

APPLICATION REPORT

Project Name: Asian Outreach, Mentorship, Empowerment, Self-Advocacy, and Service Capacity Building

Applicant Organization: Friends of Children with Special Needs

Awarded Amount: \$370,000

Funding Announcement Name: Promoting Service Access and Equity Grant



PROJECT SUMMARY

Our project focuses on reducing service disparities in Asian special needs families by: 1) Outreaching to our Asian families and mentoring them on the regional center process and services so they are empowered to request for services that are crucial to their child's needs. 2) Retaining our bilingual staff by retaining \$1/hr salary increase set in 2017 so that we can maintain our current service capacity. 3) Increasing program capacity to meet the growing demands of our Asian clients, providing them with more cultural and linguistic appropriate programs which will increase regional center POS utilization. 4) Training our clients and their families to self-advocate for services that they are entitled to

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
Applicant Eligibility		
Applicant Information		
1. Project Title	Applicant Response	
What is the Project Title?	Asian Outreach, Mentorship, Empowerment, Self-Advocacy, and Service Capacity Building	
2. Awarded Amount	Applicant Response	
	\$370,000	
3. Organization Type	Applicant Response	
Please check the box that describes your organization	Community Based Organization (CBO), 501(c)(3)	
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.	<p>FCSN is a 501(c) non-profit organization founded by 10 Asian families in 1996, and now, it serves over 1000 families with 2 centers in the Bay Area: Fremont and San Jose. Our mission statement is to help individuals with special needs and their families find love, hope, respect and support through integrated community involvement. FCSN, a recipient of the Disparity Funds in 2017, 2018, 2019, and 2020, has been working successfully with Asian special needs families in educating, mentoring and empowering them to advocate and get services for their loved ones by hosting various events, workshops/trainings, and family socials/gatherings. FCSN also provides support, various culturally and linguistically appropriate vendorized services and enrichment programs to the special needs community. FCSN has the highest service capacity and is the largest advocacy group that serves Asians with intellectual/developmental disabilities and their families in the Bay Area. With 24 years of efforts, FCSN has built a trusted and solid relationship with our the families.</p> <p>FCSN's language capacity includes Cantonese, Mandarin, Vietnamese, Korean, Japanese, Tagalog, and Taiwanese.</p>	
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	
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.	19-C24	
2. Project Title	Applicant Response	
(Reapplications Only) What is the Project Title of previously awarded project? If not applicable select Not Applicable.	Asian Mentorship: Empowerment, Education and Access to Services	
3. Project Start & End Dates	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
(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: 03/30/2021	
4. Project Duration	Applicant Response	
(Reapplications Only) What is the Total Project Duration (in months) of the previously awarded project? If not applicable select Not Applicable.	12	
5. 2016/2017 Award	Applicant Response	
(Reapplications Only) Enter the amount of funding that was awarded in FY 2016/2017. If not applicable select Not Applicable.	\$150,000.00	
6. 2016/2017 Expenses	Applicant Response	
(Reapplicants only) Enter the amount of funding that was expended in FY 2016/2017. If not applicable select Not Applicable.	\$150,000.00	
7. 2016/2017 Remaining	Applicant Response	
(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.	Not Applicable	
8. 2017/2018 Award	Applicant Response	
(Reapplicants only) Enter the amount of funding that was awarded in FY 2017/2018. If not applicable select Not Applicable.	\$491,050.00	
9. 2017/2018 Expenses	Applicant Response	
(Reapplicants) Enter the amount of funding that was expended in FY 2017/2018. If not applicable select Not Applicable.	\$491,050.00	
10. 2017/2018 Remaining	Applicant Response	
(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.	Not Applicable	
11. 2018/2019 Award	Applicant Response	
(Reapplicants only) Enter the amount of funding that was awarded in FY 2018/2019. If not applicable select Not Applicable.	\$377,338.00	
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.	\$377,338.00	
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.	\$364,291.00	
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.	\$157,171.38	
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.	\$207,119.62	
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.	\$1,382,679.00	
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.	1000	
19. Actual Number of People Served	Applicant Response	
(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.	This project is still ongoing although we do anticipate that the numbers will be lower than planned because of the COVID-19 pandemic. We were unable to host many of the big events like in previous years. We had to cancel our spring carnival, summer fun festival, Mid-Autumn Festival, and Halloween Carnival which draws in 200-400 people per event.	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
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 San Andreas Regional Center	
21. Cities Served	Applicant Response	
(Reapplications Only) List the cities your project has served. If not applicable select Not Applicable.	Fremont, Union City, Newark, Hayward, San Leandro, Oakland, Alameda, Pleasanton, Dublin, Livermore, San Ramon, Danville, Santa Clara, Sunnyvale, San Jose, Mountain View, Saratoga, Cupertino, Campbell, Los Altos, Milpitas, Los Gatos, San Mateo	
22. Counties Served	Applicant Response	
(Reapplications Only) List the counties your project has served. If not applicable select Not Applicable.	Alameda County Santa Clara County Contra Costa 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.	<p>Due to the high cost of living in the SF Bay Area, staff turnover has been a big issue for FCSN, so the main focus for this project was for FCSN to retain the \$1.00 increase that was implemented in the 2012/18 grant and maintained in the 2018/19 and 2019/20 grants. It is important to maintain this adjustment; otherwise, the staff will suffer a \$1.00 deduction on their paycheck as compared to the last 3 years which will then result in more turnover of staff.</p> <p>For the past 4 years that FCSN has been involved with the Asian Disparity project, we have been hosting special events, seminars/workshops, and coffee/social to outreach, mentor and educate Asian families on how to advocate and seek regional center services for their loved ones. We have also attended other community partner events to increase our presence in other communities, allowing more Asian special needs families to be aware of the cultural and linguistic support that is available to them.</p> <p>1) EDUCATION: Usually FCSN invites many speakers to come and facilitate seminars/workshops to educate our special needs families on different regional center and non-regional center services as well as various special needs related topics. However, due to the COVID-19 pandemic, we are unable to meet in person. Therefore, to replace our in-person seminars/workshops, FCSN has created Weekly Family Zoom meetings in Mandarin and Cantonese to continue to outreach and educate our Asian families during this time. Some of the topics covered are:</p> <ul style="list-style-type: none"> • Transition to Adulthood 	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
	<ul style="list-style-type: none"> • How the Regional Center can help during COVID-19 • Behavioral & Sleep Management • Supporting Your Child and Emotional Care during COVID-19 • Housing Options for our Special Needs Adults • Emergency Preparedness & Census 2020 • Supporting Your Loved Ones with ASD – Can Medications Help? • Your Special Needs Child's Health and Diet • Sibling Relationship in a Special Needs Family • Pros and Cons of Different Living Services • Conservatorship • Special Needs Trust & ABLE Account • The Strengths-Based Model of Neurodiversity and its applications in Educational and Employment Settings • The Lanterman Act and Regional Center Services <p>We have completed close to 60 parent meetings from April to November 2020, and each meeting is attended by 20-50 attendees and even draws in families from outside of our catchment areas. Some parents are from Southern CA while some are from other states like New York. These weekly meetings really bring our Asian families together especially during this tough time, and they know that they are not alone in their struggles of raising their child during the pandemic. We will continue with these parent meetings in Zoom throughout this grant period.</p> <p>2) OUTREACH: Unfortunately due to the pandemic, we had to cancel almost all of our big outreach events: Spring Carnival, Summer Fun Festival, Mid-Autumn Festival, and Halloween Carnival which usually is attended by 200-400 people per event. We were able to have our Annual Family Day in June and Special Needs Talent Showcase in August virtually via Zoom. Both virtual events were a success with about 230 Zoom participants but many family members attended with the zoom link which translating doubling the number of participants. Many families were happy that we provided these events virtually to them so they can connect with other families during this difficult time. We still have the Lunar New Year event that is supposed to happen in February 2021 (Q4 of grant), but there is a big chance that we may not be able to host that. Also, we are continuing and have increased our outreach via weekly email announcement and social media such as WeChat, LINE and Facebook. This is the platform we are using now to connect with our families as many Asian families use these platforms. We are able to reach out to at least 800 families via social media.</p> <p>3) MENTORSHIP: Usually FCSN hosts coffee/tea socials twice a month to help mentor families in a smaller group settings; however, due to the pandemic, we also had to put these socials on hold. However, we are doing some individual mentorship with families via Zoom or phone calls to those who need assistance or support with services. We have support a couple of families in getting intake from the regional center, and we have also assisted some families with questions regarding regional center services. We will continue to support our families with individual mentorship for those who need it.</p>	
25. Project Impact & Outcome (Reapplications Only) Provide a detailed explanation of project impacts and outcomes to date	Applicant Response OUTREACH: <ol style="list-style-type: none"> 1. Events - The Asian Disparity Project has provided the platform for FCSN to outreach to many Asian special needs 	

