

Application Report



Applicant Organization: Helping Hands East Bay
Project Name: Fostering Recovery and Resiliency Among Cantonese, Vietnamese and Filipino Families Living with Adult Consumers
Application ID: App-22-643
Funding Announcement: FY 22-23 Service Access and Equity Grant
Awarded Amount: \$450,000

Project Summary: Our proposed 2-year project will bring recovery and rebuild resiliency among Cantonese, Vietnamese and Filipino families living with adult consumers by providing monthly educational workshops and one-on-one coaching in preferred languages to support participants to access more RC-funded and generic services. By organizing monthly support groups, quarterly cultural celebrations, semi annual group outings and annual living options home tour, our project will help underserved Asian families to recover from the double pandemic of COVID-19 and anti-Asian hate crimes. We will facilitate the sensitive topic of future planning with 5 families who have aging caregivers. As in the years past, our project will continue to outreach employers to create paid internship and employment opportunities for underserved Asian adults, one consumer at a time.

Authorized Certifying Official: Esther Chow echow@hheb.org 510-846-8326

Project Manager/Coordinator: Queenie Chan queenie@hheb.org 510-820-3612

Compliance/Fiscal Officer: Esther Chow echow@hheb.org 510-846-8326

Section Name: Applicant Eligibility

Sub Section Name: Applicant Information

1. Applicant Question: Project Title

What is the Project Title?

Applicant Response:

Fostering Recovery and Resiliency Among Cantonese, Vietnamese and Filipino Families...

2. Applicant Question: Awarded Amount

What is the total amount awarded for the project?

Applicant Response:

\$450,000

3. Applicant Question: Organization Type

Choose the response that best describes your organization.

Applicant Response:

Community Based Organization (CBO), 501(c)(3)

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:

Helping Hands East Bay is a 501 (c) 3 nonprofit organization founded in 2015 with the mission of empowering Asian immigrant families impacted by developmental disabilities to live **dignified and satisfied** lives by providing information, education, support and services. During the past 7 years, our board and bilingual Asian staff have been working tirelessly toward our vision of supporting Asian families to have **easy and equal access** to available resources in health/behavioral health care, education, employment, housing, social, recreational, and developmental services, as well as community and faith-based resources to enable them to live **hopeful and joyful** lives. For 5 consecutive years, our organization has been awarded a DDS Service Access and Equity grant for an education and training project that has successfully increased the access and utilization of services among Cantonese, Vietnamese and Filipino adult consumers and their families living in Alameda County. www.hheb.org

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:

[Statement of Information filed 2021.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:

Not Applicable

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:

2021	Building Cultural Bridges to Improve Service Access for Cantonese, Vietnamese and Filipino Adults	20-C11	
2022	Bridging the Information Gap to Improve Service Access and Equity for Cantonese, Vietnamese and Filipino Adults	21-C11	

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:

Our 2020-21 grant project coincided with the beginning of COVID-19 pandemic and shelter-in-place health orders. Most Regional Center-funded services such as adult day programs were shut down. Our target Cantonese, Vietnamese and Filipino families were burdened with caring for their adult sons/daughters 24/7 at home. Our project staff initially relied on telephone calls to reach and touch base with families. We pivoted to using Google Meet to hold virtual workshops and support groups, educating families on COVID-19 prevention, changing service options announced by DDS such as Alternative Services and Participant-Directed Additional Services. Our project staff assisted families who had technology barriers one-on-one, helping them to create email address, coaching them how to log in or call in to join our virtual meetings. We distributed PPE such as face masks and hand sanitizer obtained from DDS to our target communities. We obtained a grant from the Asian Pacific Fund to provide emergency financial assistance to 6 families to help them with rent payment and the purchase of a computer to access virtual programming. This fund also enabled our staff to purchase gifts and care packages and mailed them to 100 families during the holidays such as Christmas, Mother's Day and Father's Day. We received many positive feedback from families who indicated these care packages warmed their hearts during the pandemic. In the beginning of 2021, we assisted many families to get the COVID-19 vaccine and hosted workshops with a Cantonese-speaking medical doctor to dispel the fears of vaccination.

