

**APPLICATION REPORT**

**Project Name:** Family Support: Arabic and Farsi-Dari Speakers  
**Applicant Organization:** Family Resource Navigators  
**Awarded Amount:** \$210,000.00  
**Funding Announcement Name:** Promoting Service Access and Equity Grant



**PROJECT SUMMARY**

This project focuses on family navigation and family support for Arabic and Farsi-Dari speaking families in Alameda and Contra Costa counties. Support will be provided through monthly teas and one-on-one family navigation for eligible participants.

APPLICANT INFORMATION	APPLICANT RESPONSE	ATTACHMENTS
<b>Applicant Eligibility</b>		
<b>Applicant Information</b>		
<b>1. Project Title</b> What is the project Title?	<b>Applicant Response</b> Family Support: Arabic and Farsi-Dari speakers	
<b>2. Awarded Amount</b>	<b>Applicant Response</b> \$210,000.00	
<b>3. Organization Type</b> Choose the response that best describes your organization.	<b>Applicant Response</b> Community Based Organization (CBO), 501(c)(3)	1
<b>4. Description of organization/Group</b> Provide a brief description of the organization group. Explain what experience your organization has managing a project similar to the proposal and state the outcomes that project. You may upload your brochure and add a website link.	<b>Applicant Response</b> Family Resource Navigators (FRN, Alameda) and Care Parent Network (CON, Contra Costa) are parent support agencies operating in the Alameda area Regional Center of the East Bay (RCEB). Both organizations have been supporting families in RCEB services for over 30 years - out-reaching to families, building bridges between RCEB and diverse communities, training families in advocacy and leadership, and navigating families to services. The two agencies have held numerous successful grants, including multiple SAE grants, providing the kind of services described in this proposal. FRN and CON also participate jointly in the Promoting Community Navigation Program for RCEB - focusing on larger underserved populations in this area -- Spanish speakers, Chinese speakers, and non-active OS. FRN and CON have both Farsi/Dari and Arabic speaking staff, and have been effectively working with these specific populations for the last 10 years in outreach and service continuity.	
<b>5. Applicant in Good Standing</b> Is the applicant in good standing with the California Secretary of State, California Franchise Tax Board, and California Department Tax and Fee Administration? Please upload information letter(s) proving good standing.	<b>Applicant Response</b> Yes	2
<b>6. Subcontractors in Good Standing</b> Are the applicant's subcontractors in good standing with the California Secretary of State, California Franchise Tax Board, and California Department Tax and Fee Administration?	<b>Applicant Response</b> Yes	2
<b>Grant Reapplication Information</b>		
<b>Grant Reapplications</b>		
<b>1. Previous Award(s)</b> Did your organization receive DDS grant funding in its fiscal year 2019-2020-21? If yes, go to question 2 to complete each column. If not, skip this category and go to category 3.	<b>Applicant Response</b> Yes	
<b>2. Previous Grant Award(s)</b>	<b>Applicant Response</b>	

APPLICANT TITLE	APPLICANT RESPONSE				ATTACHMENT
<p>Since fiscal year 2019, complete a workflow DDS Service Assessment and Equity grant organization was awarded funding.</p>	<p><b>Year Awarded</b></p>	<p><b>Project Title</b></p>	<p><b>Grant Number</b></p>	<p><b>Award Amount</b></p>	
	<p>2019</p>	<p>Multilingual Family Navigation</p>	<p>19-C20</p>	<p>446855</p>	
	<p>2020</p>	<p>Transition Equity</p>	<p>20-C20</p>	<p>210000</p>	
<p><b>3. Previous Grant Outcomes</b></p>	<p><b>Applicant Response</b></p>				
<p>Provide a brief grant summary of your project outcomes fiscal year 2019-20 and/ 2020-21.</p>	<p>FRN had a two SAE grants active in this time frame family navigation – 18-C31 A i an American Community Empowerment (with C N) and 19-C20 Multilingual Family Navigation. 18-C31 was held jointly with C N.</p> <p>A i an American Community Empowerment focused on outreach and family navigation to A i an American families. It closed in April of 2021, and like the project proposed he – shifted a community building model in the second year as a result client and stakeholder input. This project exceeded most its goals:</p> <ul style="list-style-type: none"> <li>• Goal 60 months a out each visits yearly exceeded by 176%;</li> <li>• Goal 800 professional and Family contacts, exceeded by 145% overall;</li> <li>• Goal 120 families provided family navigation over 2 years, 158 families reached (132% of the goal);</li> <li>• 147 families referred eligibility to RCEB (no set goal);</li> <li>• 148 families received at least one new RCEB generic service (no set goal).</li> </ul> <p>The project was under budget, as most staff of FRN/C N are parents clients – and struggled to take care of their families during COVID (resulting in staffing changes). In addition, in-person outreach events and one-on-ones replaced by virtual ones which were less expensive.