

APPLICATION REPORT

Project Name: Building Cultural Bridges to Improve Service Access for Cantonese, Vietnamese and Filipino Adults

Applicant Organization: Helping Hands East Bay

Awarded Amount: \$245,000

Funding Announcement Name: Promoting Service Access and Equity Grant



PROJECT SUMMARY

Our bilingual staff team will build six cultural bridges to improve access to information, access to service navigation, access to employment, access to out-of-home respite, access to culturally responsive living options and access to self-determination program. Project activities to build these bridges include language-specific parent education workshops/support groups. 1:1 service navigation by bilingual family support specialists, outreach to employers to develop paid internships and competitive employment, launching Asian Respite Weekend in collaboration with The Respite Inn, convening a Community Collaborative to develop a strategic plan to increase culturally responsive living options, and the production of a video with consumers who have successfully transitioned to the self-determination program.

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
Applicant Eligibility		
Applicant Information		
1. Project Title	Applicant Response	
What is the Project Title?	Building Cultural Bridges to Improve Service Access for Cantonese, Vietnamese & Filipino Adults	
2. Awarded Amount	Applicant Response	
	\$245,000	
3. Organization Type	Applicant Response	
Please check the box that describes your organization	Community Based Organization (CBO), 501(c)(3)	1
4. Description of Organization/Group	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
Provide a brief description of the organization/group (organization type, group mission, etc.). Explain what experience your organization has managing a program similar to the proposal and state the outcomes of that program.	Helping Hands East Bay is a small nonprofit organization founded in 2015 with the mission of reducing disparity among underserved Asian immigrants living with developmental disabilities in Alameda County. Since 2016, we have been awarded funding from State Council on Developmental Disabilities, Regional Center of the East Bay and Department of Developmental Services to build a multi-lingual staff team to provide outreach, parent education and service navigation to Cantonese, Vietnamese and Filipino adult consumers and their families. Each funded project has achieved positive outcomes in increasing Asian consumers and families' knowledge of the service systems, their utilization of services and their annual purchase of regional center services. We are also a vendor of Regional Center of the East Bay and Department of Rehabilitation providing community integration training, tailored-day service and supported employment to adults primarily from Cantonese, Vietnamese and Filipino backgrounds. Our organization was selected to receive a DDS Disparity Funds grant in FY17-18, FY18-19 and FY19-20 with successful implementation of each project (see attached final reports). Our founder and executive director, Esther Chow, is a trilingual parent professional is honored to be the recipient of the 2020 Bernie Graf Excellence in Service Award given by Alameda County Developmental Disabilities Planning Council for her leadership in disparity reduction efforts among underserved Asian consumers and families.	3
5. Applicant in Good Standing	Applicant Response	
Is the applicant in good standing with the California Secretary of State, California Franchise Tax Board, and California Department of Tax and Fee Administration?	Yes	1
6. Subcontractors in Good Standing	Applicant Response	
Are the applicant's subcontractors in good standing with the California Secretary of State, California Franchise Tax Board, and California Department of Tax and Fee Administration?	Not Applicable	
Grant Reapplication Information		
Grant Reapplications Only		
1. Grant Number	Applicant Response	
(Reapplications Only) What is the Grant Number of previously awarded project? If not applicable select Not Applicable.	17-C25, 18-C12, 19-C11	
2. Project Title	Applicant Response	
(Reapplications Only) What is the Project Title of previously awarded project? If not applicable select Not Applicable.	Improving Long Term Care Planning for Adult Consumers from Cantonese, Vietnamese and Filipino Family	
3. Project Start & End Dates	Applicant Response	
(Reapplications Only) What are the Start & End Dates of the previously awarded project? If not applicable select Not Applicable.	Start Date: 04/01/2020, End Date: 05/31/2021	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
4. Project Duration (Reapplications Only) What is the Total Project Duration (in months) of the previously awarded project? If not applicable select Not Applicable.	Applicant Response 14	
5. 2016/2017 Award (Reapplications Only) Enter the amount of funding that was awarded in FY 2016/2017. If not applicable select Not Applicable.	Applicant Response Not Applicable	
6. 2016/2017 Expenses (Reapplicants only) Enter the amount of funding that was expended in FY 2016/2017. If not applicable select Not Applicable.	Applicant Response Not Applicable	
7. 2016/2017 Remaining (Reapplicants only) Subtract the Total Expenses from the Total Award to determine the amount remaining from FY 2016/2017. If not applicable select Not Applicable.	Applicant Response Not Applicable	
8. 2017/2018 Award (Reapplicants only) Enter the amount of funding that was awarded in FY 2017/2018. If not applicable select Not Applicable.	Applicant Response \$255,172.00	
9. 2017/2018 Expenses (Reapplicants) Enter the amount of funding that was expended in FY 2017/2018. If not applicable select Not Applicable.	Applicant Response \$177,453.46	1