For our 2021-22 project, all our grant activities exceeded our proposed numbers except for Asian Respite Weekends. Total number of people served by our project: 69 Filipino, 148 Vietnamese, 175 Cantonese; 14 Education Workshops held in Cantonese and Vietnamese with over 90% reporting helpful and new knowledge gained; 13 Parent Support Groups held in participants' preferred languages of Cantonese and Vietnamese; 2 Cantonese consumers assisted to transition to the Self Determination Program; 50 employers outreached resulting in the creation of 7 paid internship and competitive employment opportunities; In collaboration with the Respite Inn, three bilingual project staff supported 2 Cantonese and 2 Vietnamese consumers to participate in two Asian Respite Weekends. This is the first time these Asian consumers accessed out-of-home respite services. Post experience survey results from the individuals indicated high satisfaction. The purchase of services for these 4 consumers increased. 4 Asian Community Collaborative virtual meetings were held with parents and professionals to brainstorm strategies of increasing culturally and linguistically responsive living options for Cantonese and Vietnamese adult consumers. Our Cantonese project staff also successfully advocated for a Cantonese consumer to port a Section 8 housing choice voucher from Butte County to City of Oakland.

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:

Our current project will end on May 31, 2023. We anticipate a seamless transition to the new grant project on June 1, 2023 with our current bilingual, bicultural staff who will continue to provide education and training to the same target populations of Cantonese, Vietnamese and Filipino adult consumers and their families that we have been serving with the past 5 awarded projects. There will be differences in the topics of our education workshops such as informing the communities about new services opportunities that DDS has announced for families living with adult consumers - Coordinated Family Support Services (CFS), social recreation services that DDS has restored to the system.

Our new proposed 2-year project expands upon our current project, in anticipation of more opportunities for in-person gathering post-COVID-19, and in response to community input from our recently held listening sessions. Four new activities are added to bring recovery and rebuild resiliency among our target groups of Cantonese, Vietnamese and Filipino adult consumers and their families. These are quarterly cultural celebration events, semi annual group outings or day trips, annual home tour, and future planning with aging caregivers. The reasons for proposing these new activities are Asian families expressed they had suffered much social isolation with COVID-19 pandemic and rising anti-Asian hate crimes. They have been afraid to go out into the community alone. By organizing cultural celebration events and group outings, our project will help to rebuild in-person social connection and restore joy and mental wellness to these families. With DDS announcing a new service option of CFS (Coordinated Family Support) for families living with adult consumers, we believe this will be very helpful to our target Asian families, the majority of whom live with their adult son or daughter with developmental disabilities. We plan to facilitate future planning with 5 families who have aging caregivers.

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:

Education and Training

Applicant Comment:

Our project will continue to focus on the education and training of Cantonese, Vietnamese and Filipino adult consumers and their family members to support them to obtain information and increase access and utilization of Regional Center-funded services and generic services.

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:

- Regional Center of the East Bay
-

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:

- Alameda 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:

We will continue to collaborate with the Office of Clients' Rights and Advocacy of Disability Rights CA that serves the Regional Center of the East Bay to organize educational workshops for our target populations. We will also continue to work with local government agencies such as Alameda County Developmental Disabilities Council in their Transition Faire, and State Council on Developmental Disabilities Bay Area Regional Office. Support letters from these entities are attached.

Attachment:

[Support Letter_SCDD_10-22.pdf](#) - PDF FILE

[Support Letter_DRC_10-22.pdf](#) - PDF FILE

[DD Council Letter of Support_10-22.pdf](#) - PDF FILE

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:

No

7. Applicant Question: Strategies and Sustainability

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

Applicant Response:

We will continue to apply for DDS SAE grant funding as long as it is available. We will also explore applying for vendorization with the Regional Center of the East Bay for new services such as housing access, social recreation and coordinated family support services.

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:

- Chinese
- Filipino
- Vietnamese

Applicant Comment:

Cantonese-speaking Chinese is our primary target rather than Mandarin-speaking Chinese.

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)
Chinese	480	Cantonese
Vietnamese	400	Vietnamese
Filipino	80	English and Tagalog

3. Applicant Question: Age Group(s) Served

Select all Age Groups the project will serve.

