Project Name: Harbor Regional Center Navigator/ Mentor Program
Applicant Organization: Harbor Regional Center 2
Awarded Amount: $275,000.00
Funding Announcement Name: Promoting Service Access and Equity Grant

PROJECT SUMMARY

Through the Harbor Regional Center Navigator/Mentors program, we will provide targeted comprehensive 1:1 support to underserved African-American and Hispanic families of all ages, who are currently clients of Harbor Regional Center, who represent HRC's underserved populations, and who have thus far not utilized, or under-utilized available regional center-purchased services and generic community services. Through a needs-based family mentoring plan for each enrolled family, developed together with enhanced 1:1 mentoring and support that goes above and beyond what the service coordinator can provide, a fellow parent or family member (Mentor) who is experienced in successfully navigating regional center and generic community services, and we believe that we will support families to overcome barriers, increase understanding and acceptance of available services, increase trust of the service system, and increase access to needed regional center and generic community services.

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
Applicant Eligibility		
Applicant Information		
1. Project Title What is the Project Title?	**Applicant Response** Harbor Regional Center Navigator/ Mentor Program	
2. Awarded Amount	**Applicant Response** $275,000.00	
3. Organization Type Choose the response that best describes your organization.	**Applicant Response** Regional Center (RC)	
4. Description of Organization/Group Provide a brief description of the organization or group. Explain what experience your organization has managing a project similar to the proposal and state the outcomes of that project. You may upload your brochure or add a website link.	**Applicant Response** Harbor Regional Center (HRC) is one of 21 private, non-profit regional centers contracted with the Department of Developmental Services (DDS) in California to provide community-based supports and services to people with intellectual and developmental disabilities and their families. We provide assessment, service planning, service coordination, resource development, community outreach and education. We serve over 16,000 clients and their families. We are currently administering two Service Access and Equity Grants. This application is to continue the Harbor Regional Center Navigator/Mentor Program which was approved for funding in 2019-20 and got underway in 2020-2021.	
5. Applicant in Good Standing Is the applicant in good standing with the California Secretary of State, California Franchise Tax Board, and California Department of Tax and Fee Administration? Please upload confirmation letter(s) or proof of good standing.	**Applicant Response** Yes	
6. Subcontractors in Good Standing 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?	**Applicant Response** Not Applicable	
Grant Reapplication Information		
Grant Reapplications Only		
1. Previous Award(s)	**Applicant Response**	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
Did your organization receive DDS grant funding in fiscal year 2019-20 or 2020-21? If yes, go to question 2 to complete each column. If no, skip this category and go to category 3.	Yes	

2. Previous Grant Award(s)

Applicant Response

Since fiscal year 2019, complete a row for each DDS Service Access and Equity grant your organization was awarded funding.

Year Awarded	Project Title	Grant Number	Award Amount
FY 19-20	Parent as Partners Navigator/ Promotora Program	19-HRC-07 Promotora	$330,015
FY 19-20	Bilingual Spanish Speaking Community Outreach Specialist	19-HRC-06 Span. Outreach Specialist	$79,125
FY 20-21	Bilingual Spanish Speaking Community Outreach	20-HRC Bilingual Spanish-Speaking Community Outreach Specialist	$192,473

3. Previous Grant Outcomes

Applicant Response

Provide a brief grant summary of your project outcomes for fiscal year 2019-20 and/or 2020-21.

Our 2019-20 Project began in March of 2020. Due to delays in fully implementing this program during the pandemic, the funding was extended through 2021-22.

- During this time we have hired and trained Parent Mentors to work with underserved Hispanic and African American families. We currently have 3 Spanish Speaking Parent Mentors and 1 African American Parent Mentor. We currently have 81 families actively enrolled in the program, and 9 more have completed the program thus far. We have worked with these families to develop Parent Mentoring Plans designed to identify the barriers they experience and to identify ways to overcome barriers to accessing needed services.
- 5 new regional center services have been authorized and 4 new regional center services utilized by African American families
- 9 new generic services are now being utilized by African American families
- 26 new regional center services have been authorized and 28 new regional center services have been utilized by Hispanic families (including services previously authorized but not utilized).
- 46 new generic services are now being utilized by Hispanic families
- Families comments include:
"Understanding the process of applying for services and having assistance when needed is something I really appreciate."

"I'm very happy that you are helping every step of the way (applying for SSI and IHSS). You are a big support system in my life."

"I am learning how to navigate the system."

Of the first group of parents who have completed the program:

100% said information or support from the Parent Mentor has helped them better understand their child's disabilities and needs.