10. 2017/2018 Remaining (Reapplicants only) Subtract the Total Expenses from the Total Award to determine the amount remaining from FY 2017/2018. If not applicable select Not Applicable.	Applicant Response Not Applicable	
11. 2018/2019 Award (Reapplicants only) Enter the amount of funding that was awarded in FY 2018/2019. If not applicable select Not Applicable.	Applicant Response \$317,745.00	
12. 2018/2019 Expenses	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
(Reapplicants only) Enter the total amount of funding that was expended, or is anticipated to be expended, in FY 2018/2019. If not applicable select Not Applicable.	\$261,485.00	1
13. 2018/2019 Remaining	Applicant Response	
(Reapplicants only) Subtract the Total Expenses from the Total Award to determine the amount remaining from FY 2018/2019. If not applicable select Not Applicable.	Not Applicable	
14. 2019/2020 Award	Applicant Response	
(Reapplicants only) Enter the amount of funding that was awarded in FY 2019/2020. If not applicable select Not Applicable.	\$270,046.00	
15. 2019/2020 Expenses	Applicant Response	
(Reapplicants only) Enter the total amount of funding that was expended, or is anticipated to be expended, in FY 2019/2020. If not applicable select Not Applicable.	\$107,841.00	
16. 2019/2020 Remaining	Applicant Response	
(Reapplicants only) Subtract the Total Expenses from the Total Award to determine the amount remaining from FY 2019/2020. If not applicable select Not Applicable.	\$162,205.00	
17. Total Awarded	Applicant Response	
(Reapplicants only) Combine the amounts included in FY 2016/2017, FY 2017/2018, FY 2018/2019, and FY 2019/2020 for the total amount awarded for the project. If not applicable select Not Applicable.	\$842,963.00	
18. Initial Proposed Number of People Served	Applicant Response	
(Reapplications Only) Include the initial number of people projected to be served. If not applicable select Not Applicable.	144	
19. Actual Number of People Served	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
(Reapplications Only) Include the actual number of people served. Explain why this number is different from the projected impact number. If not applicable select Not Applicable.	Our current grant project proposed to serve 144 individuals, 72 of whom are Chinese, 28 Filipino and 44 Vietnamese. These initial projections were based on unduplicated unique individuals. As we learned more about the quantitative "number" measure from Dr. Jessica Love, we realized if the same individual attended two different workshops, the impact is counted as 2. Therefore we have now reported the actual number as unique encounters rather than unique persons. In addition, COVID-19 pandemic has increased the need to make wellness check-in phone calls to consumers and parents, assist some families with CalFresh applications, and IHSS electronic timecard issues, as well as organize distribution of PPE to families. As a result, the total numbers of unique encounters reported from quarter 1 and 2 combined are much higher than our initial projections: Chinese individuals impacted - 506 encounters; Filipino individuals impacted - 73 encounters; Vietnamese individuals impacted - 377 encounters.	
20. Regional Centers in Catchment Area	Applicant Response	
(Reapplications Only) List all Regional Centers in the project catchment areas that the project has served. If not applicable select Not Applicable.	Regional Center of the East Bay	
21. Cities Served	Applicant Response	
(Reapplications Only) List the cities your project has served. If not applicable select Not Applicable.	Alameda, Berkeley, Emeryville, Oakland, San Leandro, San Lorenzo, Hayward, Union City	
22. Counties Served	Applicant Response	
(Reapplications Only) List the counties your project has served. If not applicable select Not Applicable.	Alameda County	
23. City of Los Angeles	Applicant Response	
(Reapplications Only) If your project has served the City of Los Angeles, list the zip code(s) and/or community(ies) your project has served. If not applicable select Not Applicable.	Not Applicable	
24. Activities to Date	Applicant Response	
(Reapplications Only) Provide a detailed explanation of project activities to date. Include what the project has accomplished to date. From the start of the project to the date of reapplication, what are the key accomplishments? Have all activities been completed? If no, why not? If not applicable select Not Applicable.	We have completed 2 quarters and 2 months of our current project from April 1, 2020 through November 30, 2020 and submitted both quarterly reports on time. Although shelter in place order began in Alameda County on March 17, 2020 due to COVID-19 pandemic, we were able to pivot to conduct staff training online and completed the objective of training 13 staff on self-determination and person-centered planning by June 2020. Our Cantonese fathers' support group also quickly turned to Google Meet video conference for their monthly gathering in the first quarter. With shelter in place continuing through quarters 2 and 3, our bilingual family support specialists stayed connected with many parents through wellness check-in phone calls, 1:1 service navigation such	

