

Application Report



Applicant Organization: Alta California Regional Center
Project Name: Intake Navigator
Application ID: App-22-699
Funding Announcement: FY 22-23 Service Access and Equity Grant
Awarded Amount: \$98,000

Project Summary: The Intake Navigator project is a 24-month project that aims to increase the access and successful completion of ACRC's intake process for Hmong-speaking and Spanish-speaking individuals and their families within ACRC's catchment area which are made up of 10 counties, Alpine, Colusa, El Dorado, Nevada, Placer, Sacramento, Sierra, Sutter, Yolo and Yuba Counties. This project is a joint partnership between ACRC and 2 CBOs, HYPUP and LFCC in which the target populations will be supported to understand and therefore, successfully complete the intake process. HYPUP and LFCC will employ an Intake Navigator each whom ACRC will thoroughly train to ensure they understand and know how to best help and support the target populations. The Intake Navigators will either get cases referred to them directly from ACRC or from the general community and their cases will be closed once the individuals and their families complete the intake process.

Section Name: Applicant Eligibility

Sub Section Name: Applicant Information

1. Applicant Question: Project Title

What is the Project Title?

Applicant Response:

Intake Navigator

2. Applicant Question: Awarded Amount

What is the total amount awarded for the project?

Applicant Response:

\$98,000

Attachment:

[Proposed Budget for Intake Navigator Project - HYPUP and LFCC.docx](#) - WORD DOCUMENT

3. Applicant Question: Organization Type

Choose the response that best describes your organization.

Applicant Response:

Regional Center (RC)

4. Applicant Question: 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:

Alta California Regional Center (ACRC) is one of the 21 regional centers that is under contract with the State of California, Department of Developmental Services to coordinate services and supports to individuals with developmental disabilities. ACRC's client data indicates that it now serves over 28,000 clients of which over 15,000 are culturally and linguistically diverse. ACRC has served the developmental disable population for more than 50 years and has been instrumental in the integration of people with developmental disabilities into their communities. For the past five years, ACRC actively participated in the fulfillment of Welfare and Institutions Code 4519.5 (h) and innovated activities every year to promote increased access to services and supports, equity and equality, and reduce the existing disparities among the populations in the developmental disability system.

Attachment:

[ACRC General Brochure.pdf](#) - PDF FILE

[Link to ACRC Website.docx](#) - WORD DOCUMENT

5. Applicant Question: 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

Attachment:

[ACRC Tax Status.pdf](#) - PDF FILE

6. Applicant Question: 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:

Yes

Section Name: Grant Reapplication Information

Sub Section Name: Grant Reapplications Only

1. Applicant Question: Previous Award(s)

Did your organization receive DDS grant funding in fiscal year 2020-21 or 2021-22? If yes, go to question 2 to complete each column. If no, skip this category and go to category 3.

Applicant Response:

Yes

2. Applicant Question: Previous Grant Award(s)

Since fiscal year 2020, complete a row for each DDS Service Access and Equity grant your organization was awarded funding.

Applicant Response:

Year Awarded	Project Title	Grant Number	Award Amount
2019-20	19-ACRC-02 Parent/Service Navigator Program	19-ACRC-02	\$28,500.00
2020-21	20-ACRC Alta California Regional Center – Multicultural and Multilingual ACRC Services Client Video Modules	20-ACRC	\$51,115.00

3. Applicant Question: Previous Grant Outcomes

Provide a brief grant summary of your project outcomes for fiscal year 2020-21 and/or 2021-22.

Applicant Response:

Parent/Service Navigator Program – In partnership with Warmline Family Resource Center (WFRC), a public nonprofit 501(c)(3) early start family resource center and a parent training and information center, ACRC and WFRC completed the grant project, Service Navigator and Outreach which lasted for 24 months from March 2020 to March 2022. This project aimed to increase access and utilization of regional center services and other appropriate generic services by the target populations, Hispanic, African American and Russian of ages 3 years and older residing in the counties of Sacramento, Yolo and Placer. Through this project, Service Navigators assisted the target populations in reaching their fullest potential and participating in their community in a meaningful manner. Service Navigators used a person/family-centered planning approach which focused on what brings meaning to the clients' lives which in turn supports the decision-making process when clients and their families chose available services and supports for the clients. A service navigation focus was also used which comprised of the Service Navigators educating clients and their families of each regional center and generic resources available. The Service Navigators also helped clients and their families break down the barriers to accessing these services by giving them hand-holding support throughout the process of obtaining the services. At the end of the project, 42 clients were successfully served.