</p> <p>19-C20 Multilingual Family Navigation provides outreach and family navigation to families speaking Spanish, Mam (Mayan language spoken by Guatemalan immigrants), South Asian languages (Hindi and Urdu), and Arabic. This project runs through March 2022, but as of the last report:</p> <ul style="list-style-type: none"> <li>• Spanish/ Arabic families receiving navigation 159, exceeded goal of 120</li> <li>• Arabic speaking families receiving navigation 43, exceeded the goal of 35</li> <li>• South Asian (Urdu, Hindi) families receiving navigation 40, exceeding goal of 25</li> <li>• Outreach events held 44, exceeding goal of 16 events</li> <li>• Over 5000 materials distributed, exceeding goal 1000</li> <li>• 73% of families served getting at least one service (410 RCEB or generic services overall), goal is 80%</li> <li>• Surveyed satisfaction level over .9/5, with more than 100 surveys</li> </ul> <p>Both FRN's individual SAE grants in family navigation and outreach have more than met the objectives and achieved the activities. FRN/C N held one additional SAE grant 20-C20 Transition Equity – but that grant on training and family leadership transition blanket, it is still in the early stages and not as applicable to this proposal.</p>				
<p><b>4. Project Transition</b></p>	<p><b>Applicant Response</b></p>				
<p>If awarded, how will you currently project transition in the 2021-22 proposed 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.</p>	<p>This project will continue work from Multilingual Family Navigation (19-C20) with Arabic and Farsi/Dari populations (we anticipate that much of that project will be comprised of the community navigation program RCEB). FRN and C N want to continue to work with these small populations as the need assistance is very high (with many refugee families from Afghanistan and Yemen), and there is no other CBO that can help families from these language groups with regional and related community services. As one mental health professional shared, "Your program is a great impact to...families, and they are appreciative that." This new project will continue many of the services 19-C20 Arabic and Farsi/Dari speakers, but based on input from the community and clients for us groups, will use a more community based navigation model through monthly group gatherings ('teas') that are supplemented by one-on-one navigation. The current model is one-on-one navigation with community outreach.</p> <p>Focus group participants wanted a project with regular gatherings with childcare – to learn as a community, share their successes and trials with each other and recognize parents who have grown as advocates (there is a suggestion for a monthly award ceremony). This is a new means of reaching families, with a greater emphasis on community building and peer support. Regular attendance by RCEB staff at the 'teas' would help build trust between the community and RCEB. This method of working with and reaching out to families will be more community and support oriented, but the individuals (number of families reached, number of clients referred to regional center, number of new services from RCEB and generic services) would be a continuation of the workload in 19-C20.</p> <p>In transitioning current clients from the 19-C20 project, we anticipate it would be seamless - with clients joining the monthly gatherings continuing individual navigation as they prefer.</p>				
<p>General Application</p>					

APPLICANT INFORMATION	APPLICANT RESPONSE	ATTACHMENT
<b>Proposal Summary</b>		
<b>1. Project Type</b> Choose the project type that best describes your activities in the list below:	<b>Applicant Response</b> Community Center	
<b>2. Duration of project</b> Choose the duration of your project.	<b>Applicant Response</b> 24 months	
<b>3. Regional Centers</b> Choose the Regional Center(s) that your project will serve. Check all that apply.	<b>Applicant Response</b> Regional Center - the East Bay	
<b>4. Counties Served</b> List the counties you project proposes to serve. Check all that apply.	<b>Applicant Response</b> Alameda County, Contra Costa County	
<b>5. City of Los Angeles</b> If your project proposes to serve the City of Los Angeles, list the zip codes your project will serve.	<b>Applicant Response</b> Not Applicable	
<b>6. Community Based Organizations</b> Will you be working with one or more Community Based Organizations? If so, provide the name of the organization and how you will be working together.	<b>Applicant Response</b> This project is collaborative project between FRN/CN - two family organizations in the RCEB at home area. These partners also anticipate continuing to work with Yemeni adults (outreach to Yemeni population), the Afghan coalition (working with an anticipated influx of Afghan refugees to the area). FRN will handle the grant (supervision/reporting), and employ a 20-hour Arabic speaker. CN will be responsible for the Family/Daia activities and navigation in this grant.	