<p>impacts and outcomes to date. APPLICANT QUESTION Attach a 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>ATTACHMENTS</p>
	<p>families in the Bay Area. Through FCSN's hosted events and other community events, more Asian special needs families have become familiar with FCSN, therefore, allowing us to build a trusting relationship with them. With their increased trust in FCSN, the families feel more comfortable in consulting with FCSN regarding their situation. Usually over 1000 people attended FCSN's hosted special events, and families have provided a lot of positive feedback on our events and hoping that FCSN will continue to host more events. The families enjoy these events because it allows them to also meet other families of the same ethic, cultural and linguistic background and shared experiences with them. FCSN has reached out to a couple thousand people at over 30 community groups during our attendance at our community partners' events. Even though this year, due to COVID-19, we were not able to host many of our in-person events, we were at least able to host our Annual Family Day and Special Needs Talent Showcase virtually via Zoom, allowing us to connect with our families during this time. Many families have expressed that these 2 virtual events provided them joy during this time as it allows them to connect with other families.</p> <p>2. Social Media - This is an easy and effective way to reach out to many families at once anywhere and any time. LINE and WeChat have been most effective as many Asians use these 2 communication platforms because it allows them to ask questions and share their experience and information without revealing their identity. FCSN has sent over 150 messages and announcement to Asian families with the various types of social media in the last year. About 80% of the families attending our events, seminar, or socials learned about it through social media. Social media has even played a more important role right now during the pandemic for many Asian families who seek support. We had attracted many families to attend our current virtual parent meetings through this method.</p> <p>MENTORSHIP - FCSN has been mentoring families via our monthly coffee/tea socials. FCSN were able to encourage many families to reach out to regional center for intake and services. Through FCSN's mentorship, not only have families learned how to advocate for services and get support for their special needs loved ones, but they have gained many knowledge about their entitled rights and benefits from the regional center. About 10-15 families attend our coffee/tea social per month, and many families return to our socials to get additional mentoring. Although we had to cancel our socials during the pandemic, we had been able to mentor our families individually via virtual Zoom meetings or phone calls. So far we had supported about 15 families individually during the pandemic.</p> <p>EDUCATION - Prior to the pandemic, FCSN's seminars/workshops have been fundamental in educating Asian special needs families about regional center services, non-regional center services and various special needs topics so that parents have the knowledge and are empowered to self-advocate for their child. About 30-35 families attend our seminars and workshops, and about 80% of the families have attended seminars with the same or similar topics. Families say that they learn something new each time because they may have missed</p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
	<p>learn something new each time because they may have missed something the last time they attended a similar seminar. Because of the pandemic this grant year, we have replaced these seminars/workshops with weekly virtual Zoom parent meetings (both in Cantonese and Mandarin) in which the purpose is also to educate and empower Asian families to help and support their child. Around 20-50 people attend per meeting, and many families join us even from outside of our catchment area.</p> <p>STAFF RETENTION - Prior to the pandemic, we were extremely successfully in reducing staff turnover by about 50% due to our retention in salary for our bilingual staff. However, during the pandemic, we lost some of our staff due to EDD's unemployment payout which translate to \$30/hour per person which FCSN cannot match.</p> <p>SUCCESS STORIES</p> <ol style="list-style-type: none"> 1. Even though the COVID-19 pandemic had shut down all of our special events, coffee/tea socials, family gatherings, and workshops/seminars, we found a new way to connect with Chinese families through weekly online zoom meetings. Because these meetings are all virtual, many families from outside of our usual RCEB and SARC catchment area were able to join us. This method allowed us to reach many more Chinese families who are in needs of guidance, information and support in their own language. We provide 2 sessions every Friday: one for the Cantonese speakers and one for the Mandarin speakers. We had families who called in from Sacramento, Southern CA and other parts of the US. We even had a couple of families who called in from Canada. We had anywhere between 20-50 people per session. And these families were so happy to hear that there is a group meeting in their language like this who can support them, and it really helps them emotionally and mentally strong during this time when families are struggling with staying home full time with their child. 2. During our online parent meetings during the pandemic, we had surveyed our families regarding who has not been contacted by their regional center case manager, and we discovered that 20% of them have not been contacted. This resulted in one of the regional center launching their own survey. Of the 1300 hundred returned, 20% of their clients did not been contacted by their case manager which further confirms our data was correct. And this further result in the director of the regional center meeting with 70 of our families. 	
26. Project Objectives	Applicant Response	