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	<p>as assisting with CalFresh application and other resources, and the distribution of PPE (personal protective equipment) received from DDS.</p> <p>During quarter 2, our Cantonese and Vietnamese family support specialists coached some parents to set up email accounts to access virtual workshops and support group meetings, and coached others who have no internet access to call in using their phone to listen. Thus far we have conducted 8 out of 12 support group meetings and 9 out of 12 workshops planned for the project.</p> <p>Self-Determination Transition Support – In July, Esther Chow, our executive director who was a former member of the Local Advisory Committee for Self-Determination for the past 5 years, participated in an IPP meeting to support a Cantonese family in their plan to transition to self-determination program by September 1. In August, Esther conducted an orientation training in Cantonese in collaboration with RCEB's self-determination specialist. Three Cantonese parents whose adult children are selectees attended.</p> <p>With respect to employer outreach, 23 local businesses have been reached in quarter 1 and 2, out of our target of 30 at the end of the project. The employers outreach effort has resulted in 3 new paid internships developed for 3 Cantonese consumers in October 2020.</p> <p>Counting attendance in parent education workshops, support groups, 1:1 service navigation support and distribution of PPE, our total accomplished personal encounters for three ethnic groups combined thus far is 956 (506 Chinese + 377 Vietnamese + 73 Filipino) which has far exceeded our projections of reaching 144 individuals.</p> <p>The following activities were also carried out in response to supporting families during the pandemic, although they were not originally planned. We applied and received a grant of \$5,000 from Asian Pacific Fund to provide emergency financial assistance to needy families who have consumers from Regional Center of the East Bay (RCEB). As a result, two Filipino families and one Korean family received assistance for their rent payments and two Vietnamese families received assistance to purchase food and a Chromebook to access Alternative Service.</p> <p>With the rapid changes in service delivery and multiple informational updates provided by DDS and RCEB via Zoom, Helping Hands East Bay contacted RCEB in October to request them to hold a community zoom for Cantonese and Vietnamese families by providing interpretation. We saw this advocacy was necessary because RCEB had been holding community zoom meetings every other week for about two months in English with only Spanish interpretation provided. Although our staff attended these RCEB English zoom meetings and tried to pass on new information to our target language groups, we felt it was important for families to hear from RCEB staff directly. On 10/15/20, a special community zoom with Cantonese and Vietnamese interpretation was held by RCEB with 56 participants who learned about Alternative Services and Participant-Directed Additional Services during the pandemic. There were some technical difficulties with the interpretation channels. As a follow-up response, Helping Hands East Bay invited a Vietnamese-speaking RCEB supervisor and a Cantonese-speaking case</p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
	<p>manager to share the same information in our November online parent education workshops. We also publicized to families in our network the DDS Zoom townhalls held in early November with interpretation into multiple languages.</p> <p>All our activities are on schedule except conducting tours of out-of-home respite programs and living options due to programs and facilities are closed to visitors during the pandemic.</p>	
<p>25. Project Impact & Outcome</p> <p>(Reapplications Only) Provide a detailed explanation of project impacts and outcomes to date. Attach data (summary of pre-tests and post-tests), participant success stories to demonstrate project outcomes and impacts. Provide outcomes of your project's impact in serving the target communities. Using your attached data, provide a brief statement of key findings. If not applicable select Not Applicable.</p>	<p>Applicant Response</p> <p>The attached pre-test and post-test summary analysis for our two staff training conducted in quarter 1 demonstrated participants' increase of knowledge on the topic of Self-Determination Program and Person-Centered Planning. Similarly, the pre-test and post-test summary (also attached) for the two parent education topics (CaABLE and Special Needs Trust) conducted in quarter 2 demonstrated increase of knowledge of participants with average post-test scores higher than pre-test scores. We provided the training in participant's native languages of Cantonese and Vietnamese. Our bilingual family specialists conducted the CaABLE information workshops after they attended a CaABLE webinar in English. We have been in communication with the Executive Director of CaABLE, Dante Allen, to obtain translated materials in Chinese and Vietnamese but such would not be available until early next year.</p> <p>We are thankful for the pro bono service of Cantonese-speaking attorney, Geoffrey Lee, who conducted the Special Needs Workshop virtually in Cantonese to Cantonese parents and repeated it in English for Vietnamese parents with interpretation by our bilingual Vietnamese family support specialist. Pre-test and Post-tests were translated into Chinese and Vietnamese and sent to participants via Google Form for those who have access to email. For those who do not have such access to technology, our family support specialists performed pre and post-test individually via telephone.</p> <p>The attached quarter 1 report also contain participants' comments. Worthy to note is that in both quarter 1 and quarter 2 combined, we helped 2 Filipino families, 2 Vietnamese families and 1 Korean family access emergency financial assistance through raising fund from local churches and applying for a grant from Asian Pacific Fund. Participants expressed deep appreciation for the much-needed help received. PPE (Personal Protective Equipment) such as face masks and hand sanitizer received from DDS have been distributed to 44 Cantonese families, 26 Vietnamese families and 7 Filipino families to support them to stay healthy during the pandemic.</p>	<p>3</p>
