



# Developmental Services Task Force

## Service Access & Equity Workgroup

February 18, 2020

# Welcome & Overview

# DS Task Force Guiding Principles

Topics to consider when proposing changes to the community system

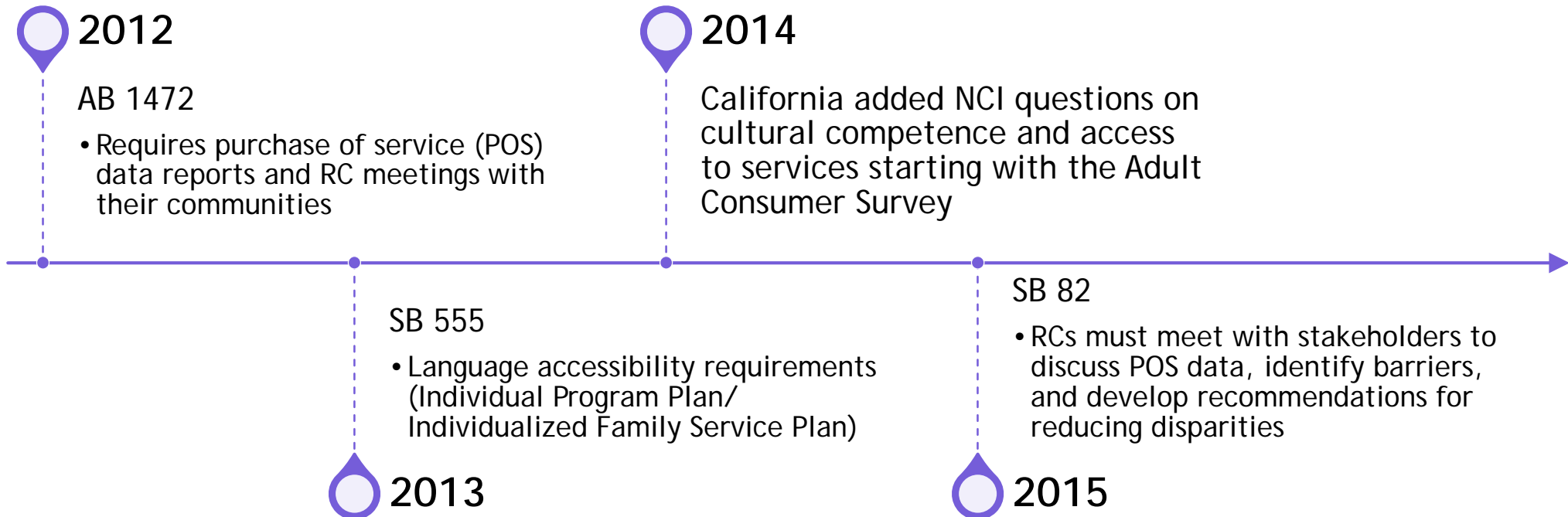
- ▶ Lanterman Act
- ▶ Person Centered Planning
- ▶ Consumer Choice/Self-Determination
- ▶ Health and Safety
- ▶ Community Integration
- ▶ Equity in Service Access
- ▶ System Stability
- ▶ Technology

# Service Access & Equity Workgroup Focus

Continue efforts on creating a culturally and linguistically competent service system

- ▶ Recommend statewide strategies to improve access
- ▶ Make recommendations for Disparity Fund Program priorities
- ▶ Review Disparity Fund Program outcomes

# Service Access & Equity Efforts



# Service Access & Equity Efforts

2016



Four stakeholder meetings

Performance Contract Measures related to reducing disparities and improving equity in purchase of service expenditures

ABX2 1

- \$11 million annually for regional centers' efforts to address POS disparities (Disparity Funds Program)
- Cultural Specialists at RCs and DDS

Three stakeholder meetings

Disparity Funds Program awards funding to 98 RC projects

CBOs can apply for \$11 million to address disparities

CPP/CRDP projects to be person-centered, culturally and linguistically appropriate

Removal of respite cap



2017

# Service Access & Equity Efforts

**2018**



- Select project site visits
- SDP participant selection reflecting geography & ethnicity
- Disparity Funds Program awards funding to 66 projects (31 RC projects, 35 CBOs)
- Two stakeholder meetings
- Released RC Service Descriptions in five languages



**2020**

- Disparity Funds Program in process of awarding 55 projects

**2019**

- Disparity Funds Program awards funding to 70 projects (35 RCs, 35 CBOs)
- Gathered guidance on measuring the impact of Promatora projects
- Creation of Service Access & Equity Workgroup

# Director's Advisory Group



## Participants

DDS  
Parent advocates  
Researchers  
Community organizations



## Goals

Receive input and guidance on activities designed to reduce disparities  
  
Reach underserved communities





- ▶ Goal: Identify leaders who will support changes in the developmental services system as diversity continues to grow
- ▶ 5-year project at Georgetown University
- ▶ California is one of 10 states participating

# Vision

*To improve access to services for consumers and families, DDS fosters leadership and policy development that is culturally and linguistically responsive to the beliefs, values and choices of the diverse people of California*

A service delivery system that:

- ▶ Reflects the diversity of California
- ▶ Is fully accessible to all
- ▶ Allows full participation for individuals within their communities
- ▶ Is responsive