100% know who to contact and what to do when they have questions or concerns about regional center services. (increased from 60%)

100% now find it easy or very easy to access the services they need through the regional center. (Increased from 47%)

75% Strongly agree that they have the power to make positive changes for their family. (Increased from 60%)

4. Project Transition

Applicant Response

If awarded, how will your current project transition into 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.

We propose to continue the current project to serve more of our most underserved Hispanic and African American families, so that we can continue to support and see positive outcomes for more families, including increased access to services, increased understanding of how to navigate regional center and generic services, and a stronger ongoing working relationship with their Service Coordinators. We will add some families in the "Other" or mult-ethnic populations to our pool of underserved client/families to be served through this project. We plan to hire and train additional navigator/mentors to fill positions that are open, up to a total of 7.

General Application

Proposal Summary

1. Project Type	**Applicant Response**	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
Choose the project type that best describes your activities from the list below:	Community Connector	
2. Duration of project	**Applicant Response**	
Choose the duration of your project.	12 months	
3. Regional Centers	**Applicant Response**	
Choose the Regional Center(s) that your project will serve. Check all that apply.	Harbor Regional Center	
4. Counties Served	**Applicant Response**	
List the county or counties your project proposes to serve. Check all that apply.	Los Angeles County	
5. City of Los Angeles	**Applicant Response**	
If your project proposes to serve the City of Los Angeles, list the zip codes your project will serve.	Cities in Bold are part of the City of Los Angeles. Cities with asterisks* have a greater concentration of families who are socio-economically disadvantaged and underserved. Harbor Regional Center serves: **90710, 90717 Harbor City*** **90731, 90732 San Pedro*** **90744 Wilmington*** 90706 Bellflower* 90745 Carson* 90715, 90716 Hawaiian Gardens* 90650, 90670 Norwalk* 90802, 90803. 90804, 90805, 90806, 90807, 90808, 90810, 90813, 90814, 90815 Long Beach* 90266 Manhattan Beach 90254 Hermosa Beach 90277, 90278 Redondo Beach 90501, 90502, 90503, 90504, 90505 Torrance 90274 Rancho Palos Verdes 90704 Catalina Island 90701 Cerritos, Artesia 90712, 90713 Lakewood	
6. Community Based Organizations	**Applicant Response**	
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.	We will not directly coordinate with CBOs for the implementation of this project, but will continue to coordinate with several CBOs that serve our area. This project will be focused on serving families who are new or continuing clients of Harbor Regional Center, to assist them in accessing not only HRC funded services but also generic community services. This could include some support to access programs conducted by CBOs.	
7. Multiple Organizations	**Applicant Response**	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
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	
8. Strategies and Sustainability	**Applicant Response**	
How will your project continue its work after the grant funding has concluded?	When grant funding for this project has concluded, we will continue to serve the families enrolled in this project, whom we hope will by then, as a result of participation in this project, have a better understanding of how to navigate our services, through strengthened relationships with their service coordinators.	

Target Population

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
1. Ethnicity Groups Served	**Applicant Response**	
Select the ethnicity group(s) the project will serve. For "Indian", "Pacific Islander", "Slavic" or "Other" use comment section to list specific groups.	African American , Hispanic , Other (list)	
Applicant Comment	We will serve families from the 'Other' ethnicity category such as families that are multi-ethnic Hispanic or African American	
2. Ethnicity Group(s), Language(s) and Number of Individuals Served	**Applicant Response**	
For each ethnicity group, provide the number of individuals your project intends to serve and the related language(s).		

Ethnicity Group(s)	Individuals Served	Language(s)
Hispanic	150	Spanish
African American	25	English
Other	10	Other Ethnicy/Multi Ethnic

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
3. Age Group(s) Served	**Applicant Response**	
Select all Age Groups the project will serve.	Birth up to Three (Early Start) , Three to Five , Three to 21 , 16 to 21 , 22 and older	
Applicant Comment		

Project Application

Project Application

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
1. Project Summary and Organizational Experience	**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. In your answer, include what experience your organization has working with the target population?	Harbor Regional Center currently serves more than 16,000 total clients/families. We serve more than 1800 African American clients and families, or 11% of our total client population. We currently serve more than 7,000 Hispanic clients and families, or 43% of our total client population. Through various concerted efforts including the recruitment of a culturally and linguistically diverse staff, community outreach, education and support, and the provision of more intensive individualized support, we have seen the differences in service utilization gradually become less distinct, when comparing clients of same age and living at home. We want to continue these targeted efforts to continue to reach more families in need.