<p>26. Project Objectives</p>	<p>Applicant Response</p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<p>(Reapplications Only) What are the projects objectives in addressing disparities and what remains to be addressed/completed? Explain why these objectives have not been completed during the current grant period. Provide a brief description of the key lessons learned from your current project, if any. What were some of the challenges that prevented your project from meeting your objectives/measures? What are some strategies your organization plans to implement to address challenges, if any? If not applicable select Not Applicable.</p>	<p>Our current project's main objectives in addressing disparities are two-fold: 1) Provide training and incentives to retain our bilingual workforce; 2) Provide parent education and 1:1 service navigation to improve long term care planning for adult consumers from our three target groups. We have completed two planned staff training online and retained all 11 bilingual staff thus far. From April through November 2020, we have provided 9 parent education workshops via Google Meet video conference on topics relevant to long term care planning: CalABLE account, Limited Conservatorship, Special Needs Trust, Alternative Services and Participant-Directed Additional Services.</p> <p>After learning about a new service of Alameda County Superior Court's Self-Help Center which offers free remote assistance for limited conservatorship applications with court-provided interpreters, our family support specialists have referred and supported 9 Cantonese and 6 Vietnamese families to access this new generic resource to assist with their long term care planning.</p> <p>Key lessons learned include extra effort consisting of 1:1 coaching is necessary to help some parents access virtual training and pre/post-test during shelter in place. The few Filipino parents in our network preferred 1:1 phone consultation rather than group video conference. Language barrier leading to lack of information can result in consumers and families being inappropriately served, particularly during COVID-19 pandemic. One sad example is when Alternative Services were announced as an option for non-residential providers at the end of August, one Cantonese parent in our network was approached by an English-speaking staff of a day program to sign a paper which was in English. The parent did not know what she was signing. Afterward, the day program began daily delivery of a snack and a bottle of water to this family for the consumer. The parent was confused and not aware such delivery was considered an "alternative service". She did not feel such service was meeting her adult child's needs during shelter in place and did not know about the new changes in service delivery until she spoke with our Cantonese family support specialist who encouraged her to contact her bilingual case manager from Regional Center. After DDS published the Family Engagement Guide in multiple languages, including Chinese and Vietnamese, our staff team was able to distribute this information to the parents in our network.</p> <p>Accessing culturally and linguistically living options is part of long-term care planning, especially when elderly parents are no longer able or available to care for their sons/daughters with intellectual or developmental disabilities. This is where we have faced the challenge of introducing living options by conducting tours to out-of-home respite, family homes or board and care homes. We have not been able to progress with this planned activity due to COVID-19 pandemic. At this time, all residential homes are closed to visitors. It is uncertain whether we will be able to conduct such a tour by the last quarter of our project from March to May of 2021. We have included and expanded this objective in our new grant application.</p>	
27. Project Transition	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
(Reapplications Only) If awarded, how will your current project transition into the 2020/21 proposed project? How does your proposed project complement your current project? Does your proposed project expand or continue your current project, if so how? What activities, measures, or target groups are being added? Provide a summary of the differences and reasons why you are proposing the change. If not applicable, select Not Applicable.	Our proposed project continues to focus on improving service access for the same target populations of Cantonese, Vietnamese and Filipino adult consumers and their families. The same bilingual project staff will continue to organize language-specific parent education workshops and support groups as well as provide 1:1 service navigation to help these underserved Asian group access more services. We anticipate a very smooth transition from our current project to our new proposed activities. Our proposed project expands the current project with respect to introducing and increasing culturally and linguistically responsive living options for our target groups. Out-of-Home Respite Weekends for Asians are planned with The Respite Inn on a quarterly basis with the cultural and language support of our bilingual staff for consumers to try this new experience. A Community Collaborative will be convened to develop a strategic plan to increase culturally responsive living options for our target adult consumers. A video of several Cantonese, Vietnamese or Filipino consumers who have successfully transitioned to the Self-Determination Program will be produced by March 2023. These expanded objectives will require a two-year period to accomplish.	