Multicultural and Multilingual ACRC Services Client Video Modules – This project is ongoing and is set to end on 4/14/2023. This project aims to produce a total of 24 videos comprising of 8 services, Applied Behavioral Analysis (ABA) therapy, day program, durable medical equipment (DME), independent living skills (ILS), residential, respite, self-determination program (SDP), and supported employment in 3 languages, English, Spanish, and Hmong. Through clients and their families' testimonies, the videos are to showcase the positive impact the services have on the clients' and their families. The hope is that the videos will help introduce services and supports provided by the regional center to the ethnically and linguistically diverse communities. At the time of this writing, 4 videos in English for the services, DME, day program, SDP and ILS have been completed. However, these videos are not yet published for the public to access and view as more editing of the video still need to be scheduled based on the feedback that was obtained from focus groups held to view and critique the videos. The rest of the videos in English and some in Spanish are still in the editing phase. Collaboration between ACRC's Cultural Diversity Specialist (CDS) and case management staff are ongoing to identify participants for the rest of the videos in Spanish and Hmong.

4. Applicant Question: Project Transition

If awarded, how will your current project(s) transition into the 2022-23 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.

Applicant Response:

ACRC's current project, Multicultural and Multilingual ACRC Services Client Video Modules focuses on ongoing regional center services available and their impact on individuals who are already clients of the regional center. The proposed project is different because it's core focus is on individuals still in the application phase who are completing the intake process to determine eligibility in order to receive ongoing regional center services. This project is important because the intake process is the first point of contact an individual has with ACRC and therefore, it is the first hurdle the individual must go through before accessing and utilizing regional center services. With adequate and accurate support, the individual will understand and complete the intake process which then builds a strong foundation that the individual can continuously build on in achieving their goals and overcoming challenges when the individual moves forward to receive ongoing services. Even if an individual is found ineligible for regional center services, the intake process can be a point in the individual's journey of seeking help where the individual is connected to appropriate generic resources that may better serve and meet the individual's needs.

Section Name: General Application

Sub Section Name: Proposal Summary

1. Applicant Question: Project Type

Choose the project type that best describes your activities from the list below:

Applicant Response:

Community Connector

Applicant Comment:

The goal of this project is to increase the target populations' access and successful completion of ACRC's intake process. The Intake Navigators' caseloads will be built on individuals of the target populations who go and seek help directly from the community-based organizations (CBO), Hmong Youth and Parents United (HYPU) and La Familia Counseling Center (LFCC) to get connected to the regional center or individuals who are already involved in the intake process but are referred to said CBOs for additional support to complete the intake process. The Intake Navigators will educate individuals and their families about the intake process (i.e. length of time it will take to complete, required documentation, information that will be collected) so that they will be able to start and complete the intake process in an appropriate timeframe. Individuals will also be able to start and complete the intake process with lesser or without any barriers that may cause them to abandon the intake process altogether. This project also aims to have the Intake Navigators assist the individuals and their families in completing and submitting time-sensitive intake paperwork, as well as locate and provide pertinent documentation and information that play a crucial role in the intake process. The Intake Navigators will support the individuals and their families complete all evaluations (i.e. Social Assessment, psychological evaluation) that are required by the intake process. Most importantly, the Intake Navigators will provide translation services to the individuals and their families, especially to break down professional jargon into verbiage/terms in the Individual and their families' native language, as well as into everyday language to ensure that they understand what is being said and asked of them throughout the intake process.

2. Applicant Question: Duration of project

Choose the duration of your project.

Applicant Response:

24 months

3. Applicant Question: Regional Centers

Choose the Regional Center(s) that your project will serve. Check all that apply. If you are proposing a statewide project, select the All Regional Centers/Statewide option.

Applicant Response:

- Alta California Regional Center
-

4. Applicant Question: Counties Served

List the county or counties your project proposes to serve. Check all that apply. If you are proposing a statewide project, the select All Counties / Statewide option.

Applicant Response:

- Alpine County
 - Colusa County
 - El Dorado County
 - Nevada County
 - Placer County
 - Sacramento County
 - Sierra County
 - Sutter County
 - Yolo County
 - Yuba County
-

5. Applicant Question: Community Based Organizations

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.