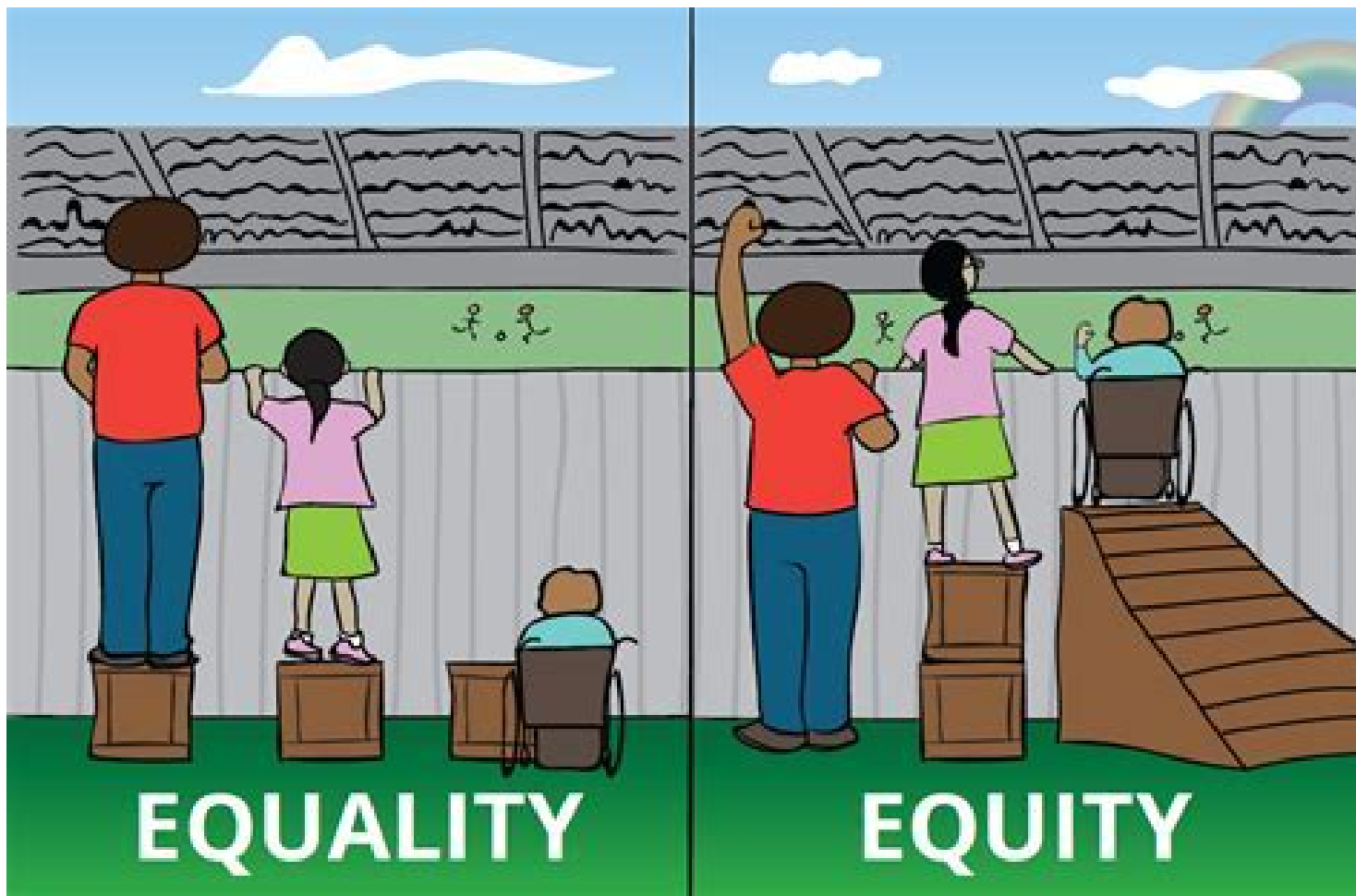
# Equity in Access to Services

# What is a Service Disparity?

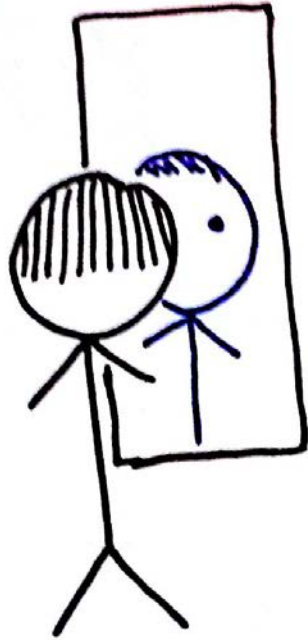
Any difference in the quality of services that is NOT due to differences in needs or preferences



Wesly 12



# Cultural Competency



**Seeing the world from  
a different perspective**

**– Not Just Your Own**

# Linguistic Competency

Presenting information so it is easily understood by diverse groups

Examples include people who:



Do not speak English



Have limited  
writing/reading skills



Are hard of hearing or  
deaf

# Stakeholder Feedback

Some groups not comfortable asking for help, following up when services are denied

Some groups do not trust public systems

Socioeconomic challenges

Lack of clear information, descriptions of services

Materials not available in all languages



# Data Overview

# Data Available



Demographic and diagnostic information for each individual (Client Development Evaluation Report and Client Master File)



