups within their communities through a native speaking parent-to-parent connection. We believe that meeting with families in their own neighborhoods will be less threatening to those who may fear government involvement in their lives. We also believe that these neighborhood meetings will help us identify creative ways to better support these ethnic communities and ensure that their needs are met within the spirit and mandate of the Lanterman Act.

Public Forum:

Our public forums were held on August 17, 2016, as part of our Performance Contract meeting for the community and on August 25, 2016, at the DDS-sponsored disparity meeting in San Bernardino. There were approximately 60 in attendance in each venue. At each meeting, we proposed our plan to promote equity and reduce disparities in the purchase of services.

Describe the recommendations to reduce service disparities:

The best way to reduce service disparities is to continue to meet with families and listen to their needs, do environmental scans and gather our own information on needs that they may not be able to put into words. This can be done by implementing the following three strategies:

1. Strengthen RCOC's Infrastructure

RCOC needs to strengthen its infrastructure to ensure that we have sufficient staff with the knowledge, skills and abilities to identify the needs of diverse populations and assist consumers and families in accessing needed services and supports. This will be done through the following activities:

- a. Expand family support and outreach beyond Early Start – Existing Spanish-speaking staff within our Family Resource Center, as well as other staff, will meet with families in their homes through collaboration with Fiesta Familiar.
- b. Increase outreach to the Vietnamese community – Hire a Vietnamese-speaking Service Coordinator, who is also the parent of a child with a disability, to outreach within the Vietnamese community through parent support groups, faith-based organizations, Vietnamese radio stations and newspapers.
- c. Train all RCOC staff, including Service Coordinators, in person-centered thinking (PCT) to ensure that person-centered planning for those we serve is rooted in a person centered way of thinking. We have already scheduled a two-day planning session for management staff with Michael Smull, Bill Allen and Claudia Bolton to begin the process of embedding PCT into RCOC's culture. Work will continue agency wide in 2017.
- d. Simplify and translate RCOC materials so it is more easily understood and accessed by our diverse population.
- e. Purchase more translation equipment and hire more interpreters for community meetings.

Evaluation of effectiveness:

- a. Increase in number of Hispanic and Vietnamese attendees at meetings.
- b. Increased number of new Vietnamese consumers eligible for RCOC services.
- c. Number of families that we meet using person centered planning and data on increased POS services and resources identified.
- d. Increased RCOC materials that are translated into several languages.
- e. Change in person-centered thinking and identified change in how PCPs are written and increased POS services provided.

Activity	Timeline	Duration	Expense Details	Cost
Vietnamese Service Coordinator	9/15/2016 to 6/30/2018	1 year 9 months and monitor effectiveness in outreach numbers	Salary and benefits	\$92,000
Person Centered Thinking Training	12/1/2016 to 12/31/2017	1 year to train all staff, including mentoring and training of trainers for ongoing efforts	Two -day planning session for management staff Multiple trainings for all RCOC staff Mentoring and training trainers	\$36,500
Increased use of interpreters and translation services	10/2016 to 6/30/2018	1 year and 8 months and monitor effectiveness based on increased POS services	Translation Services Vietnamese: \$45/page x 100 pages Spanish: \$80/page x 100 pages Interpreting Services: Vietnamese - \$165/hr x 200 hrs Spanish - \$100/hr x 200 hrs	\$65,500
Purchase of more translation equipment	11/2016 to 6/30/2017	8 months	10-person translation kit	\$1,000
Total Costs: \$195,000				

2. Increase Collaboration with Outside Agencies

RCOC needs to increase collaborative efforts with outside agencies to take advantage of expertise and networking opportunities that assist in outreaching to the Hispanic and Asian communities. This will be done by meeting regularly with outside agencies to develop county wide collaboration to serve the underserved ethnicities in Orange County as follows:

- a. Outreach to the Social Services Agency. Currently working with Dr. Light with We CAN to identify abuse and neglect.
- b. Work with American Academy of Pediatrics to identify potential families that have unmet service needs.
- c. Collaborate with Family Support Network to provide more developmental screening to underserved populations.
- d. Meet quarterly with Parent Support Group leaders of all ethnicities throughout Orange County.
- e. Connect with the Local FACT Family Resource Centers.
- f. Work closely with Mental Health agencies through Orange County Children's Partnership and Mental Health Services Steering Committee.

Evaluation of Effectiveness:

- a. Number of developmental screenings offered to underserved populations.
- b. Increase in services and supports for Hispanic and Vietnamese population.

Activity	Timeline	Duration	Expense Details	Cost
Developmental Screenings in underserved communities	1/1/2017 to 12/31/2017	1 year	Support for Family Support Network to hold more developmental screenings for underserved communities	\$50,000
Total Costs: \$50,000				

3. Increased Outreach to the Community

RCOC will utilize a variety of community venues to better educate our community about who we are and how we can provide additional support and services. We will keep calendars and contact information on outreach with continuing interface by a variety of staff.

- a. RFP vendors to assist/partner with RCOC in community outreach and provide child care and refreshments at community meetings.
- b. Meet with all Orange County Supervisors.
- c. Attend community clinics to educate the community on how RCOC can provide needed support and help with generic resources.
- d. Work closely with Children's Home Society (CHS) to connect with child care centers and provide screening expertise.
- e. Meet with Local Education Agencies and have personal relationships with Early Start Coordinators, SELPA Directors, Special Education Directors, and Transition teachers.

Evaluation of Effectiveness:

- a. Increased number of outreach activities to diverse populations.
- b. Increased ethnic diversity in the number of Intakes received.
- c. Increased number of Hispanic and Vietnamese families receiving services.

Activity	Timeline	Duration	Expense Details	Cost
Meetings with families within their own neighborhoods	11/2016 to 6/2018	1 year 7 months	12 meetings held in various community locations with child care and refreshments provided	\$12,000
Community outreach at Tet Festival	2/2017	Two days	Cost of booth at festival	\$450
Total Costs: \$12,450				