Applicant Response:

This is a joint partnership between ACRC and HYPY and LFCC. HYPY will employ a Hmong-speaking Intake Navigator who will provide services and supports to Hmong-speaking individuals, whereas LFCC will employ a Spanish-speaking Intake Navigator to serve and support the Spanish-speaking community. ACRC will train the Intake Navigators so that in turn, they can effectively help and support the individuals and families on their caseload start and complete the intake process.

6. Applicant Question: Multiple Organizations

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.

Applicant Response:

Yes

Attachment:

7. Applicant Question: Strategies and Sustainability

How will your project continue its work after the grant funding has concluded?

Applicant Response:

At the end of this project, HYPUP and LFCC will have a clear and thorough understanding of ACRC's intake process. Therefore, these CBOs can continue to serve as advocates, as well as assist individuals who come to their agencies in need of support to start and complete the intake process with ACRC. Although these CBOs will not have a direct involvement in the intake process as they did during the implementation of this project, they can still educate the individuals about what the intake process entails and what will be required of them. This will allow the individuals to be fully prepared for the intake process, increasing their success in the completing the intake process. Additionally, HYPUP and LFCC will continue to be generic resources that ACRC can connect families to in order to help them meet any other concerns or needs they have that ACRC cannot assist them with. The success of this project will also create opportunities for ACRC to collaborate with other CBOs.

Sub Section Name: Target Population

1. Applicant Question: Ethnicity Groups Served

Select the ethnicity group(s) the project will serve. For "Indian", "Pacific Islander", "Slavic" or "Other" use comment section to list specific groups.

Applicant Response:

- Hispanic
- Hmong

Applicant Comment:

2. Applicant Question: Ethnicity Group(s), Language(s) and Number of Individuals Served

For each ethnicity group, provide the number of individuals your project intends to serve and the related language(s).

Applicant Response:

Ethnicity Group(s)	Individuals Served	Language(s)
Hispanic	40	Spanish
Hmong	40	Hmong

3. Applicant Question: Age Group(s) Served

Select all Age Groups the project will serve.

Applicant Response:

- Three to Five
- Three to 21
- 16 to 21
- 22 and older

Section Name: Project Application

Sub Section Name: Project Application

1. Applicant Question: Project Summary and Organizational Experience

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 and how your organization will work with the local RC(s).

Applicant Response:

The Intake Navigator project will increase access and the successful completion of ACRC's intake process for Hmong-speaking and Spanish-speaking individuals and their families within ACRC's catchment area which are made up of 10 counties, Alpine, Colusa, El Dorado, Nevada, Placer, Sacramento, Sierra, Sutter, Yolo and Yuba Counties. This project is a joint partnership between ACRC and 2 CBOs, HYPUP and LFCC in which the target populations will be supported to understand and therefore, successfully complete the intake process. HYPUP and LFCC will employ an Intake Navigator each whom ACRC will thoroughly train to ensure they understand and know how to best help and support the target populations. The Intake Navigators will either get cases referred to them directly from ACRC or from the general community. The Intake Navigators' cases will be closed once the individuals and their families complete the intake process. ACRC will also provide education to the Intake Navigators about generic resources for instances that the Intake Navigators have to connect individuals and their families to these services while in the process of completing the intake process but are in need of immediate help. This will also be beneficial for individuals who are found ineligible for regional center services at the end of the intake process but still have unmet concerns and needs. To ensure that the Intake Navigators and their respective CBOs are fully supported in identifying and overcoming any barriers to success that may arise, ACRC will monitor and follow-up regularly with the Intake Navigators and their CBOs.

Alta California Regional Center (ACRC) is one of the 21 regional centers that is under contract with the State of California, Department of Developmental Services to coordinate services and supports to individuals with developmental disabilities. ACRC's client data indicates that it now serves over 28,000 clients of which over 15,000 are culturally and linguistically diverse. ACRC has served the developmental disable population for more than 50 years and has been instrumental in the integration of people with developmental disabilities into their communities. For the past five years, ACRC actively participated in the fulfillment of Welfare and Institutions Code 4519.5 (h) and innovated activities every year to promote increased access to services and supports, equity and equality, and reduce the existing disparities among the populations in the developmental disability system.

2. Applicant Question: Data and Community Input

Explain why you have selected your priority population(s) using RC POS data and other data as supporting evidence of the disparity or inequity. Include how your organization used input from the community, target population, and RC to design the proposal.