<b>7. Multiple Organizations</b> Does your project include partnership with one or more organizations either as a co-applicant or subcontract? If "yes", please upload a letter of support from each organization, that includes an explanation of their role in the partnership.	<b>Applicant Response</b> Yes	1
<b>8. Strategies and Sustainability</b> How will you perpetuate its work after the grant funding has concluded?	<b>Applicant Response</b> Small populations, like the ones targeted in this grant application, are difficult to sustain - although the impact on the client and family are immense - the numbers are relatively small. In addition, the importance of having a culturally and linguistically similar peer to effectively reach out to and serve these families cannot be underestimated. FRN/CN are grateful SAE grant support these families and a help that it continues. FRN and CN will be jointly applying for the CDE funded Family Empowerment Center (FEC) in the Alameda/Contra Costa area in 2022. We are hopeful that the funds provided by a permanent FEC in our region will allow us to continue with our work in this area after the end of SAE grant support.	
<b>Target Population</b>		
<b>1. Ethnic Groups Served</b> Select the ethnicity group(s) the project will serve. For "Indian", "Pacific Islander", "Slavic" "Other" use appropriate list specific groups.	<b>Applicant Response</b> Other (list)	
Applicant Comment	Arabic and Family/Daia speaking	
<b>2. Ethnic Group(s), Language(s) and Number of Individuals Served</b>	<b>Applicant Response</b>	

<p>For each ethnicity group, provide the number of individuals you predict intends to serve and the related language(s).</p>	<table border="1"> <tr> <td style="background-color: #0056b3;"></td> <td style="background-color: #0056b3;"></td> <td style="background-color: #0056b3;"></td> </tr> <tr> <td>Farsi/Dari speakers</td> <td>400 over 2 years</td> <td>Farsi/Dari</td> </tr> </table>				Farsi/Dari speakers	400 over 2 years	Farsi/Dari	
Farsi/Dari speakers	400 over 2 years	Farsi/Dari						
<p><b>3. A Target Group(s) Served</b>          Select all Age Groups the project will serve.           Applicant Comment</p>	<p><b>Applicant Response</b>          Birth up to Three (Early Start), Three to Five, Three to 21           Families with children 0-22 are unable to get population.</p>							
<b>Project Application</b>								
<b>Project Application</b>								
<p><b>1. Project Summary and Organizational Experience</b>          Provide a clear and concise project summary that includes a defined target population, target area, and project design. Specifically describe what you predict will accomplish and how it will benefit the community served. In your answer, include what experience your organization has working with the target population?</p>	<p><b>Applicant Response</b>  <i>We have worked without friends or family and our English is limited and our family navigator helped us for everything in our life not only my kids but also me. (Arabic)</i>  <i>It is a good and helpful program... I am very happy with services. (Dari speaking client)</i></p> <p>Some of the neediest families are those that are monolingual Arabic and Farsi-speaking newcomers, particularly refugees, with a child with a disability. Families often have no idea what services exist to help their child, and limited ability to navigate complex American systems. That is, they seek services, as their cultures attach a huge stigma (even a taboo) to having a child with a disability ("Fighting the taboo of disability in the Arab world, MEMO, 12/3/16 and "Normalizing Special Needs: the Kabul school for hope", The Guardian April 27, 2021). Added to this many families have experienced trauma, poverty, and racism. And in many cases, families living in the United States experience stark isolation, like the family quoted above.</p> <p>This project uses non-assisting families by partnering with CBOs in the Alameda and Contra Costa County community (such as Yemeni Arab Association and the Afghan Alliance) reaching out to families in their own languages, providing social support and connecting them to RCEB and general services. Where appropriate, project staff will provide culturally and linguistically appropriate non-family navigation to connect these families to regional centers and community services.</p> <p>The major modality will be a series of 'teas' as suggested by our community focus group (17 members). FRN/CARE staff would organize one 'tea' each month (10 per year per language). At the 'tea' families would be offered training, information about the regional center, system navigation, and celebration. In addition, FRN/CARE staff will work individually with families as needed. Our ultimate goal would be 200 families per year per language, and a navigation goal of 30 families per year per language.