

Application Report



Applicant Organization: Support for Families (SFCD)
Project Name: Building Bridges to Services for San Francisco's Underserved Language and Cultural Communities
Application ID: App-22-627
Funding Announcement: FY 22-23 Service Access and Equity Grant
Awarded Amount: \$290,000

Project Summary: Parent leaders from our target communities (Latinx and Chinese immigrants, and African Americans) will be trained to work in the community to provide training on GGRC services, and coaching/support groups where they will provide peer-to-peer support in navigating services, and refer families to SFCD or GGRC for additional support. Families referred to SFCD will be supported by our Family Resource Specialists for any barriers to service navigation and by our social worker and case manager for additional short-term case management or clinical support. SFCD's Family Resource Specialists and case manager also provide peer support since they are parents of children with disabilities and speak Spanish and Cantonese. As a result of this project, more families from our target communities will access services from SFCD, GGRC, and other agencies; gain new skills and resources to support their children, and become part of a supportive community movement to improve systems.

Authorized Certifying Official: Wendy Neikirk Rhodes wneikirkrhodes@supportforfamilies.org (617) 733-7477

Project Manager/Coordinator: Julia Zeuli jzeuli@supportforfamilies.org 415-920-5040

Compliance/Fiscal Officer: Jonathan Bryson JBryson@os.cpa 562-725-7922

Section Name: Applicant Eligibility

Sub Section Name: Applicant Information

1. Applicant Question: Project Title

What is the Project Title?

Applicant Response:

Parent-Centered Training, Peer-to-Peer Support, and Community Building for Underserved Communities

2. Applicant Question: Awarded Amount

What is the total amount awarded for the project?

Applicant Response:

\$290,000

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:

Over the last year, [Support for Families of Children with Disabilities](#) (SFCD) has been working towards developing authentic partnerships with our target populations in order to create systems that meet their needs. As part of that effort, SFCD hired a Director of Education and Community Engagement that has extensive connections in the African American community. She has helped build relationships with Black CBOs, create a Black Community Connector cohort, and develop a Black family support group. SFCD also hired a Cantonese Parent Mentor Coordinator that is doing similar work with the Chinese immigrant community, including starting a Chinese-speaking parent mentor cohort that is focused on the lowest-resourced community members. SFCD is evolving towards a parent leadership model of engagement, which means our parent leaders will take a more central role in the coming year by providing training and support to families at CBOs and expanding their community movement-building efforts.

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:

[Certificate of Status_053094930.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:

Year Awarded	Project Title	Grant Number	Award Amount
05/01/2021	20-C40 Support for Families of Children with Disabilities (SFCD)	20-C40	\$272,000.00
04/01/2022	21-C40 Support for Families of Children with Disabilities (SFCD)	21-C40	\$290,000.00

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:

We completed our 2020-2021 grant on 4/30/22. During this grant year, 8 Spanish-speaking parent mentors completed the Parent to Parent training in December 2021, and 6 Spanish-speaking mentors completed the Parent to Parent training in June 2021. 13 Spanish-speaking mentors started the 8-month Project Leadership training, which focused on parent advocacy and 5 mentors graduated (attended at least 6 out of 8 sessions).

Given SFCD's vision to center our most vulnerable communities, this was a learning curve for our organization. These are our 3 lessons learned:

- 1) While our parent leaders are willing to step in and support others, many of them have been in crisis, have had accidents, or had their children at the hospital. One challenge we have noticed is that on top of living difficult and complex lives, our parent mentors often put themselves last in order to help others. Because of this, we have put an increased emphasis on activities supporting mental health and collaborative work, so that parent leaders feel supported in their work.
- 2) Families from our target communities want to participate in opportunities such as leading training, attending training, and taking part in advocacy, but are unable to because of economic disadvantages such as not having childcare, having health concerns, or the opportunity is not set up to support non-English speakers.
- 3) Families are in great need of connection right now. Many of our families have been extremely isolated from any sort of community as they have been front-line workers throughout the pandemic and taking care of children with complex medical needs. When we have been able to meet in person, it has been incredibly valuable for families.