General Application		
Proposal Summary		
1. Individuals Impacted	Applicant Response	
Enter the projected number of individuals impacted.	800	
2. People Served	Applicant Response	
What is proposed number of people projected to be served?	480	
3. Duration of project	Applicant Response	
What is the duration of the project? Enter Start & End Dates.	Start Date: 05/31/2021, End Date: 05/30/2023	
4. Duration of project (months)	Applicant Response	
What is the total duration of project in months?	24	
5. Regional Centers	Applicant Response	
List all Regional Centers in the project catchment areas.	Regional Center of the East Bay	
6. Cities Served	Applicant Response	
List the city or cities your project proposes to serve.	Alameda, Berkeley, Emeryville, Oakland, San Leandro, San Lorenzo, Hayward, Union City	
7. Counties Served	Applicant Response	
List the county or counties your project proposes to serve.	Alameda County	
8. City of Los Angeles	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
If your project proposes to serve the City of Los Angeles, list the zip codes and/or communities your project will serve.	Not Applicable	
9. Community Based Organizations	Applicant Response	
Will you be working with one or more Community Based Organization?	Yes	6
10. Regional Center Data	Applicant Response	
If you plan to use regional center data for your project, indicate what steps you will take (or already have taken) to acquire it. For example, completing a data agreement, completing a data request, meeting with RC to discuss data availability/timelines, etc.	Submitted a data request and obtained a support letter for the agreement	
11. First Project Type Selection	Applicant Response	
Select your first project type.	Parent Education (online or in person trainings, etc)	
12. Second Project Type Selection	Applicant Response	
Select your second project type (if applicable).	Family/consumer support services (coaching, enhanced CM)	
13. Third Project Type Selection	Applicant Response	
Select your third project type (if applicable).	Workforce Capacity and Development (staff training, etc)	
14. Multiple Organizations	Applicant Response	
Does your project include partnership with one or more organizations either as a co-applicant or subcontractor? If "yes", please upload a letter of support from each organization, that includes an explanation of their role in the partnership.	No	
15. Leverage & Strategies	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
Describe how your organization will leverage and build upon strategies, collaborations, and lessons learned to continue to address the identified disparities after completion of the project. How will your project continue its work after the grant funding has concluded?	Our first priority is to continue to apply for DDS Service Access and Equity grant funds each year to keep up our ongoing efforts in reducing disparity among Cantonese, Vietnamese and Filipino adult consumers. Such disparity has existed for decades and we believe it will take long-term focused efforts of a bilingual workforce to transform the system to promote equity. However, if such grant funds are no longer available to our organization, we will launch an aggressive fundraising campaign to raise the funds needed to continue the work. Other alternative strategies will include expanding our Regional Center-vendored services into new areas such as independent living skills training and housing access support services. Becoming a provider for self-determination program adult participants is another area to be explored.	
Target Population		
1. Target Groups Served	Applicant Response	
Select all groups the project will serve. If you select "Pacific Islander" or "Other" use comment section to list all groups.	Chinese , Filipino , Vietnamese	
Applicant Comment	Cantonese-speaking Chinese individuals are our primary target although some of our staff speak both Cantonese and Mandarin.	
2. Number of Target Group Served	Applicant Response	
For each target group selected in previous question, list number served.	Chinese - 250 Vietnamese - 100 Filipino - 50	
3. Languages	Applicant Response	
Select all Languages the project will serve. If you select "Other" please list all languages.	Cantonese , Mandarin , Vietnamese , Tagalog	
Applicant Comment		
4. Age Groups Served	Applicant Response	
Select all Age Groups the project will serve. If you select "Other" please list groups.	22 and older	
Applicant Comment		
Project Application		
Project Application		
1. Project Summary	Applicant Response	
Provide a clear and concise project summary that includes a defined target population, catchment area, and project design. Specifically describe what your project will accomplish and how it will benefit the community served.	Our new proposal builds on the work we have accomplished during the past 3 grant cycles to continue improving service access for Cantonese, Vietnamese and Filipino adult consumers and their families living in Alameda County. Our grant activities will consist of building six cultural bridges by our bilingual staff team to support service access for these underserved groups. The first three bridges are a continuation of what we have been doing and the last three are innovative approaches aimed at	7

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