Applicant Response:

- 22 and older

Applicant Comment:

Our primary target age group is 22 and older. There may be some families with adult children aged 18 to 21 who also join the project by word of mouth.

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 goal of our proposed two-year project is to foster recovery and rebuild resiliency among Cantonese, Vietnamese and Filipino adult consumers and their families that reside in north and central Alameda County within Regional Center of the East Bay's catchment area. Our education and training project will include educational workshops conducted in participants' preferred languages, one-on-one coaching by our bilingual staff with participants to assist them to navigate and access both Regional Center-funded and generic services. In addition, based on recent community input we collected through listening sessions, these underserved Asian communities reported a strong desire to recover from social isolation suffered during more than two years of COVID-19 pandemic and the accompanying pandemic of anti-Asian hate crimes. Listening to suggestions from participants, our proposed project design has included new activities of organizing quarterly in-person cultural celebrations such as Mid-Autumn Festival dinner, Christmas holiday gathering, Lunar New Year lunch, Mother's and Father's Day celebration. We plan to invite staff from Regional Center of the East Bay to attend these cultural events to give updates on new services and provide an opportunity for them to hear feedback from these Asian communities. In addition, to combat the fear of going out due to anti-Asian hate crimes, we propose to organize semi annual group outing or day trips for families to enjoy a local outing and re-connect with one another in-person after the pandemic.

Aging care givers in their 70's and 80's are also the specific targets of our project. With the new service, CFS (Coordinated Family Support) recently announced by DDS that will be available in 2023 for families living with adult consumers, we will introduce CFS to participants and assist them to apply if desired. Living options such as affordable housing, family home agency, board and care homes remain important resources for families with adult consumers. In collaboration with RCEB, we plan to organize one home tour per year to enable families to visit different potential living options. Facilitating future planning with 5 families who have aging caregivers is one of our proposed activities. As in years past, we will continue our employers outreach to create paid internship and employment opportunities for underserved Asian adult consumers.

Since 2016, our organization has been focusing on these three underserved Asian communities of Cantonese, Vietnamese and Filipino families with adult children to support them to gain knowledge on available Regional Center-funded and generic services and assist them to apply and access these services for the benefits of their adult family members with developmental disabilities.

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:

Cantonese, Vietnamese and Filipino adult consumers and their families have been our target for disparity reduction for the past 6 years. Based on annual POS data from RCEB, these 3 Asian communities in the 22 and older age group continue to have much less purchase of services compared to English-speaking, White adult consumers. According to fiscal year 2020-2021 data, the annual purchase of service expenditure per capita for White consumers aged 22 and older was \$55,475 but for Asian consumers, it was \$33,930. Broken down by languages, the disparity is even greater for the Vietnamese adult consumer: the annual POS expenditure per capita for English-speaking adult consumer aged 22 and older was \$45,910, Cantonese consumer \$30,372, Tagalog-speaking Filipino consumer \$33,293, but for Vietnamese consumer \$17,208. A similar pattern is observed with adults 22 and older with no purchase of service. 17% of English-speaking adults had no purchase, 22.6% of Cantonese-speaking adults had no purchase, 27.7% of Tagalog-speaking Filipino adults had no purchase, but 39.6% of Vietnamese-speaking adults had no purchase.

StopAAPIhate.org reported 11,500 anti Asian hate incidents between March 2020 and March 2022. When input was gathered from our Cantonese and Vietnamese parents support groups in early October, they reported strong desires to recover from the negative impact of the pandemic and anti-Asian hate by accessing more services and organizing support group outings to improve well-being.

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:

Our proposed project is unique in that it is the only education and training project targeting Cantonese, Vietnamese and Filipino adult consumers aged 22 and older and their families in the RCEB catchment area, with a focus on the geographic area of north and central Alameda County where most of these Asian families reside. Our proposed two-year activities to foster the recovery and rebuild resiliency of these underserved Asian communities who have experienced double negative impact from the COVID-19 pandemic and anti-Asian hate incidents will consist of educational workshops, one-on-one training, as well as a creative component of organizing in-person social connection events such as cultural celebrations and community group outings to reclaim cultural identity and increase support for the emotional well-being of aging caregivers.