</p> <p>FRN and CARE have extensive experience in working with these communities. Over the last 4 years SAE grants, project staff have helped more than 75 Farsi-Dari and 150 Arabic speaking families get connected to RCEB (both Early Start and Lanterman) and community services. They built an Arabic language "What's App" group where more than 200 members share information and assist each other. They planned and held events "New Year and Eid and 'family fun' with hundreds of attendees provided. Staff collaborated with the Afghan Alliance in the 'tea' and with the Muslim Community Center food distribution during Covid.</p> <p>FRN and CARE uniquely have both Arabic and Farsi speaking staff and volunteers. Both agencies have built strong relationships with these communities and are well-positioned to help RCEB build stronger relationships and equitable services for these consumers.</p>	6						
<p><b>2. Data and Community Input</b>          Explain how the target population(s) are understood using RCOS data. Other data as supporting evidence of the disparity. In your answer, include how your organization used input from the community and target population to design the project?</p>	<p><b>Applicant Response</b>          Arabic families are under-served in the RCOS data 2019-2020. They get 84% of the OS services in Early Start, and 59% 3-21, and as a group have a 48.7% with no OS (RCEB OS presentation and data). However, the inspiration for initiating to serve this population came from the outpouring of community support – the WhatsApp Arabic speaking group of 200 and the group of 17 all gave input on this proposal – and stressed what a lifeline family navigation services have been for families. They stressed they wanted a more community-oriented, social support model but also stressed that the services are vital for families. This changed the project from an individual navigation model to a group support and navigation model.</p> <p>Farsi/Dari speakers are also a small population – the numbers of Farsi speakers in the RCOS data are pretty good. However, it is impossible to separate out that Dari speakers as that is included in other Iranian languages. Our partners at Afghan Alliance are expecting a substantial influx of Afghan refugees in our area, and thus we expect growth. Jai Guiza, Diversity and Equity Specialist with RCEB, was able to share that Afghan clients use the overall percentage of OS use is 29.7%. This suggests that Afghans are struggling to use services in the US. CARE experienced this with a recent client who struggled to get help and was relieved to get help from CARE staff, someone who understood his culture and that he could trust.</p>							
<p><b>3. Uniqueness</b></p>	<p><b>Applicant Response</b></p>							

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENT
<p>How is the proposed project unique different from a currently funded grant (e.g., strategies, activities, and objectives) in the proposed regional center at home area? If the project is similar to a currently funded grant listed on the Department's website, how is the proposed project different?</p>	<p>This project is unique in a number of ways -- both statewide and within the RCEB attachment region. First, it uses group navigation (supplemented by one-on-one as needed) to help new immigrant populations. It does so in a social setting, monthly teas, as suggested by focus group participants. These events are culturally and linguistically appropriate to these populations. Second, many of these families are refugees, and have a resettlement needs that includes mental health support as well as a basic needs supports that are specific to new immigrant families (such as CA-1). Third, the Dari language connection is absolutely unique in the state. The education efforts that target Afghan families -- such as agency training program in San Jose. However, the enrollment is on teaching community members to connect to others rather than helping families with their own needs. This proposal is more used on direct service families to improve equity in services. Finally, this proposal is unique in the enrollment in families from the Middle East and Central Asia.</p>	