## Purchase of Service (POS)

- Services RCs have approved for each individual (POS authorizations)
- Services RCs have paid for and asked DDS to reimburse (POS expenditures)
- Services DDS has reimbursed to RCs (State Claims)



Surveys of individuals' experiences (National Core Indicators)



# Data Limitations

No data on community or “generic” resources individuals receive

- For example, services provided through schools or the In-Home Supportive Services program

Sometimes information is not updated right away

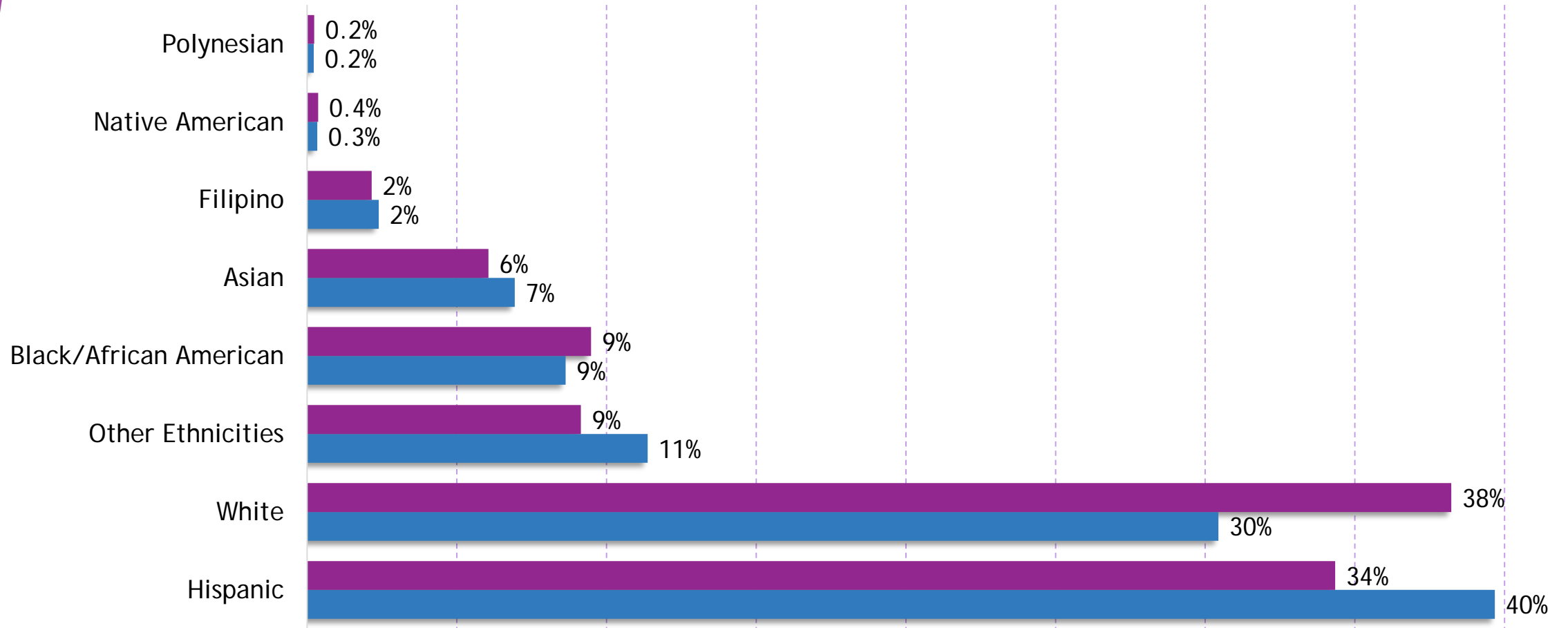
- For instance, when an individual moves from one home to another