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>Although FCSN has been unable to host many of the in-person events and activities due to the pandemic, we have been able to, through online social media and virtual events and meetings, continue to outreach, educate, mentor and empower Asian families to seek regional center services and advocate for their child. FCSN has completed these objectives each year with the funding, but we are continuing to take this approach because of several reasons:</p> <ol style="list-style-type: none"> 1. With the large Asian population in the Bay Area, there are still many Asian special needs families who we have not being able to reach. 2. There are still families who are still deciding whether or not they want to get their special needs child assessed or if they want apply to be a regional center client to receive services. We still need to work on encouraging these families by removing their fear of stigma and government authorities. 3. We need to continuously follow up with our families to ensure that they are getting the support that they need, and families seek continuous support as their children goes through the different stages of their life from childhood to adulthood and have different needs. 4. There will always be new Asian families who have young children that are newly diagnosed or who are still denying their child's disabilities due to cultural stigma. FCSN needs to work closely with these families because they will be new to the system and will have many questions as we try to built a trusting relationship with them. <p>Some of the key lessons learned are:</p> <ol style="list-style-type: none"> 1. Although many families have POS's from the regional centers, they are unable to utilize them because there are a lack of appropriate services that fits the needs of their child, especially linguistically and culturally. 2. Regional centers do not all operate equally. There are inconsistency is their practice or POS approval. Additionally, even within the same regional center, service coordinators or case managers have different practices and degree of training even if they are bilingual staff that speaks the same language as the client. Therefore, families who are regional center clients receive varying levels of services depending on place of residence and who their case manager is. 3. For staff retention, we realized that salary is not the only motivator to return staff. The healthcare benefits and staff appreciation also play an important role, especially with the expensive healthcare system in the US. 4. Asian families are actually very receptive of online meetings as we did not realize that we would be able to attract so many families to attend, even those outside of our catchment areas. 5. During this pandemic, we discovered from our Asian families that 20% of them were never contacted by their regional center case managers. FCSN had to invite regional center directors to address the issue with the families. <p>Once the pandemic is over, we will resume to host in-person events and activities such as our special events, coffee/tea socials and family seminars and workshops to continue to outreach, educate and mentor families. We will also continue to host online parent meetings even after the pandemic is over.</p> <p>In addition, we hope, in the new grant year, we can have enough funding to increase program capacity so that we can provide more cultural and linguistic appropriate programs to our Asian families, thus decreasing service disparity and increasing POS utilization.</p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<p>27. Project Transition</p> <p>(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.</p>	<p>Applicant Response</p> <p>OUTREACH, MENTORSHIP, EDUCATION AND EMPOWERMENT - If funded, FCSN will continue to maintain the level of support through outreach, mentorship, education and empowerment for the Asian special needs families so they can advocate for their children. FCSN will continue to host its special family events, coffee/tea socials, and educational seminars/workshops. We will also continue to host virtual meetings via Zoom after the pandemic because we realize that our Zoom meetings with parents are very effective in reaching out to many Asian families who are outside of our usual catchment areas. These families are very happy that there is a support group that they can attend.</p> <p>STAFF RETENTION - FCSN will continue to retain its bilingual staff by maintaining the \$1/hour adjustment since the 2018-2019 grant. The \$1/hour salary differential for bilingual staff is important to continue our culturally and linguistically appropriate programs as well as maintaining the currently capacity to serve our Asian clients. We need to keep the wage competitive so that our bilingual workers do not leave for better pay elsewhere. The wage retention is also to keep up with inflation and the cost of living in the Bay Area. Many other agencies' workers have left due to low pay causing the agencies to close their doors, leaving the special needs families with no services.</p> <p>PROGRAM CAPACITY BUILDING</p> <p>Additionally, if funded for next year's grant, we would proposed to expand our project to include Capacity Building. With the increasing number of Asians with special needs and the lack of culturally and linguistically appropriate services for this population, FCSN would like to create programs to meet the needs of the Asian families. Since many Asian families are unable to utilize their POS due to lack of appropriate services, our programs can help decrease the disparity in POS usage. Additionally, with Self-Determination rolling out next year, there is even a greater need to expand capacity of services as families search for the non-traditional services provided by the regional center.</p> <p>SELF-ADVOCACY</p> <p>Lastly, we want to also focus our efforts on Self-Advocacy training so to reduce service disparity by empowering the clients and families to persistently advocate for much needed services. It includes the following components:</p> <ol style="list-style-type: none"> 1) Family Support Meetings - to empower the families to advocate for their children's service needs and protection by educating them on the appeal process and legislations that are crucial to the special needs community and training them on how to advocate. 2) Toastmaster Gatherings - to train our special needs individuals on public speaking skills, building their confidence to present ideas and voicing their needs 3) Student Council Meetings at our Adult Program - to train our clients to understand the process of running for office, campaigning and voting, and finally be a representative of their community. 	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
General Application		
Proposal Summary		
1. Individuals Impacted	Applicant Response	
Enter the projected number of individuals impacted.	1000	
2. People Served	Applicant Response	
What is proposed number of people projected to be served?	1000	
3. Duration of project	Applicant Response	
What is the duration of the project? Enter Start & End Dates.	Start Date: 04/01/2021, End Date: 03/30/2022	
4. Duration of project (months)	Applicant Response	