Through the Harbor Regional Center Navigator/Mentors program, we will provide targeted comprehensive 1:1 support to underserved African-American and Hispanic families of all ages, who are currently clients of Harbor Regional Center, who represent HRC's underserved populations, and who have thus far not utilized, or under-utilized available regional center-purchased services and generic community services.

Through a needs-based family mentoring plan for each enrolled family, developed together with enhanced 1:1 mentoring and support that goes above and beyond what the service coordinator can provide, a fellow parent or family member (Mentor) who is experienced in successfully navigating regional center and generic community services, and we believe that we will support families to overcome barriers, increase understanding and acceptance of available services, increase trust of the service system, and increase access to needed regional center and generic community services.

As these participant clients/families become more successful in accessing needed services, we hope that they will also demonstrate to other families in the community the benefits to their child and family of utilizing available services. We hope that their positive and beneficial experiences will support an overall increase in trust and understanding between the regional center and these currently underserved communities. | |
| **2. Data and Community Input** | **Applicant Response** | |

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. In your answer, include how your organization used input from the community and/or target population to design the project?	Using Expenditure and Demographic data gathered in December, 2020, a summary of HRC POS data has shown that: Per capita Purchase of Service expenditures for clients who live with their families and are **birth to age three** are highest for Asian clients, lowest for "other" ethnicity, and next lowest for African American clients. Per capita expenditures for clients who live with their families and are age **three to twenty-two** are highest for African-American clients, lowest for "other" ethnicity, and next lowest for Hispanic clients. Per capita expenditures for clients who live with their families and are **over the age of twenty-two** are highest for Asian clients and lowest for Hispanic clients. During multiple community meetings in the Spring and Fall of 2021, HRC shared demographic and expenditure data and our proposed plans for 2021-22, including this proposed project. Our community supports the promotora model in general, and supports this proposal in particular, to provide more intense and individualized support by HRC parent mentors.	
3. Uniqueness	**Applicant Response**	
How is the proposed project unique or different from a currently funded grant (e.g., strategies, activities, and objectives) 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?	The proposed project is a continuation of a currently funded project (19-HRC-07 Promotora). This project got underway in 2020-21 and is beginning to see positive outcomes in understanding, acceptance, and utilization of regional center and generic services. It has taken time to build this understanding, trust, and willingness to overcome barriers to access to services. We are not aware of another currently funded grant of this nature in our immediate area. We do collaborate with local CBOs that provide outreach, training, and support for families. We feel that by locating this navigator/mentor project *within the regional center*, the Mentors will be able to work even more closely alongside, and in partnership with Service Coordinators, to support clients and families progress, access needed services, and strengthen their relationship with their service coordinator and regional center.	
4. Improve Equity and Service Access	**Applicant Response**	
How will your project improve equity, access, and reduce barriers to services for individuals with intellectual and developmental disabilities and their families?	We propose to continue to identify and recruit families with low POS to participate in a Parent Navigator program, develop a needs-based family mentoring plan for each participating family, and provide1:1 support needed to activate and utilize regional center and community services. We will help them to overcome barriers not only by identifying unmet needs and available services, but also by helping families with prioritizing, problem-solving, and connecting to those needed services (making appointments, assisting with application processes, etc.) During 2020-2021, despite a delayed start up in staffing of parent mentors to begin working with assigned families, we saw families begin to make progress in several areas that had an impact upon their understanding, access, and utilization of services. Mentors worked with clients and service coordinators to identify and secure access to new generic and regional center services. Mentors also have helped families begin utilizing untouched services previously authorized in their Individualize Person-Centered Plan (IPP). The parent mentors also encouraged families to take advantage of family support services, parent trainings, classes and support groups, where they could connect to other parents and begin to build their natural support resources. We want to continue this progress. We also hope to create drop in clinics for meeting with mentors and fellow parents when safe to do so.	
5. Support of RC Plan	**Applicant Response**	