	<p>facilitating a system transformation toward equity. Our priority is to create collaborative opportunities for connection and learning between individuals, families, service providers, and regional centers.</p> <p>Cultural Bridge #1: Conduct monthly parent education workshop or support group meetings in participants' primary languages on topics relevant to service access and long-term care planning. A total of 24 meetings are planned for each year. Our community collaborators will continue to include bilingual Asian case managers of the Regional Center of the East Bay, Office of Clients' Rights & Advocacy of Disability Rights CA Oakland office, and Legato Law (see support letters attached).</p> <p>Cultural Bridge #2: Provide consumer/family support services in the form of 1:1 coaching/service navigation by our bilingual family support specialists to families to assist them in obtaining desired generic and Regional Center funded services. Community collaborators include bilingual Asian case managers, Diversity and Equity Specialist and Self-Determination Specialist of Regional Center of the East Bay. This is an ongoing effort to improve service access and increase purchase of services.</p> <p>Cultural Bridge #3: Conduct outreach to local employers to develop paid internship and employment opportunities for our target groups of Asian adults. This is a continual effort to increase purchase of services for these underserved adults in the area of work experience and employment, a key area in an adult's life. We plan to reach at least 30 employers per year. Our community collaborators include local businesses, State Council on Developmental Disabilities Bay Area Regional Office, Alameda County Developmental Disabilities Planning Council, Employment Specialist of the Regional Center of the East Bay, Department of Rehabilitation, and HireABLE, a network of local supported employment providers, school districts, community colleges, of which Helping Hands East Bay is a member.</p> <p>New Cultural Bridge #4: Launch Asian Respite Weekend at The Respite Inn once a quarter by deploying a team of 4 bilingual staff from our organization to serve as direct support professionals for this 48 hours out-of-home new experience for 4 to 6 consumers. Our main collaborator will be The Respite Inn (see support letter attached). The anticipated start date will be September 2021 when COVID-19 pandemic is expected to be resolved.</p> <p>During the past 3 years, Cantonese, Vietnamese and Filipino families in our network have learned a range of Regional Center funded services available to adults through our workshops, conferences and multi-lingual video. Parents have expressed the desire for their adult children to try out new services they had not received before. Out-of-home respite is one of them. Our bilingual staff team will be a supportive cultural bridge to assist consumers/families to apply for this out-of-home respite service as</p>	

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	<p>well as be physically present to support consumers during this new experience in providing language support and cooking Asian cultural food. We believe the trust our organization and staff have established with Cantonese, Vietnamese and Filipino families will encourage consumers and families to try out this new service. Out-of-home respite is often the first “baby step” experience for a consumer and their family to consider out-of-home living options in the future.</p> <p>New Cultural Bridge #5: Convene a monthly Community Collaborative consisting of consumers/family members, the Regional Center of the East Bay (RCEB) living options coordinator, major living options and housing providers and Asian business leaders to develop a strategic plan to increase culturally responsive living options for Cantonese, Vietnamese and Filipino adults in Alameda County. Our community collaborators include Alegria Community Living, Enriching Live and Housing Consortium of the East Bay (see support letters attached).</p> <p>Prior to COVID-19, RCEB conducts living options seminar and home tours in Alameda County and Contra Costa County once a year in each county. Written packets distributed were only available in English and Spanish and interpretation was only available in Spanish until Helping Hands East Bay staff translated the document into Chinese and Vietnamese in 2019 and provided a Cantonese interpreter to enable Cantonese parents to attend this workshop in 2018.</p> <p>During the past year, Enriching Lives Family Home Agency in Concord was awarded a start-up grant to develop family homes in Alameda County for Cantonese, Vietnamese adults and adults using ASL. Helping Hands East Bay has actively collaborated with Enriching Lives to host parent education workshop with interpretation and translated informational material into Chinese and Vietnamese. One of our bilingual staff drove and accompanied two Cantonese parents to tour a Mandarin-speaking family home in Oakley.</p> <p>With our new grant proposal, we aim to proactively expand this important task of developing various culturally responsive living options for underserved Asians in the forefront by convening a monthly collaborative among stakeholders to develop a strategic action plan. One reason for the greatest disparity in purchase of services experienced by Asian adults compared to White counterparts is that only 27% of Asian adults served by RCEB live out of home while 62% of White adults live out of home. Although multi-generation household of living arrangement may be a valued Asian cultural tradition, through our parent surveys during the past years, aging parents have also expressed they continue to care for their adult child at home because there is a lack of culturally responsive living options that they feel safe to transition their adult children out of home.</p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
	<p>New Cultural Bridge #6: Produces multilingual video featuring Cantonese, Vietnamese or Filipino adult consumers who have successfully transitioned to the Self-Determination Program.</p> <p>By July 2021, self-determination program will be an available service delivery option for any regional center consumer who would like to choose this option. Helping Hands East Bay has been actively involved in conducting informational meeting on self-determination in Cantonese and Vietnamese since the beginning of the pilot and supported 35 families to sign up for selection in the first round resulting in 13 consumers selected. Through 1:1 coaching/service navigation, we continue to follow up with some of these families and supported one Cantonese family to successfully transition to self-determination in September 2020. We anticipate by early 2023, more families will have completed transition and willing to share their stories to encourage others.</p> <p>We are requesting a 2-year grant funding in order to accomplish all of the above objectives.</p>	