<p><b>4. Improve Equity and Service Access</b></p> <p>How will you promote equity, access, and reduce barriers to services for individuals with intellectual and developmental disabilities and their families?</p>	<p><b>Applicant Response</b></p> <p>FRN/CN have a strong record in providing SAE grants of connecting families to RCEB and generate services and increasing use and number of services. This project will continue that work -- outreach to the community and providing navigation to connect to services. Navigation works to increase equity as staff have the time and skills to mentor parents in the process, and to show them step by step how to connect and advocate for their children. The project partners have been able to achieve a high level of connectivity for families, as well as a high level of family satisfaction. Across the projects, family satisfaction with connectivity services have been over 90% consistently. For Dari speakers, FRNs proud to have partnered with RCEB to increase access from 66 (2012) to 131 (2019).</p> <p>Importantly, in this project our group suggested a change from solely individual navigation to a combination of group and individual navigation. Focus group members report that social isolation and a lack of community support were major obstacles to equitable services for families and clients. At their suggestion, this model will now include a social and group element in monthly 'teas'. Families will be able to receive instruction on system navigation in a group setting where they get social support to combat stress and isolation. This will give families opportunities to build natural supports, while still having access to individual navigation to their individual needs.</p>	
<p><b>5. Support of RC Plan</b></p> <p>How does this project support the RC plan to promote equity and reduce disparities in your proposed at home area? If you are a RC, how does this project support your recommendations and plan to promote equity and reduce disparities in your at home area? How will you collaborate with their organizations that serve individuals with intellectual and developmental disabilities and their families?</p>	<p><b>Applicant Response</b></p> <p>This project supports the issues that RCEB highlighted in its March 2021 presentation of POS Data, 2021/Disparity Plan in some very important ways. RCEB sees community events as an important means of building trust and relationships with underserved communities. The monthly teas will present a great opportunity to connect with Dari and Farsi/Dari speaking families -- particularly as RCEB has case managers that speak Farsi.</p> <p>The other aspect of this plan that relates to RCEB priorities is that it focuses on populations that have a large percentage of consumers with unmet needs. It was noted earlier that almost half (48.7%) of Dari speaking consumers had unmet needs as did about 24% of Farsi speakers. According to Jai Guiza, RCEB Equity and Diversity officer, this OS use in Afghanis statewide is less than 30%. Helping families to have a OS with RCEB from these groups is in line with RCEB's plan to reduce disparity and promote equity across populations in Alameda and Contra Costa County.</p>	
<p><b>6. Project Activities</b></p>	<p><b>Applicant Response</b></p>	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENT
<p><b>Note: Before answering this question, applicants must complete the Activities Template located in the middle tab directly above.</b></p> <p>Clearly and specifically state how the schedule activities demonstrate the steps that the project will take to achieve its stated objective and measures.</p>	<p>As C/N and FRN are uniquely working with these communities, a first step will be to deepen these laborations and begin planning the logistical details both out of hours and the events (trainers, location, child care, etc.). While working on getting this started, project staff will need to work on creating surveys to measure the impact of the group meetings in terms of participant knowledge. Once completed these will need to be translated into paper or online forms for families to have before the group gets started. Staff will need to work with community CBOs to create the agenda of events to distribute -- as well as to share with RCEB staff and schools (especially those like Oakland, which have concentrated populations of families). The staff then need to hold the 10 events per year per language.</p> <p>Staff will also be providing one-on-one navigation requests to participants in the monthly teas (as well as families referred directly from CBO partners, RCEB and medical providers). Current C/N and FRN staff are already trained, and are beginning helping families individually. However, for the individual impact on service areas to be measured, staff will need to inventory the services families are getting from general and regional centers. The families will also be surveyed before and after services, to see if the navigation increased their knowledge, systems, navigation and feelings support for community/mental health. Individual navigation will be measured as to the number of participants served, the increase in access to both general and RCEB services and family level of satisfaction with the service. Overall these indicators capture both the process and impact aspects of the proposed project.</p>	