How does this project support the RC plan to promote equity and reduce disparities in your proposed catchment area? If you are a RC, how does this project support your recommendations and plan to promote equity and reduce disparities in your catchment area? How will your project collaborate with other organizations that serve individuals with intellectual and developmental disabilities and their families?	The focus of this project is to promote equity and reduce disparities in our service area, working with families identified from our most underserved groups with more intensive individualized support to address service access and existing barriers. Some of the organizations we collaborate with to support our efforts are the Carolyn Kordich Family Resource Center, Southeast Family Resource Center, Long Beach Family Resource Center and of course the HRC Family Resource and Assistive Technology Center (together the Harbor Early Start Partnership); Learning Rights Law Center; the Integrated Community Collaborative; Disability Rights California; State Council for Developmental Disabilities: Department of Mental Health Promotoras: Unidad y Fuerza, and TASK. We worked together with the City of Long Beach Office of Equity, and Vaccine Equity and Outreach committee, and Parent Mentors offered a helpline to support access to vaccines for all families, but especially underserved populations that are also served by our project. We are looking forward to supporting the families in this project to increase access to Technology, through the Los Angeles County Regional Center Technology Lending Library that is now being established. To support other populations we are also collaborating with Korean American Special Education Center (KAYSEC) and Vietnamese Parents of Disabled Children Association (VPDCA).	
6. Project Activities	**Applicant Response**	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
Note: Before answering this question, applicants must complete the Activities Template located in the middle tab directly above. Clearly and specifically state how the schedule of activities demonstrates the steps that the project will take to achieve its stated objective and measures.	1. Identify and enroll families who have no or low POS utilization and are in need of additional support to better access regional center and generic services. 2. Recruit and hire additional Parent Navigators for open positions 3. Complete training of newly hired Parent Navigators 4. Develop individualized parent mentor plans for each family 5. Implement Family Mentor Plans for navigation of regional center and generic services, reduction of barriers and increased access to services. Through these identified activities Harbor Regional Center shall develop and maintain a team of trained, compassionate and supportive Parent Navigator/Mentors to work with families we identify and enroll in the project, from the Hispanic, African American, or Other/Multi-Ethnic populations of HRC clients who have low or now purchase of service utilization, have experience challenges or barriers in accessing regional center and generic services, and agree to work with a Parent Navigator/Mentor to overcome barriers and access needed services. In the process we are hopeful that families will gain a better understanding of available services and how to access them, and a better sense of comfort in working with the Service Coordinator and the Regional Center in the future.	
7. Project Measures **Before answering this question, applicants must enter performance measures into the Activities Template located in the middle tab directly above.** Are your proposed measures appropriate to track the project's objective and activities? Explain how your proposed measures provide insight into the effectiveness of the overall design of the project and demonstrate how the impact on the community will be evaluated.	**Applicant Response** Our proposed measures have been developed together with the Service Access and Equity Team of the Department of Developmental Services, and are consistent with the Measure Guidelines. They will track the number of mentors that are hired and trained, the number of families enrolled in each of the identified categories, and the number of individual mentor plans and goals developed, to implement this program. The impact on the community will be reflected in the number of new regional center and generic services authorized and utilized by the participating families, and in their comments about the impact of the program upon their experiences.	
8. Budget Template and Narrative **Note: Before answering this question, applicants must complete the Budget Template located in the tab directly above.** 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. • Budget Template example is located at Attachment C. • Budget Details and Restrictions are available here.	**Applicant Response** The Budget Template Tab which has been completed illustrates that we plan to hire and maintain a team of 7 trained Parent Navigators/Mentors. All of the costs identified are for supporting this Personnel, including salary and benefits and related operating costs for 7 staff members for two project years. Proposed Salary is based upon a review of comparable positions in our area in order to maintain the employment of the project team. Operations costs are budgeted at 10% of the Personnel cost for each year to cover facilities, supplies, phone, and equipment for the 7 Parent Navigator/mentor staff who will be implementing this project.	
9. Budget Costs 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 or costs funded by other sources.	**Applicant Response** The costs identified in the Budget Template are for this project's Personnel including salary and benefits for 7 staff members for two project years. Proposed Salary is based upon a review of comparable positions in our area in order to maintain the employment of the project team. The budget also includes Operations costs at 10% of the Personnel cost for each year to cover facilities, supplies, phone, and equipment. No other non-allowable costs or costs funded by other sources have been included. Harbor Regional Center will provide the Administration of this project to include supervision by the HRC Manager of Diversity and Inclusion (Cultural Specialist) and the HRC Director of Information and Development. These costs are not included in the proposed budget for this project.	
Proposal Certification		
Certification		
1. Confirm Proposal Discussion with RC(s)	**Applicant Response**	

APPLICANT QUESTION	APPLICANT RESPONSE	ATTACHMENTS
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?	Yes	
2. RC Contact	**Applicant Response**	
CBOs are required to submit their application concurrently to the Department and to each RC(s) catchment 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.	(Not Applicable). HRC is currently in communication with local CBOs regarding their applications.	
3. 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.	Yes	
Applicant Comment		