What is the total duration of project in months?	12	
5. Regional Centers	Applicant Response	
List all Regional Centers in the project catchment areas.	Regional Center of the East Bay San Andreas Regional Center	
6. Cities Served	Applicant Response	
List the city or cities your project proposes to serve.	Fremont, Union City, Newark, Hayward, San Leandro, Oakland, Alameda, Pleasanton, Dublin, Livermore, San Ramon, Danville, Santa Clara, Sunnyvale, San Jose, Mountain View, Saratoga, Cupertino, Campbell, Los Altos, Milpitas, Los Gatos, San Mateo	
7. Counties Served	Applicant Response	
List the county or counties your project proposes to serve.	Santa Clara County Alameda County Contra Costa County	
8. City of Los Angeles	Applicant Response	
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?	No	
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.	We only plan to use the RC data that is posted on the regional center website which is available to the public.	
11. First Project Type Selection	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
Select your first project type.	Workforce Capacity and Development (staff training, etc)	
12. Second Project Type Selection	Applicant Response	
Select your second project type (if applicable).	Parent Education (online or in person trainings, etc)	
13. Third Project Type Selection	Applicant Response	
Select your third project type (if applicable).	Engagement and Outreach (community events, 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	
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?	<p>There are many lessons learned after completing 4 years of disparity projects:</p> <ol style="list-style-type: none"> 1. Although we had referred many families to seek intake from the regional center, many of the our Asian special needs families who apply for eligibility were rejected by the regional center. Therefore, FCSN will continue to provide support and mentorship to educate families on how to advocate for their children through our seminars/workshops and socials. 2. Even though many Asian special needs families have approved POS from the regional center, many are unable to actually receive real services to meet the needs of their special needs loved ones due to a lack of service providers who are culturally and/or linguistically competent. About 50% of the Asian families are either using none or only some of their POS. 3. Ethnic and cultural stigma regarding the special needs continue to hinder Asian families from openly recognize their children's disabilities and seek help from the regional centers. Although we have succeeded in breaking out these barriers in many families, there are still many Asian families we have not been able to reach, and there many new Asian special needs families due to the increase in the special needs population. <p>Since we have found a lot of success in our strategies to outreach, educate, mentor and empower the Asian special needs families through seminars and workshops, monthly socials, hosted family fun events, and community hosted events, FCSN will continue to build upon these strategies to reach out to more Asian families and to encourage them to seek adequate support and services for their special needs loved ones. In addition, we will increase program capacity so that the Asian families will have culturally and linguistically appropriate services that can support their special needs loved ones, increasing POS utilization and decreasing the service disparity in Asian families. Finally ,we will also educate and empower our clients to self-advocate for the services that they are entitled to by teaching them public speaking and self-awareness, that they have a voice too.</p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
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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 , Japanese , Korean , Vietnamese	
Applicant Comment	The Asian groups (Chinese, Vietnamese, Japanese, Korean) are our primary target groups, but we also serve many Filipino, Hispanic and Indian families in our programs and can benefit from this project as well.	
2. Number of Target Group Served	Applicant Response	
For each target group selected in previous question, list number served.	Chinese - 150 families Vietnamese - 50 families Japanese - 5 families Korean - 5 families	
3. Languages	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
Select all Languages the project will serve. If you select "Other" please list all languages.	Cantonese , Japanese , Korean , Mandarin , Vietnamese	
Applicant Comment	Our main support languages for this project are Cantonese, Mandarin and Vietnamese, but we can also support Japanese, Korean, Tagalog, and Taiwanese.	
4. Age Groups Served	Applicant Response	
Select all Age Groups the project will serve. If you select "Other" please list groups.	Birth up to Three (Early Start) , Three to Five , Three to 21 , 16 to 21 , 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.	<p>The purpose of this project is:</p> <ol style="list-style-type: none"> Staff Retention - FCSN will continue to retain its bilingual staff by maintaining the \$1/hour adjustment from 2017; we need to keep the wage competitive so that our experience, bilingual workers do not leave for better pay elsewhere. The wage retention is also to keep up with inflation and the extremely high cost of living in the Bay Area. Many other agencies' workers have left due to low pay causing the agencies to close their doors, leaving the special needs families with no services, thus increasing the service disparity. Additionally, when staff leaves, it affects our special need clients negatively as they have to adjust to their staff changing. By being able to keep our experienced bilingual staff, we can continue to provide quality care and linguistically and culturally appropriate programs to our loved ones. Outreach, Education, Mentorship and Empowerment - FCSN will continue to support our Asian families by outreach, educating, mentoring, and empowering them. We will continue to host outreach events, coffee/tea socials and seminars/workshops in the RCEB and SARC catchment area, but we also welcome and support those outside of our catchment area. Additionally, we will also continue our online parent meetings even after the pandemic because we discovered that Asian families are very receptive of the online meetings. We were able to attract many Asian families, including those outside of our catchment areas. It is important that we continue with family outreach, education, mentorship and empowerment because the Asian special needs community continue to grow with new families. Also, families continue to learn and support the needs of their special needs child as he/she grow from childhood to adulthood. Additionally, many of our Asian families are still lacking services from regional centers. Our families constantly require our support to guide them through the regional center services. Program Capacity Building - With Self-Determination rolling out next year, it is important for the Asian special needs community to have access to effective and appropriate program that suits their child's individual needs. One of the main reasons many Asian families are still not utilizing their POS is because there are no available 	

