

Developmental Services Task Force Service Access & Equity Work Group

June 24, 2020

Discussion Themes

High priority for the Department to remain focused on underserved communities with the complexities of a public health crisis and economic downturn that both impact communities of color significantly. How do we break down barriers in accessing services in our system is a key question in the discussion today. We will also focus the discussion on priorities for the 2020-21 Disparity Funds Program.

What tools can we use to better understand disparities in our system?

- Carve out funding to conduct data analysis
- Data analysis should focus on certain services (e.g. respite, personal assistance, and PDS)
- Consider a statewide survey of people of color to ask how they use their services and what they would like to use their services

Discussion on the priorities for the 2020-21 Disparity Funds Program:

- **Family Support**
 - Early Start and proactive and targeted outreach to
 - Empowering families to make their own decisions with informed consent
 - Parent Mentor or Promotora programs – help parents feel comfortable with services (e.g. inviting stranger into the home)
 - Remain focused on the Latino community, still impacted highest in disparities
 - Expand focus and investments in the African American community
 - Address people living in congregate settings due to high risk
 - Lower caseloads – when service coordinators have the ability intervene and support the family and make those calls to the generic services.
- **Technology and Information**
 - Improve access to technology (e.g. internet, training, and equipment)
 - Expand information about new flexibilities in the system in native languages
 - Language access is necessary to educate and support families with critical information
- **Training & Education**
 - Strengthen service providers understanding of what culturally responsive service delivery is
 - Educate new service coordinators to ensure CLC
 - Removing barriers to SDP and helping individuals/families with implementation
 - Improve access to generic resources (e.g. IHSS and Medi-Cal)

What ways can we improve the implementation of the Disparity Fund Program?

- Consider independent evaluation of the projects within the research community
- Analyze project outcomes to measure progress and accomplishments.
- Identify outcomes and measures in addition to POS utilization to better capture impact of the projects.
- Identify concepts that can be expanded to larger geographic areas by sharing current and past efforts.

How can CPP/CRDP¹ funding be used to improve service access and equity?

- In considering the needs of various cultures and communities, may think of a new development that may have a commitment to language access resources
- Identify a portion of funds available for innovative ideas

What are policy considerations to improve service access in our system?

- Quality assurance activities – consider streamlining appeal processes. Some families due to their culture tend to be fearful of government systems and do not like to file grievances or appeals. Need to make these processes more accessible and less difficult to navigate.
- Social and Recreational services – Many families who used soc/rec are underserved and do not have resources for activities to integrate into the community (e.g. music, art, camp).
- Consider the impact of the essential workers (e.g. ABA or ILS staff) who are from communities of color.

Closing Comments:

- DDS will reach out for volunteers for deeper dive discussions using focus groups.
- Workgroup survey will be sent asking how often you would like to meet and what priorities topics should be considered for the year.

¹ For more information on the Community Placement Plan (CPP) and Community Resource Development Plan (CRDP), visit <https://www.dds.ca.gov/services/cpp/> .