2. Organization Experience	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<p>What experience does the organization/group have working with the target population?</p>	<p>Our organization has worked with our three target communities since 2015 by organizing education workshops, conferences, support groups and events in participants' primary languages of Cantonese, Vietnamese and Tagalog and we produced a multi-lingual informational video to introduce adult services. Our bilingual family support specialists provided consumer/family support services such as coaching/1:1 service navigation. We have been the recipient of DDS Disparity Funds grants for the past three years focusing on the same target populations and have experienced success in improving service access and increasing purchase of services. Additionally, in 2017 and 2018, we became a vendor of Regional Center of the East Bay and Department of Rehabilitation to provide community integration training, tailored-day service and supported employment services to primarily Cantonese, Vietnamese and Filipino adult consumers. These culturally responsive direct services combined with outreach and education have been effective in reducing disparity gradually as evidenced by RCEB's FY17-18 and FY18-19 data. The percentage of adults with no purchase of services (POS) have decreased significantly for our three target groups in FY18-19 compared to FY17-18:</p> <p>Cantonese from 25.2% to 22.8% Vietnamese from 44.1% to 36.4% Tagalog-speaking from 30.19% to 27.7%</p> <p>Annual Expenditure per capita for these three adult (22 and older) groups have increased: Cantonese from \$19,416 to \$21,442 Vietnamese from \$11,897 to \$15,421 Tagalog-speaking from \$20,788 to \$23,629</p> <p>We are confident to assert our contribution to the above success in disparity reduction because one of our project measures during the past two years tracked pre-project POS and post-project POS of a group of individual clients with their consent and data sharing with RCEB. As reported in our 17-C25 final report, 28 consumers' POS have been increased through our direct intervention within one year. In our 18-C12 final report, 22 of the 33 consumers tracked showed increase in POS.</p>	
<p>3. Underserved Target Populations</p>	<p>Applicant Response</p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
Explain how the target population(s) are underserved using RC POS data or other data as supporting evidence of the disparity.	<p>According to FY2018-19 Purchase of Services data published by Regional Center of the East Bay in December 2019, disparity continues to exist between white consumers and Asian consumers with the greatest disparity among adults age 22 and older. The annual expenditure per capita for white adult consumers was \$45,062 while that of Asian consumers was \$26,158. The expenditure for Asians was the second lowest among seven ethnic groups of adults. Broken down by languages, our three target groups of adult consumers age 22 and older purchased significantly less services compared to their English-speaking counterparts as evidenced from the data below:</p> <p>Annual Expenditure per Capita for Adults 22 and older by language:</p> <p>English - \$37,293 Cantonese - \$21,442 Tagalog - \$23,629 Vietnamese - \$15,421</p> <p>With respect to adults 22 and older who had no purchase of services, 10.7% of white consumers had no purchase but double the amount - 21.7% of Asian consumers had no purchase. Asians had the highest percentage of no purchase among seven ethnic groups. Our three target language groups also had significant higher percentages of no purchase of services compared to English-speaking adults age 22 and older:</p> <p>English - 13% no purchase of services Cantonese - 22.8% Tagalog - 27.7% Vietnamese - 36.4%</p> <p>One of the main reasons for white adult consumers having a much higher annual expenditure per capita compared to Asian consumers is the fact that many more white adult consumers (62%) are living out of home than Asian consumers (27%).</p>	
4. Input from Community	Applicant Response	
How did your organization use input from the community and/or target population to design the project? What methods did your organization use to allow the community to advise you in designing the project? Were there any changes to your project design as a result of community input?	During our March 2018-19 grant cycle, we completed 91 family surveys to gather input from Cantonese, Vietnamese and Filipino families with adult consumers. During the past year 2019-20 grant cycle, we completed 33 surveys to gather input. In addition, our staff recorded comments from consumers and family members during education workshops, support groups and POS Disparity public meetings each year to learn unmet needs and inform the directions for our projects. During these well-attended public meetings in March 2019 and 2020, many parents expressed the need to have available information on self-determination and living options for adults in their languages and the need to develop more culturally responsive living options. Our new proposal is a result of these community input.	
5. Improve Access	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
How will your project improve equity, access and reduce barriers to services for individuals with intellectual and developmental disabilities and their families and is sustainable?	Our project aims to improve access to services by providing information and 1:1 navigation assistance in participant's primary languages. In addition, we will collaborate with The Respite Inn by deploying a team of bilingual staff to support Cantonese, Vietnamese and Filipino adult consumers who would like to try out this out-of-home respite new experience. The Community Collaborative we plan to convene consisting of consumers/family members, RCEB representatives, business leaders and experienced housing providers will develop a strategic action plan to leverage public and private funding to increase culturally responsive living options for our target populations. Finally, when our Self-Determination success stories video is produced, it will be made available on our website for the public to access so that more Cantonese, Vietnamese and Filipino families can learn about this service option from others from their culture who have successfully made the transition.	