RCs may provide similar services under different service codes

- Makes it difficult to see the whole picture of services

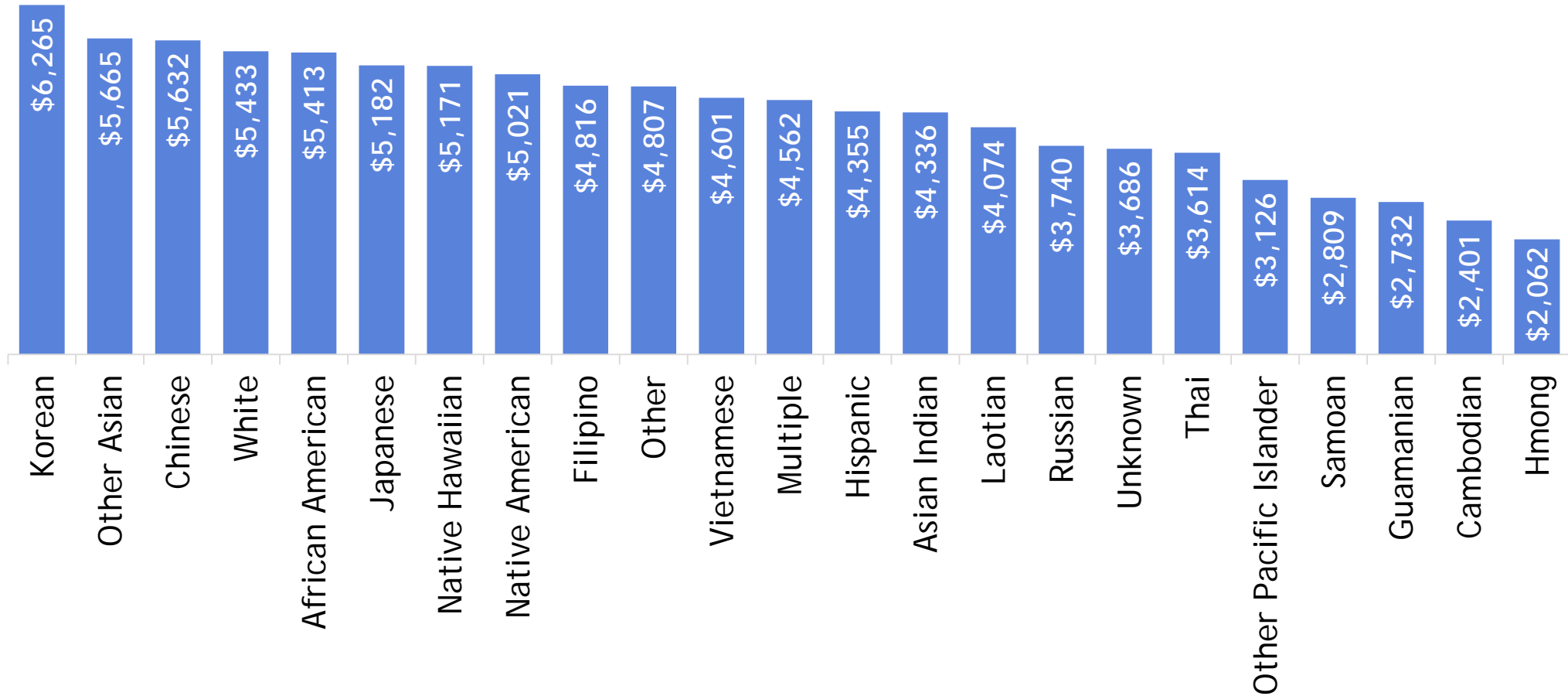
# Statewide Population by Ethnicity

2009 2019

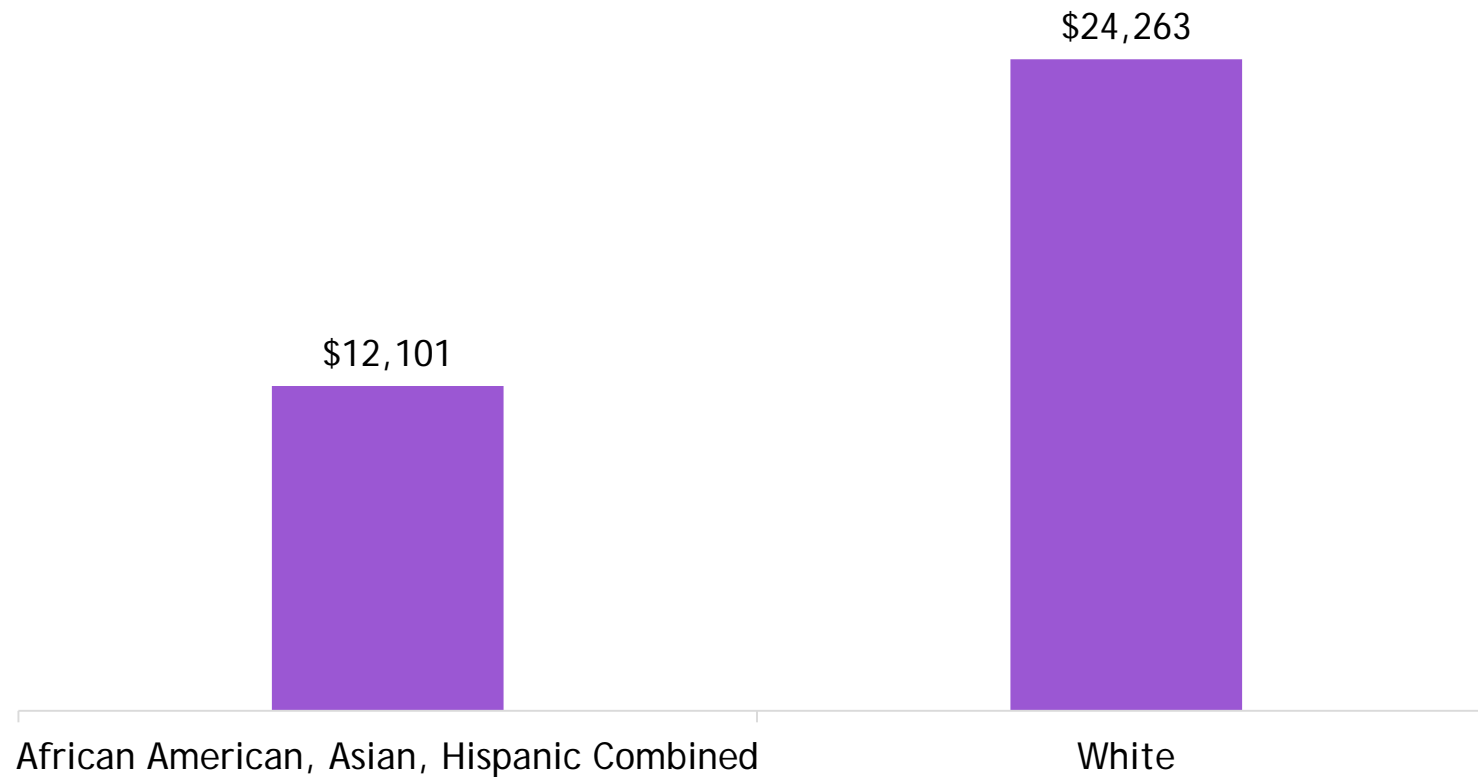