SFCD's transition to a transformational model that centers on our most vulnerable families, has been challenging, especially given the changes to leadership that happened during this grant cycle. Additionally, the hardships that our families faced during this time were even more complex due to COVID. This made it difficult for them to participate consistently in leadership opportunities. The most useful strategy that we used was to listen to families and adjust and be flexible to their needs. We worked towards anticipating these changes and were able to rely on our staff to share the challenges occurring in their families to be able to anticipate the needs of the families we are supporting. We were not able to attend many outreach events during COVID, however, we relied more on our personal relationships to promote programs and connect with partnering agencies. We have had challenges, which created an opportunity to restructure and provide leadership, growth, and training for our direct service staff.

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:

Not Applicable

Applicant Comment:

Not Applicable

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:

Parent leaders will provide training and peer-to-peer support to families at CBOs that have been identified through the Inter-Agency Collaborative. SFCD will recruit 3 parent leaders from our 2022-2023 Community Connector cohort to help create a Training of Trainers (ToT). Parent leaders, with the support of staff, will coach new parent leaders as trainers. Through this ToT model, SFCD will build a pool of competent, culturally and linguistically diverse trainers and advocates who will provide training, education, and peer-to-peer support in the community.

Between 4 to 6 parents leaders will be recruited for each cohort (Black, Cantonese-speaking, and Spanish-speaking immigrants). Each cohort will receive a 7-session ToT on the following topics:

- The intersection of Race and Disability in the context of GGRC and POS
- The basics: Birds-eye overview of GGRC services
- Early Start: Early detection and intervention
- Lanterman: Helping families define their needs and their goals for their children
- Advocacy: What to do when you run into roadblocks
 - Know your rights
 - Parent Advocacy
 - Community Organizing
- How to ask the right questions
- Developing Community Engagement Plans
- Providing peer-to-peer support

The ToT will include the following components:

- Community & relationship building strategies, which will provide the backbone of building authentic community partnerships.
- Personal development & self-care allow parent leaders to create change in our communities as well as in their personal lives.
- Principles for Transformative & Emergent Strategies to transform systems that have been causing harm to communities.
- Technical skills that are needed to be an effective trainer, including active listening/feedback, public speaking, and group facilitation skills.
- Experiential learning activities provide participants with the opportunity to practice the skills they are learning.

Parent leaders will provide families training on GGRC services, coaching/support groups on navigating services, and referrals to SFCD or GGRC for additional support.

2. Applicant Question: Duration of project

Choose the duration of your project.

Applicant Response:

12 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:

- Golden Gate 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:

- San Francisco 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:

SFCD's Inter-Agency Collaborative (IAC) brings together SF agencies, community-based organizations (CBO), parents/caregivers, and youth to create strategies that improve the coordination of services for children and youth with disabilities. Several of our parent leaders are members of the IAC parent advisory group. They will present this project to the larger group and identify CBOs that are a good match for the project.

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:

Parent leaders are receiving training and support with their professional development as community educators and advocates. As experts in the challenges that their communities face, they will act as change agents in their communities even after grant funding has been concluded. Several of our parent leaders are advisory members in SFCDs new multi-year Inter-Agency Collaborative which brings together CBOs that serve children and youth with special needs and the families they are serving to improve systems. Parent leaders will have a direct line of communication with the agencies serving them, including GGRC, and can advocate directly for the changes their communities would like to see and collaborate on helping make the necessary changes. Parent leaders will continue to have opportunities to provide mentorship and training at Support for Families and other CBOs beyond this grant, including training future cohorts of leaders.

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:

- African American
- Chinese
- Hispanic

Applicant Comment:

Our target population is parents and caregivers of children with disabilities from the lowest-resourced members of these communities (CPS, homelessness, economic instability, mental health/health issues, foster care, non-English speakers).

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)
African American	55	English
Latinx Immigrants	55	Spanish
Chinese Immigrants	55	Cantonese

3. Applicant Question: Age Group(s) Served

Select all Age Groups the project will serve.