6. Support RC's Recommendations	Applicant Response	
How does this project support the RC recommendations and plan to promote equity and reduce disparities in their catchment area? If you are a RC, how does this project support your recommendations and plan to promote equity and reduce your identified disparities? How will your project collaborate with other organizations that serve individuals with intellectual and developmental disabilities and their families?	We participate in RCEB's Diversity and Equity Committee in a continuous partnership to improve service access for underserved communities. We collaborated with RCEB to host POS Disparity public meetings for the Cantonese and Vietnamese communities each year in February or March. In an effort to make information available in participants' primary languages per community feedback in 2019, our staff translated RCEB's power point presentation into Chinese and Vietnamese in 2020. RCEB's current report and recommendations for our target groups included developing Cantonese and Vietnamese family homes and other culturally responsive living options for Asian adults as well as increasing knowledge and participation in self-determination program as a service delivery option with more choices. Our new proposal has included activities to support these goals. Attached is a letter of support from RCEB.	1
7. Project different or unique	Applicant Response	
How is the proposed project unique or different from a currently funded grant (e.g., strategies, activities, and goals) in the proposed regional center catchment area? If the project is similar to a currently funded grant listed on the Department's website, how is the proposed project different?	Our project is unique in our continuous focus on improving access to services for Cantonese, Vietnamese and Filipino adult consumers and their families in Alameda County. This is a strategic decision to maximize impact because of three realities: 1) Adults age 22 and older experience the greatest disparity in purchase of service; 2) The three target groups of Asian adults consist of the largest number of underserved Asian adult consumers in the RCEB catchment area: Cantonese: 206; Vietnamese 99; Tagalog/Filipino: 137; 3) A majority of these consumers live in Alameda County. Our strategies of increasing employment, out-of-home respite and culturally responsive living options for Asian adults in Alameda County are unique as well.	
8. Activities & Measures to Achieve Goal	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
Clearly and specifically state how the schedule of activities and measures demonstrate the operational details and steps that the project will take to achieve its stated goals, activities, and measures. Note: Before answering this question, applicant may want to complete the Activities Template located in the tab directly above.	<p>Each of the six cultural bridges we propose to build with our project activities are aimed at improving access to services and increase of purchase of services. The proposed quantitative and qualitative measures for each activity will help to evaluate if we reach our goals at the end of our two-year project. We have proposed 6 activities and 2 measures for each activity.</p> <p><u>Access to information</u> via parent education workshops and support groups conducted in participant's primary languages measured by number of meetings conducted, attendance at each meeting, and pre/post-test analysis.</p> <p>2. <u>Access to individualized coaching/service navigation</u> to assist participants to connect to generic and regional center services measured by number of encounters and narrative of participants' comments</p> <p>3. <u>Access to paid work experience</u> by our employer outreach efforts to develop paid internship and competitive employment opportunities measured by number of employers reached and number of paid internship and competitive employment created.</p> <p>4. <u>Access to out-of-home respite</u> experience supported by a team of our bilingual Cantonese/Vietnamese/Filipino staff measured by number of participants and satisfaction survey after each weekend experience.</p> <p>5. <u>Access to culturally responsive living options</u> by developing a strategic plan to increase such housing options with a Community Collaborative measured by a milestone of the completion of the strategic plan and creation of 3 new living options that are culturally responsive.</p> <p>6. <u>Access to Self-Determination Program</u> by producing a video featuring Asian consumers who have successfully transitioned and measured by a milestone of completion of video production and increase of knowledge via pre/post-test analysis of viewers.</p>	
9. Measures	Applicant Response	
Are your proposed measures appropriate to track project goals and activities, provide insight into the effectiveness of the overall design of the project and demonstrate how the impact on the community will be evaluated?	<p>Our proposed 12 measures for our 6 grant activities consist of both quantitative and qualitative measures to evaluate the effectiveness of our project in improving service access for our target groups. Quantitative measures include attendance in support groups and workshops as well as pre and post-test assessment for workshop participants to evaluate if there has been an increase in knowledge after the training. Number of 1:1 coaching/service navigation encounters for each language group is also recorded to evaluate the scope of community impact. Qualitative measures include participants' comments collected during individual or group encounters that are related to service access or unmet needs or suggestions for improvements. Participants of out-of-home respite weekends at Respite Inn will be asked to fill out a survey to evaluate their experience. A milestone measure will have been reached when we complete production of the Self-Determination Program success stories video. A pre/post test will be designed for viewers of this video as a quantitative measure of their increase in knowledge and increase in likelihood to enroll in self-determination.</p>	
10. Budget Narrative	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<p>Note: Before uploading your Budget Narrative, applicants should complete the Budget Template located in the tab directly above. After you complete the Budget Template, please return to this question to upload your Budget Narrative.</p> <p>The project budget is consistent with stated projected goals and activities, and clearly and concisely explains how the proposed expenditures support the overall project design. The project budget costs are clearly associated with the project activities and goals. The project budget does not include non-allowable costs. The overall project budget is appropriate to the outcomes proposed. Please attach your Budget Narrative document. An example of a Budget Narrative can be found in Attachment C.</p>		1
Proposal Certification		
Certification		
1. Applicant & Regional Center Discussion	Applicant Response	
If you are a CBO, have you discussed your proposal with the RC(s)?	Yes	
2. Applicant Certification	Applicant Response	
By submitting this application, the Applicant is certifying the truth and accuracy of the proposal. The applicant also certifies that if you have subcontracting organizations, each participating organization has reviewed your project and agrees to their assigned activities, measures, and the budget. (Select Yes or No and enter you name in the comment box.)	Yes	
Applicant Comment	Esther Chow	