# Use of Services Differs Among Communities

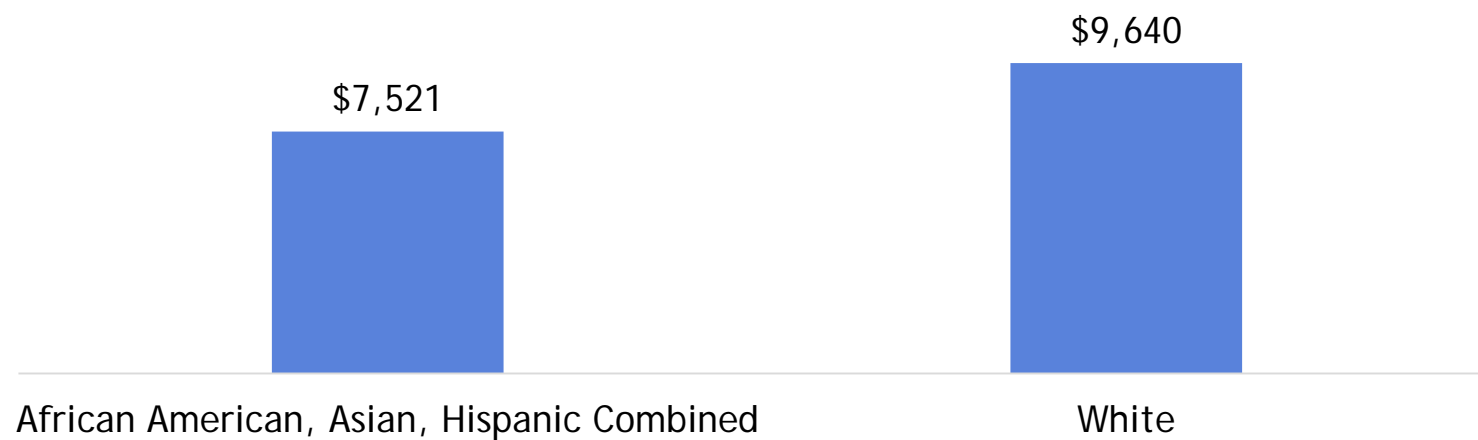
Average Service Expenditure,  
Individuals Ages 3-21 Living at Home  
2018/2019



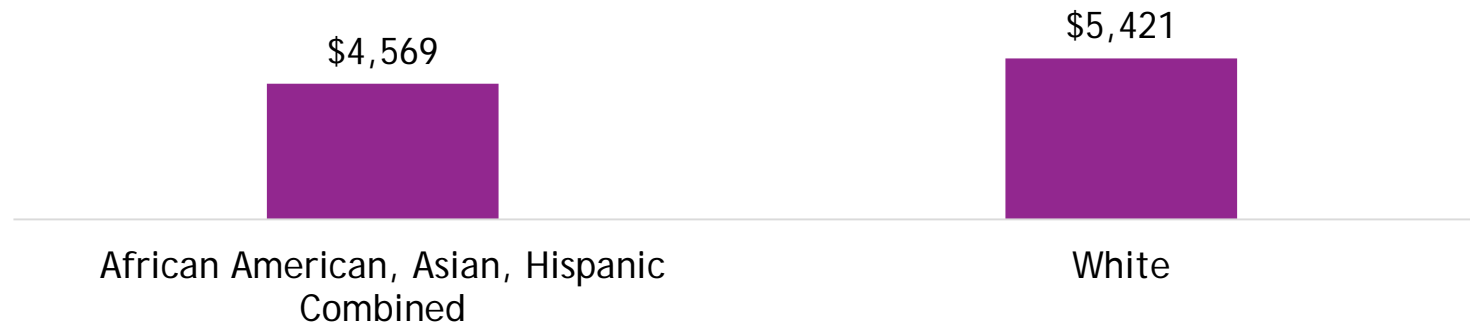
## Average 2018/2019 POS Expenditures, Individuals Ages 3 and Older in All Residence Types