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	<p>utilizing their FCSN because there are no available programs that address the cultural and linguistic needs of the child and his/her family. FCSN wants to create more innovative programs that are linguistically and culturally appropriate as well as person-centered-based so that Asian families can obtain services that support their children's needs.</p> <p>4. Self-Advocacy Education and Training -FCSN has been a huge advocate for the special needs community for many years, and we would like to help our special needs clients learn to advocate for themselves. Asian families usually tend to be shy, soft-spoken, and not express their needs. They often avoid conflicts, never appeal a denial for services and don't know what services they are entitled to. In order to build a strong foundation for a successful self-advocate, we are teaching public speaking and critique skills, organizational skills, and how to present ideas. FCSN has developed a Toastmasters program and a Student Council to teach clients how to be effective speakers so that they can speak up for themselves and make decisions that affect them and their community. The programs will also help bring self-awareness skills for our special needs individuals as well as learning about the process of voting and campaigning so they can advocate for services and issues that affect them and be a voice to represent their community.</p>	
2. Organization Experience	Applicant Response	

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What experience does the organization/group have working with the target population?	<p>FCSN has 24 years experience working with the Asian populations. Founded by 10 Asian families, FCSN has grown to serve more than 1000 families annually with over 40 programs; 85% of these families are Asian, while 95% of FCSN staff is bilingual in languages that include: Mandarin, Cantonese, Vietnamese, Tagalog, Korean, Thai, Japanese and Malay.</p> <p>FCSN has been the recipient of the regional center disparity funding in 2017 and DDS disparity funding in 2018, 2019 and 2020 to reduce regional center service disparities within the Asian special needs families. Under this project, in addition to FCSN hosting community outreach events, seminars/workshop, and coffee/tea socials to outreach, we have educated and empowered many Asian family on how to access and advocate for equitable services for their child. Community events like our Spring Carnival, Lunar New Year Celebration, Summer Fun Festival, Halloween Carnival, Mid-Autumn Festival and Family Day provide opportunities for families to obtain information regarding the regional centers and the services they provide. It also encourages families to get familiar with FCSN so they feel comfortable approaching us for support and assistance. These large-scale events have attracted between 200 to 500 Asian people per event. FCSN's monthly coffee/tea socials serves as mentorship for Asian families to not only educate them on regional center but to encourage them to seek help and services from regional center services. FCSN seminars/workshops also helps to educate families on the various services regional center can provide, During the pandemic, we have been hosting weekly parent meetings in Cantonese and Mandarin to support families who have attended from all around the US, and these meetings attract any from 20-50 attendees per session.</p>	
3. Underserved Target Populations	Applicant Response	
Explain how the target population(s) are underserved using RC POS data or other data as supporting evidence of the disparity.	<p>Asians represent 18 percent of the population of Alameda and Santa Clara Counties, but Asians only receive 10 percent of the authorized services from SARC and RCEB. This compares to the white population that represents 30 percent of the population of Alameda and Santa Clara Counties and whites receive 46 percent of the authorized services from SARC and RCEB.</p> <p>Cultural shame, stigma, language barriers and fear of their immigration/citizenship status hinder Asians to openly seek help for their loved one with special needs. They believe on self-reliance and fear governmental authorities. They need mentoring to learn their rights and advocate for appropriate services. Therefore, FCSN would like to continue to be the bridge and support for the Asians to develop trust for the regional center for service access.</p>	
4. Input from Community	Applicant Response	