Applicant Response:

- 16 to 21
- Three to 21
- Three to Five

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:

Our target population is parents and caregivers of children with disabilities from the lowest resourced members (CPS, homelessness, economic instability, mental health/health issues, foster care, immigrant families) of the following communities: Spanish-speaking and Cantonese-speaking immigrants, and African Americans residing in San Francisco (GGRC catchment).

To engage families in our catchment, we will partner with SFCD's Inter-Agency Collaborative (IAC) to connect with their extensive network of CBOs that serve our target populations. Parent leaders will provide training and peer-to-peer support to families that are connected to the CBOs that are IAC members.

SFCD will develop a Training of Trainers (ToT) to build a pool of competent, culturally and linguistically diverse trainers. Between 3 to 5 parent leaders from each of our target communities will be recruited and participate in the ToT. In addition to GGRC services and navigation, the training will include these components: community & relationship building strategies, personal development, and self-care, the principles of systems change, and technical skills development (group facilitation, active listening, and public speaking).

Parent leaders will work in the community to provide training on GGRC services, coaching/support groups where they will provide peer-to-peer support in navigating services, and refer families to SFCD or GGRC for additional support. Families referred to SFCD will be supported by our Family Resource Specialists for any barriers to service navigation and by our social worker for additional short-term clinical support. SFCD's Family Resource Specialists are able to provide peer support since they are parents of children with disabilities and speak Spanish and Cantonese. As a result, more families from our target communities will access services from SFCD, GGRC, and other agencies; gain new skills and resources to support their children, and become part of a supportive community movement to improve systems.

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:

According to GGRC, there has been an incremental decrease in POS authorization and expenditures in FY2020-2021 compared to FY2019-2020 in our target populations: Asian (\$22,785 vs. \$26,113); Hispanic/Latin(x) (17,069 vs. \$19,884); and Black (\$43,428 vs. \$46,151).

A GGRC client survey identified the top reasons for the different utilization rates for different communities:

- The target population's lack of knowledge of services leads to the lack of utilization of services.
- Cultural factors of denial, shame, and guilt also play into the utilization of service rates among Asian and south Asian communities.

SFCD will address these barriers by providing culturally and linguistically appropriate training and support in our target communities.

GGRC identified what could be done differently to make it easier for families to use services:

- Regular meetings/cohorts regarding support available to families and individuals so they learn how to navigate services.
- Easy-to-understand materials that use plain language so that every family and individual can understand what services GGRC offers.

SFCD is working with our parent leaders to create easy-to-understand materials and training for our target communities. For this proposal, parent leaders will work directly in our target communities to support families through the service navigation process using a coaching/support group model.

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:

We are the only CBO in our catchment area that is using a peer-to-peer model to connect with families and working to build authentic partnerships with our target communities to change systems that are not working for them. As our authentic partners, parent leaders are involved in all aspects of the project, including the identification of what they would like to see in this next phase of the project. They will continue being central to the development and implementation of this project and will receive continued mentorship, support, and access to professional development and leadership opportunities. Parent leaders will be compensated for their time, receive professional development and mentorship, and receive a certification of completion once they complete the training portion of the project.

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 parent leaders hold invaluable expertise in how GGRCs services and supports meet the needs of families, how they are accessed, and how they could be improved to their communities in the way they deserve. Centering our target communities allows us to tap into their expertise and breaks down the traditional hierarchy of decision-making that assigns authority first to organizational leaders, then to management and frontline staff, and lastly to families themselves.

Our parent leaders will help us create and implement culturally and linguistically appropriate training that addresses cultural taboos and uses easy-to-understand language. By working directly with diverse CBOs, parent leaders will be able to connect directly with our target populations in their communities. Our training and cohort coaching/support group model will first train parents on the GGRC services their children may be entitled to and then will follow up through individual coaching or support groups where they will receive peer-to-peer support in service navigation and build community. Families who need more peer-to-peer support, case management, and clinical support will receive those services from Support for Families Family Resource Specialists, Case Manager, and Social Worker.