Applicant Response:

This data has not been collected yet; however, it is anecdotally reported that individuals who speak English as a second language experience challenges with navigating systems that require knowledge of processes to obtain necessary resources. Although Alta is equipped to provide translation services at point of contact, that support does not follow an applicant to assist with accessing other important sources of information in the community for continuity. Part of this grant proposal will be to gather data related to intake timelines and completion rates and outcomes of target populations.

3. Applicant Question: Uniqueness

How is the proposed project unique from a currently funded grant (e.g., strategies, activities, and goals) in the proposed RC catchment area? If the project is similar to a currently funded grant listed on the Department's website, how is the proposed project different?

Applicant Response:

Currently, there are no other projects that focuses on ACRC's intake process. All other grant projects that ACRC has completed have focused on services and supports provided to individuals that have already been found eligible and are currently receiving ongoing regional center services. Just as the target populations struggle to access services and supports available to them through the regional center which results in a disparity in access and utilization of services and supports, the target populations also face barriers that prevent them from starting and completing the intake process. This project not only will help the target populations overcome the barriers that prevent them from successfully completing the intake process, it will help set a foundation that will set them up for success when they move on to ongoing services if they are found eligible. Even if they are found ineligible, this project will provide the tools for them to seek generic resources that may better and more effectively meet their needs. Additionally, this project will create opportunities for conversations and therefore, problem solve challenges that not only the target populations face when starting and completing the intake process, but the regional center staff will be supported resulting in more effective performance of the staff's role and responsibilities.

4. Applicant Question: Improve Equity and Service Access

How will your project measurably improve equity, access, and reduce barriers to services for individuals with intellectual and developmental disabilities and their families?

Applicant Response:

Alta will collect baseline data on demographic information of applicants compared with general population statistics as well as intake timelines and completion rates and outcomes of target populations and compare data quarterly seeking to increase service access to target populations.

5. Applicant Question: Support of RC Plan

Does the project support the RC plan to promote equity and reduce disparities in their catchment? 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 to promote community inclusion?

Applicant Response:

This project directly aligns with Alta's SAE Policy and fosters enhanced collaboration with existing CBO partners.

6. Applicant Question: Project Activities and Measures

Note: Before answering this question, applicants must complete the Activities Template located in the middle tab directly above.

The schedule of activities clearly and specifically demonstrates the steps that the project will take to achieve its stated objective and measures. Do the proposed measures appropriately track the project objective and activities, provide insight into the effectiveness of project, and demonstrate impact on the target population?

Applicant Response:

There are proposed "number" and "narrative" measures that will appropriately track the project objective and activities, as well as provided insight into the effectiveness of project, and demonstrate impact on the target population.

7. Applicant Question: Budget Template and Narrative

Note: Before answering this question, applicants must complete the Budget Template located in the tab directly above.

The project budget is consistent with the stated project objective and activities, and clearly and concisely explains how the proposed expenditures support the overall project design and outcomes. The project budget costs are clearly associated with the activities and does not include non-allowable costs or costs funded by other sources.

- Budget Template example is located at [Attachment C](#).
- Budget Details and Restrictions are available [here](#).

Applicant Response:

The proposed budget for this project was identified and provided to ACRC directly from the CBOs that ACRC will partner up with to implement this project.

Section Name: Proposal Certification

Sub Section Name: Certification

1. Applicant Question: Confirm Proposal Discussion with RC(s)

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?

Applicant Response:

Yes

2. Applicant Question: RC Contact

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 emailed your proposal application. The RC contact list is available here at [Attachment F](#).

Applicant Response:

Not Applicable

3. Applicant Question: Code of Conduct

Grantee Code of Conduct

The Department is committed to supporting services and programs with integrity that foster collaboration and professionalism. Grantees are expected to conduct project activities in a professional and respectful manner that include:

- **Valuing Diversity and Inclusion.** Grantees should embrace diversity that includes but is not limited to: ability, race, language, national origin, citizenship, age, gender identity or expression, sexual orientation, and religion.
- **Conducting Activities with Personal and Professional Integrity.** All activities with individuals, families, community organizations, regional centers, and state, local and federal agencies should be conducted with professionalism, dignity, respect, and fairness. Grantees should be open to listening to different points of view and fostering productive communication.
- **Providing a Positive Work Environment:** All projects should foster a positive and respectful work environment with their colleagues and other grantees.

Applicant Response:

- I acknowledge that I have reviewed the Code of Conduct.
-

4. Applicant Question: Applicant Certification

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.

Applicant Response:

Yes