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<p>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?</p>	<p>Most of our data and input are collected from client feedbacks and inputs via interviews during our socials, seminars and mentorship with the families. Also, for each event, social and seminar that FCSN hosts, we use an iPad for guest sign-in. The sign-in will provide us with data and input on the following:</p> <ul style="list-style-type: none"> - Number of attendees at outreach events, seminars/gatherings, and monthly socials. - Number of attendees from RCEB, SARC or other regional centers. How many are non-regional center clients. - The number of attendees speaking a certain language. - The number of attendees in each ethnicity within the Asian community. <p>This will help us determine how popular our events and activities are and whether we were able to attract our target population. This data will also help get more information about our families so we can follow up with them.</p> <p>Then every 6 months or after each events, we will conduct a follow-up survey to get data and input on the following:</p> <ul style="list-style-type: none"> - Has our events, seminars or socials helped families gain more knowledge about RC and its services. - Number of non-RC families who have sought intake. How many were rejected and how many were accepted. - Why families do not pursue intake and how FCSN can help them reach out to the RC. - Clients' satisfaction rating with the RC. - How the RCs can help their clients better. - Families satisfaction rating with FCSN's events and activities <p>We will conduct exit surveys with each staff who are leaving FCSN to so we can:</p> <ul style="list-style-type: none"> - Determine whether the role of salary is the reason for their departure. - Compare the rate of staff turnover of current year and previous year. <p>This will help us determine how effective increasing our staff's salary is and whether there are other reasons why staff are leaving.</p> <p>One of the main issues we hear from our Asian families is that, although they have POS from the regional center, they are not able to utilize it because there is no available service provider that meets their child's needs. That is the reason FCSN wants to expand program capacity as part of our project so that we can create more appropriate programs that are linguistically and culturally appropriate for our Asian families.</p> <p>We have also received a lot of feedback from families. Some say they enjoy our outreach events as that is how they learned of FCSN while others are happy that we provide seminars/workshops and socials where they can learn about regional center services for their child. Additionally, these events allow our parents to connect with other parents. That is why FCSN is continuing the mission of educating, mentoring, and empowering our families so that these families can get continued support.</p>	
<p>5. Improve Access</p>	<p>Applicant Response</p>	
<p>How will your project improve equity, access and reduce barriers</p>	<p>Our project will improve equity, access and reduce barriers to services by:</p>	