<p><b>7. Project Measures</b></p> <p><b>Before answering this question, applicants must enter performance measures into the Activities Template located in the middle tab directly above.</b></p> <p>Any unproposed measures appropriate to track the project's behavior and activities? Explain how unproposed measures 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><b>Applicant Response</b></p> <p>We believe that the project measures are adequate to measure the impact of our project on equity and access. First, FRN/C/N track the work for group meetings, represented by number of teas held and number for outreach. We will also have pre and post tests to measure the access intended to be impacted by the monthly teas -- knowledge, systems, navigation and feelings support for community/mental health. Individual navigation will be measured as to the number of participants served, the increase in access to both general and RCEB services and family level of satisfaction with the service. Overall these indicators capture both the process and impact aspects of the proposed project.</p>	
<p><b>8. Budget Template and Narrative</b></p> <p><b>Note: Before answering this question, applicants must complete the Budget Template located in the tab directly above.</b></p> <p>In your Budget Template, explain how the project budget is consistent with the stated project objective and activities, and clearly and concisely explain how the proposed expenditures support the overall project design and proposed outcomes.</p> <ul style="list-style-type: none"> <li>Budget Template example is located at Attachment C.</li> <li>Budget Details and Restrictions are available <a href="#">here</a>.</li> </ul>	<p><b>Applicant Response</b></p> <p>The budget is this project is directly aligned to the project. Personnel costs are for the direct line staff at FRN and C/N that will plan, organize and run the 10 per language group gatherings/teas. These staff people will also provide one-on-one navigation assistance to 30 families each year -- providing direct support, nurturing and advocating RCEB and general services. There will be a 20% supervisor at FRN who will coordinate between C/N and FRN, supervise FRN staff, liaise with CBOs and RCEB about the events, insure data integrity, create surveys and provide reports to DDS on all grant activities.</p> <p>The operational costs are largely in a budget of 750\$ per tea for food, space, and child care. The events will be 1.5 hours long, held in the community and provide navigation information as well as celebration and community to families. There will be 40 teas over the course of the next 2 years. The other costs are share of cost for rent/utilities (for food supply) as well as phone/food supplies (for food supply).</p> <p>The final set of costs are indirect for FRN and C/N, both allocated at 10% of their direct costs, to share agency administrative and financial costs -- such as accounting, payroll, insurance and bookkeeping.</p>	
<p><b>9. Budget Costs</b></p> <p>Explain how the project budget costs are clearly associated with the project activities and objective and confirm that the budget does not include non-allowable costs unduly by the sources.</p>	<p><b>Applicant Response</b></p> <p>As discussed in question 8, all the project costs are used directly to fund project activities. The C/N and FRN staff will devote 20 hours per week to project work, and the manager 8 hours per week. The agency personnel staff are the events associated with this project -- represent a share of costs of the agency (what project staff use). The indirect represents the overall share of cost of operations. We note that the budget does not include non-allowable costs or costs unduly by other sources.</p>	
<p><b>Proposal Certification</b></p> <p><b>Certification</b></p>		
<p><b>1. Confirm Proposal Discussion with RC(s)</b></p>	<p><b>Applicant Response</b></p>	

<p>CBOs are required to discuss their proposal with each RC(s) the CBO is intending to serve. If you are a CBO, have you discussed your proposal with each RC you are intending to serve?</p>	<p>Yes</p>	<p>1</p>
<p><b>2. RC Contact</b></p> <p>CBOs are required to submit their application only to the Department and to each RC(s) that the CBO is intending to serve. If you are a CBO, state the name(s) of the contact person(s) at each RC you have discussed your proposal with.</p>	<p><b>Applicant Response</b></p> <p>Jai Guiza, Diversity and Equity Specialist</p> <p>Lisa Kleinbub, Executive Director</p>	
<p><b>3. Applicant Certification</b></p> <p>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.</p>	<p><b>Applicant Response</b></p> <p>Yes</p>	
<p>Applicant Comment</p>		