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:

Our project will collect data on new Regional Center-funded and generic services accessed by our participants that were a result of our bilingual project staff's education and advocacy. We also plan to work closely with a RCEB case manager who will be carrying the 40 consumers lower caseload of Asian consumers with no POS (purchase of service) to identify and outreach Cantonese, Vietnamese and Filipino adult consumers who may be on this caseload to provide one-on-one training in their native languages to help them reduce barriers and access services.

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:

Our project will continue to support the disparities reduction plan of the Regional Center of the East Bay by targeting adult consumers from three underserved Asian communities, Cantonese, Vietnamese and Filipino, which comprise the largest number of Asian adult consumers in RCEB's catchment area. Our geographic focus is on north and central Alameda County where most of these families reside. Our bilingual project staff will provide information and support in participants' native languages to help them access RC funded services to increase their POS (purchase of service) to promote equity. In support of RCEB's proposed performance measures, we will focus on helping these Asian adult consumers to increase access to the following services: ILS (Independent Living Skills training), SLS (Supported Living Services), out-of-home respite, social recreation, TDS (tailored-day service), SES (supported employment services), SDP (self-determination program), and the new CFS (Coordinated Family Support) services recently announced by DDS for families with adult son or daughter living at home. Our project staff looks forward to working with the new RCEB staff hired from their new DDS funding for Language Access and Cultural Competency to promote equity and reduce disparities.

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:

Our proposed two-year project consist of 8 scheduled activities to foster recovery and rebuild resiliency among our target underserved Asian communities from Cantonese, Vietnamese and Filipino cultural baackgrounds. Monthly educational workshops on topics related to new and existing services for adult consumers will be held in participants' preferred languages. Similarly, monthly support groups will also be organized to allow participants to share burdens and experiences with one another. Our bilingual family support specialists will continue to provide one-on-one training or coaching to individuals to assist them to navigate and access more services, both generic and Regional Center-funded. In response to community input, two new group activities have been proposed to strengthen cultural identity and rebuild in-person social connection post-Covid-19. These are quarterly cultural celebration events and semi annual group outings or day trips. During listening sessions recently held, the Cantonese and Vietnamese families expressed their deep suffering of social isolation during the pandemic. They have been afriad to go out due to Covid-19 and anti-Asian community violence. Our proposed cultural celebration events and day trips will bring back wellness and restore joy to our target communities. In addition, we plan to invite RCEB representatives to attend each cultural celebration events to give updates of the changes in service delivery system and provide an oppportunity for RCEB key personnel to directly hear feedback from the underserved communities. Another two new project activities of a smaller scale include conducting an annual home tours to introduce various living options for adult consumers, facilitating future planning --- a very sensitive matter requiring deep trust -- with 5 families who have aging caregivers. Last but not least, we will continue active outreach to employers as in the years past, to create more opportunities for paid internship and employment for our underserved Asian adult conumsers.

19 measures are proposed to evaluate the effectiveness of our schedule of 8 project activities and their impact on participants. These include quantitative measures of number of events held and number of participants, pre/post test assessment for educational workshops, number of new generic and RC-funded services accessed by participants as a result of our one-on-one coaching, number of employers contacted and number of paid internship/employment created. Our qualitative measures include recording participants' comments and feedback, and annual satisfaction survey results. We believe the proposed measures will provide insight into the effectiveness of our project and demonstrate a positive impact of our intervention on our target populations.

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:

Our proposed 2-year project budget is consistent with our stated project objective and schedule of activities. The project budget costs are clearly associated with the activities and does not include non-allowable costs or costs funded by other sources.

Our project personnel consists of 6 staff, all are existing positions with each dedicating a designated percentage of their time to the DDS-SAE grant project. Our proposed operating costs support each schedule of activities as detailed in our budget narrative. We have kept our indirect/administrative cost below the allowable 15%.

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:

Lisa Kleinbub, Executive Director and Jairo Guiza, Diversity & Equity Specialist - Regional Center of the East Bay

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