<p>to services for individuals with intellectual and developmental disabilities and their families and is sustainable?</p> <p>APPLICANT QUESTION</p>	<p>APPLICANT RESPONSE</p> <p>1. OUTREACH, EDUCATION, MENTORSHIP & EMPOWERMENT - FCSN will continue to outreach, educate, mentor and empower the Asian Special Needs Community with our family events, coffee/tea socials, seminars and workshops, and online parent meetings so that the families will have the proper knowledge to advocate for services and support that are culturally, linguistically and ethnically appropriate for their special needs loved ones.</p>	<p>ATTACHMENTS</p>
	<p>2. STAFF RETENTION - FCSN will continue to retain its bilingual staff by maintaining the \$1 pay increase set in 2017 so that our workers are not getting a pay decrease. We need to keep the wage competitive so that our experienced bilingual workers do not leave for better pay elsewhere. Many other agencies have closed their doors due to lack of workers, resulting in the clients losing services, thus increasing the service disparity even further. By keep our staff happy, we will be able to continue to provide quality care for our clients. Keeping the bilingual staff is important to maintaining programs that are culturally and linguistically appropriate to our Asian families.</p> <p>3. PROGRAM CAPACITY BUILDING - Many Asian families have un-utilized POS due to the lack of cultural and linguistic appropriate services. FCSN realized that one of the only ways to impact the disparity data is to increase our service capacity to service this population as we have close to 200 people on our waiting list for our services. Due to the lack of funding and being in the Bay Area, many service providers have closed their doors because they can't pay their workers a decent living wage and/or pay the operating costs to run a center to provide services. As a result, FCSN has been approached to take on those clients who have lost their services. Additionally, the special needs population has continued to grow. However, FCSN itself has almost 200 people on the waitlist for their vendorized adult programs; there are waitlists also in our vendorized respite program and after school program. FCSN simply does not have the capacity to help all the special needs individuals who need services. Therefore, many families and special needs loved ones are left with little to no services even though they have regional center approved POS for it. With the new additional DDS funding, FCSN will expand existing program capacity and create new programs to meet the growing demand for the special needs population.</p> <p>4. SELF-ADVOCACY EDUCATION AND TRAINING - We want to focus our efforts on Self-Advocacy training so to reduce service disparity by empowering the clients and families to persistently advocate for much needed services. It includes the following components:</p> <ul style="list-style-type: none"> ◦ Family Support Meetings - to empower the families to advocate for their children's service needs and protection by educating them on the appeal process and legislations that are crucial to the special needs community and training them on how to advocate. ◦ Toastmaster Gatherings - to train our special needs individuals on public speaking skills, building their confidence to present ideas and voicing their needs ◦ Student Council Meetings at our Adult Program - to train our clients to understand the process of running for office, campaigning and voting, and finally be a representative of their community. 	

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6. Support RC's Recommendations 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?	Applicant Response The regional centers' mission is to reduce service disparity across ethnicity, language and culture; however, due to many service providers closing their doors due to lack of funding and/or workers, a lot of the special needs individuals' POS are not being fulfilled, increasing the service disparities of not only Asian special needs families but across families of all ethnicities, cultures and languages. FCSN's plans to tackle this disparity include adding program and service capacity and maintaining bilingual and bi-cultural competency in our programs so that FCSN can better serve the Asian special needs community. We will also continue to outreach, educate, mentor and empower our families to seek regional center services and advocate for their child so that more Asian families will utilize the services. With the new funding, we will maintain 2017's worker salary differential of \$1.00 to retain our bilingual staff. Currently, FCSN has over 200 clients on the waitlist for services but is unable to accept them due to our capacity limit. This project will allow us to create more programs and increase our workforce so that we can take on those clients who are on our waiting list.	
7. Project different or unique	Applicant Response	

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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?	<p>Although part of our proposed project is a continuation of our previous grant to retain staff and provide outreach, education, mentorship and empowerment for our families, our new proposal also included 2 new goals:</p> <ol style="list-style-type: none"> 1. Program Capacity Building - With Self-Determination rolling out next year, it is important for the Asian special needs community to have access to effective and appropriate program that suits their child's individual needs. One of the main reasons many Asian families are still not utilizing their POS is because there are no available programs that fit the cultural and linguistic needs of the child and his/her family. FCSN wants to create more innovative programs that are linguistically and culturally appropriate as well as person-centered-based so that Asian families can obtain services that support their children. 2. Self-Advocacy Education and Training -.FCSN has been a huge advocate for the special needs community for many years, and we would like to help our special needs clients learn to advocate for themselves. Asian families usually tend to be shy, soft-spoken, and not express their needs. They often avoid conflicts, never appeal a denial for services and don't know what services they are entitled to. In order to build a strong foundation for a successful self-advocate, we are teaching public speaking and critique skills, organizational skills, and how to present ideas. FCSN has developed a Toastmasters program and a Student Council to teach clients how to be effective speakers so that they can speak up for themselves and make decisions that affect them and their community. The programs will also help bring self-awareness skills for our special needs individuals as well as learning about the process of voting and campaigning so they can advocate for services and issues that affect them and be a voice to represent their community. 	
8. Activities & Measures to Achieve Goal	Applicant Response	
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>STAFF RETENTION We will maintain the \$1/hour increase that was set back in 2017 for the bilingual staff so that they will not leave their job due to salary reasons. We will determine the effectiveness of the salary maintenance with an exit survey for each of the staff who leaves FCSN. We will ask them what their reason is for leaving FCSN.</p> <p>OUTREACH, MENTORSHIP AND EMPOWERMENT When normalcy returns after the pandemic, hopefully in the latter half of the grant year, FCSN plans host 4 outreach events to outreach to the Asian special needs community. This will help connect Asian families with community resources including regional center, SCDD, OCRA, and family resource centers, etc. and encourage Asian families to attend our weekly seminars and monthly socials. Through our seminars and socials, we will educate and mentor the families on regional center and its services as well as the generic services available so they are empowered to advocate for services for their child. We will also educate the families on the well being and future planning for the special needs individuals and their families. However, due to the current pandemic, our outreach efforts will continue mainly through</p>	