## Average 2018/2019 POS Expenditures, Individuals Ages 3 and Older Living at Home

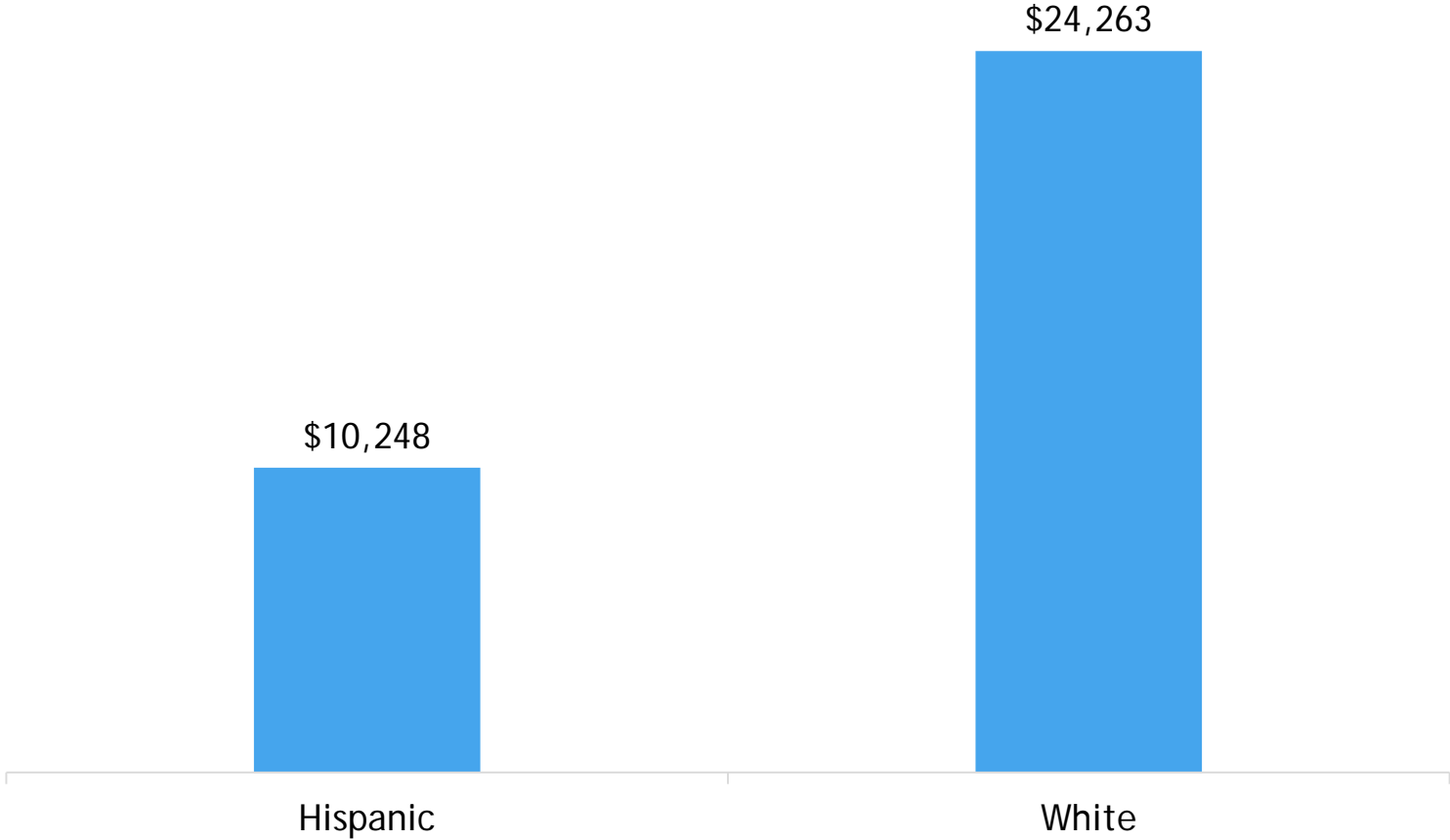


## Average 2018/2019 POS Expenditures, Individuals Ages 3-21 Years Living at Home





# Average 2018/2019 POS Expenditures, Individuals Ages 3 and Older in all Residence Types



# Respite Services



\$1,934  
HISPANIC



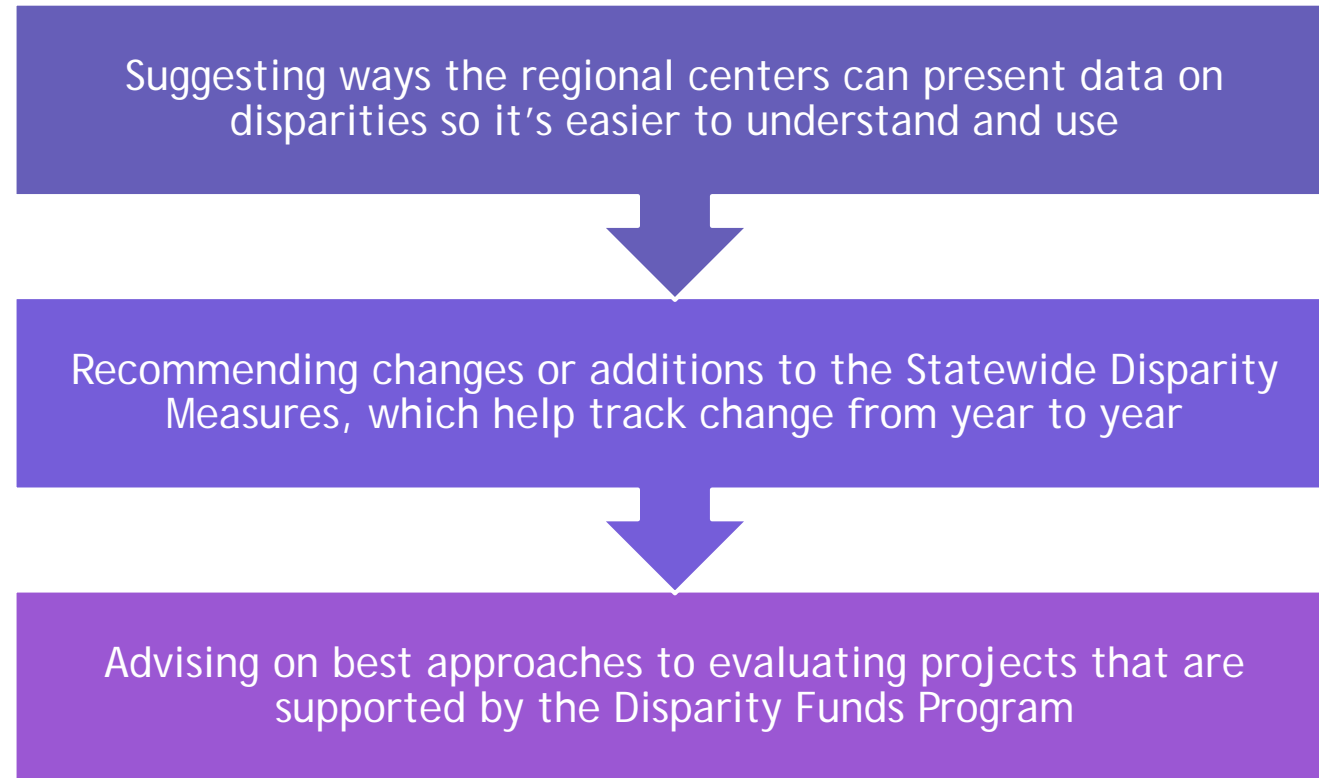
\$1,839  
WHITE

# Statewide Disparity Measures

1. High-Level Comparison of Purchase of Service (POS) Expenditures by Age, Ethnicity and Language
2. Timely Eligibility Determination: Birth Through Two Years
3. Access to Early Start Services: Birth Through Two Years
4. Early Start Utilization Rate
5. POS Equity: Youth
6. Equity in Adaptive Skills Training: Youth
7. Respite and Personal Assistance Equity: Youth
8. Personal Assistance Services Equity
9. Equity for Language Diversity
10. Equity in Supported Living Services and Independent Living Services: Adults
11. Equity in Supported Work Programs: Working-Age Adults

# Data Discussion Group

Will make recommendations to the Service Access and Equity Workgroup on certain technical issues such as:



# Review of DDS Website

The screenshot shows the top navigation bar of the DDS website with links for About, Careers, News Room, Contact Us, and Display Settings. The main header includes the DDS logo and navigation icons for Consumers, Services, Regional Centers, and Transparency, along with a search function. The central focus is the 'Equity Initiative' section, which features a five-star rating and a paragraph describing the initiative's goal to improve service access through culturally and linguistically responsive leadership. Below this is a horizontal banner with four image-based categories: Disparity Funds Program, Community Engagement, Data, and Resources.

CA.GOV

About Careers News Room Contact Us Display Settings

DDS Department of Developmental Services

Consumers Services Regional Centers Transparency Search

## Equity Initiative

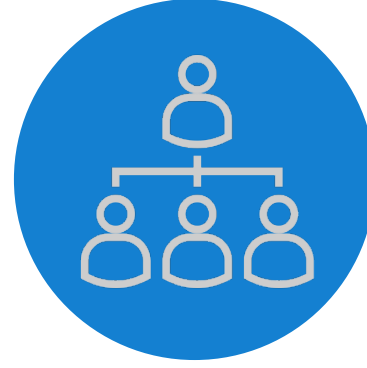
★★★★★

To improve access to services for consumers and families, DDS fosters leadership and policy development that is culturally and linguistically responsive to the beliefs, values and choices of the diverse people of California.