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	<p>email announcements and social media like LINE and WeChat to encourage the families to attend our weekly virtual parent meetings which currently takes the place of our seminars/workshops and coffee/tea socials. Some families also contact us for individual support if they need extra help.</p> <p>During the various parent meetings, we will ask our families to complete a survey.</p> <ol style="list-style-type: none"> 1. Specify whether the family is a regional center client or not 2. Age of their special needs child 3. Their ethnicity and language spoken 4. Satisfaction ratings for their corresponding regional center 5. Percentage of POS utilization 6. Effectiveness of the topics discussed. 7. How well attended each event, social, parent meetings and seminars are. <p>PROGRAM CAPACITY BUILDING</p> <p>FCSN will need to put together a focus group to determine:</p> <ol style="list-style-type: none"> 1. The targeted students 2. The kind of program(s) that will meet the students' needs 3. Hire the proper staff to coordinate the program 4. Hire consultants to facilitate in writing the program design 5. Work together with the regional center before launching a pilot program 6. Implement the pilot program(s). 7. Evaluate the program weekly with the clients and their families to improve program effectiveness <p>The measure we have in place to monitor this is to see how many students enroll in the new program(s) and get satisfaction ratings from the parents on how they or their children like the program. This will help us design a program that will fit the needs of our clients and have the best practice and outcome of the program.</p> <p>SELF-ADVOCACY</p> <p>FCSN has started 2 very important weekly programs that will help our clients learn how to advocate for themselves and for their community.</p> <ol style="list-style-type: none"> 1. Toastmasters Club - This program trains our special needs students improve their public speaking skills to become effective speakers. It also teaches the students how to organize their thought process. 2. Student Council Meetings - At this meeting, our clients will learn about the process of running for office, presenting their own ideas, and learn what is beneficial for the community which is crucial to advocacy. Additionally, they learn about the importance of letting their voice be heard through voting and campaigning and it means to be a representative of their community. <p>Although it will be hard to measure any success the first year of implementing this, we want to start off with measuring the satisfaction ratings of these programs for our students. Do they enjoy the program? If they are enjoying the programs, then they will likely continue to enroll in the program(s) to build and improve their skills over time.</p>	
9. Measures	Applicant Response	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
<p>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>	<p>STAFF RETENTION</p> <p>The measure we are proposing for staff retention is to monitor the reasons why FCSN bilingual staff are leaving and determine what percentage bilingual staff are leaving due to salary related reasons. We can check the effectiveness of maintaining the \$1/hour increase set back in 2017 to retain our bilingual staff. Retaining our bilingual will prevent us from reducing program capacity for the Asian families.</p> <p>OUTREACH, EDUCATION, AND EMPOWERMENT</p> <p>The measure that we will be reporting on relating to outreach, mentorship and empowerment are:</p> <ol style="list-style-type: none"> 1. Specify whether the family is a regional center client or not 2. Age of their special needs child 3. Their ethnicity and language spoken 4. Satisfaction ratings for their corresponding regional center 5. Percentage of POS utilization 6. Effectiveness of the topics discussed. 7. How well attended each event, social, parent meetings and seminars are. <p>These measures are appropriate to track how many people in our target group we were able to attract to come to our outreach events, family seminars/workshops and coffee/tea socials and to determine from the families how effective these activities and events are for the families. We ask for their feedback so that we can improve the design of our activities and events to attract more families to attend in the future. For families who applied for eligibility from the regional center, we will track how many were accepted and how many were rejected. Additionally, we will follow up with those who were rejected to see if they need help the appeal process or the reapplication process. Also, for those families who are utilizing only SOME or NONE of their POS, we will follow up with the families to learn the reason(s) for under-utilizing their POS and assist with them in overcoming challenges if needed.</p> <p>PROGRAM CAPACITY BUILDING - We will measure to see how many students enroll in the new program(s) and get satisfaction ratings from the parents on how they or their children like the program. This will help us design a program that will fit the needs of our clients. By providing appropriate programs, families will be able to utilize their POS, thus reducing service disparities.</p> <p>SELF-ADVOCACY</p> <p>We will be measuring the satisfaction ratings of these programs for our students. If they are enjoying the programs, then they will likely continue to enroll in the program(s) to build and improve their speaking skills over time, helping them to advocate for their own services and possibly advocating for the special needs community.</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
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	Kelly Ko	