Disparity Funds Program Community Engagement Data Resources

# Disparity Funds Program Summary

# Overview



**1**

4519.5  
Legislative  
History

**2**

2016 and 2017  
Statutory  
Changes

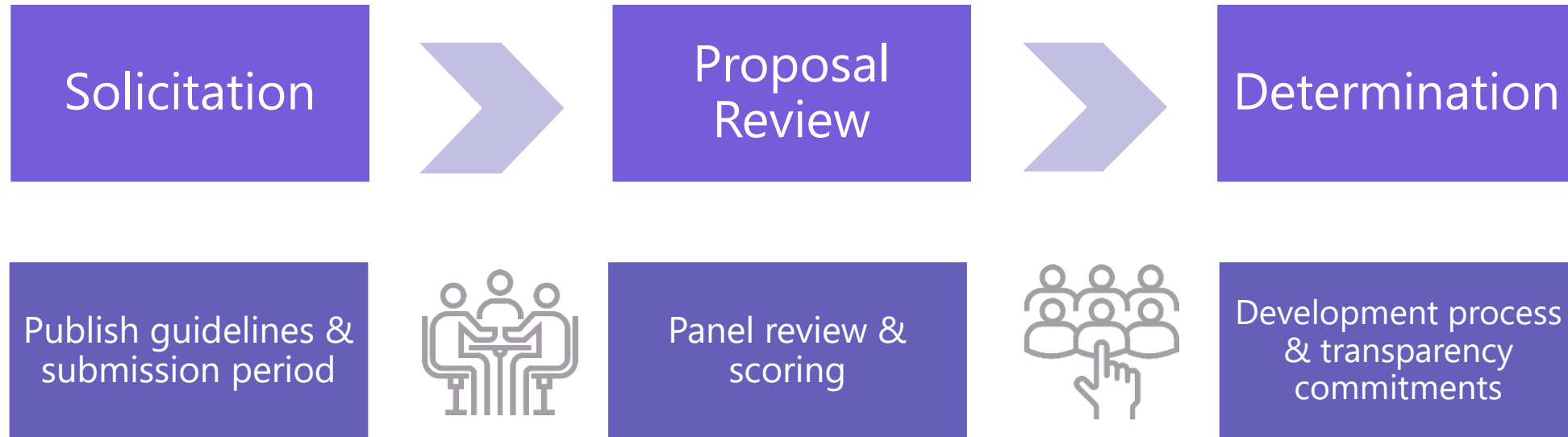
**3**

Disparity Funds  
Program's  
Responsibilities  
and Functions

**4**

Highlights,  
Impacts, Work  
Plan, and Goals

# Annual Pre-Award Activities





# Post-Award Activities



# Project Categories

Promotores

Outreach

Parent/family  
education

Workforce  
capacity

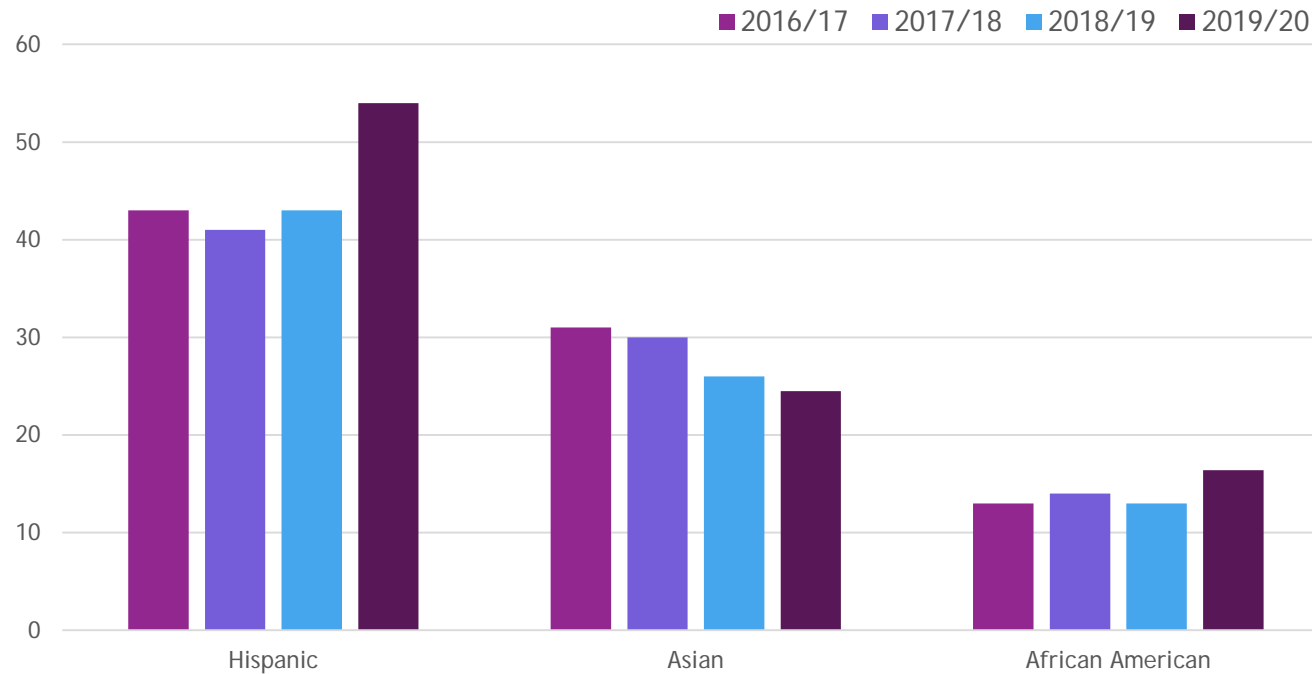
Translation

Services  
development

Family/consumer  
support services

# Project by Ethnicity

Across four years of funding, 45.4% of projects serve the Hispanic population, 22% serve the Asian population, and 14% serve the African American population.



	Hispanic	Asian	African American
2016/17	43%	31%	13%
2017/18	41%	30%	14%
2018/19	43%	26%	13%
2019/20	54.5%	24.5%	16.4%
Average	45.4%	22.0%	14%

# Insights Gained

Ask stakeholders to review translations to be sure they are culturally and linguistically appropriate

Families may benefit from materials in a video or audio format, in their primary language

Cultural competency trainings should include service providers in addition to regional center staff

Offer outreach activities throughout the year to build trust and hear from the community on how to address barriers

Provide child care for parent education events and schedule when parents are available

Promotora projects can assist to build knowledge and trust with the regional center and other systems

# Morning Breakout

# Guiding Principles & Vision:

What should be  
added or changed?

Lunch

# Afternoon Breakout



# Cultural & Linguistic Competence:

What is working?  
What is needed?

# Next Steps