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 will support GGRC's plan to promote equity and reduce disparities by providing training and support to our target communities. Specifically, we have incorporated GGRC survey result recommendations into the design of this project, including making information more accessible, providing cohort coaching and support, and addressing cultural taboos.

Our Executive Director meets with GGRC leadership regularly and our Community Partnership Manager collaborates with the GGRC Cultural Diversity Specialist.

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:

The main activities for this grant:

1. Develop a ToT where parents leaders train and coach other parent leaders to become trainers.
2. Train parent leader cohorts from each target population using the ToT model.
Once trained, parent leaders will partner with CBOs to:
3. Provide training and education to families.
4. Facilitate coaching/support groups where families receive peer-to-peer support in service navigation and build community.
5. Refer families who attend parent training to SFCD for additional service navigation and GGRC for services.

The Training of Trainer (ToT) model curriculum we develop will increase the capacity of our target communities to advocate for themselves and each other and use their collective power to organize and change systems. Parent leaders will learn to appropriately share their own personal stories and experiences, including cultural barriers and taboos regarding disabilities they have overcome. In collaboration with parent leaders, we will continuously update the training to ensure that we use simple, accessible, and culturally appropriate language to describe GGRC services and service navigation.

By partnering with the Inter-Agency Collaborative, this project will be able to connect parent leaders directly with CBOs that serve children and youth with special needs in our catchment area. This will allow us to not only reach the most in-need families but also build our community movement to impact systemic change.

The role of parent leaders in providing training and support is invaluable in reaching our target communities. In addition to their cultural and linguistic expertise, they also bring their lived experience as parents of children with disabilities that have had to overcome barriers to services. Parent leaders will be able to connect with families on a much deeper and more impactful level since they are also from the communities they are serving.

In addition to training parents on GGRC services, parent leaders will provide coaching/support groups where they will provide peer-to-peer support in navigating services. If families require additional support, parent leaders will refer families to SFCD or GGRC. This continuous support will ensure families do not fall through the cracks.

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:

This budget consists of all of the needed expenses to achieve our objective to provide training and education to our target communities in a linguistically and culturally appropriate manner and the activities connected to meeting this objective identified in our Activity Template.

Our personnel includes:

(3) Parent leadership coordinators (PLC) that are representative of our target communities (Spanish Chinese-speaking immigrants, and African Americans).

- The 3 PLC will work with the Project Manager (PM) to co-develop the ToT and then adapt the materials so that they are culturally appropriate and relevant to each target community (7 sessions X 8 hrs. = 56 hrs. - 3 PLC).
- Recruit participants PLC will hold project information sessions and then have 1:1 "interviews" with interested candidates to get an idea of their skills and where they may need support (12 hrs. - 3 PLC)
- Co-facilitate 7 sessions with the support of a parent co-facilitator. The PL will mentor and support the parent co-facilitators as they co-teach each lesson (2 hrs. prep, 2 hrs. co-facilitate, 1 hr. de-brief X 7 sessions = 35 hrs. - 3 PLC).
- Provide FRS support and mentoring to parent co-facilitators and parent leaders, including regular 1:1 check-in and support with their personal development plan (30 hrs. - 3 PLC).
- PLC will work with PM identity, connect and support parent teachers at the CBO (10 hrs. - 3PLC).

(1) Project manager will oversee all of the work PLC and parent leaders, including providing training support, regular check-ins, and project tracking.

- Provide 1:1 supervision and support to (3) PLC = 80 hrs.
- Co-develop the ToT and then adapt the materials so that they are culturally appropriate and relevant to each target community = 56 hrs.
- Identity, connect, and support parent teachers at the CBO = 10 hrs.
- Project oversight, including reporting and attending DDS meetings = 80 hrs.

(1) Program Director - Supervise and Support the project manager

(1) Data Manager - Manage all grant-related data

(1) Direct Service Staff - Provide service navigation to families connected to SFCD

(1) Social Worker - Provide short-term case management to families connected to SFCD

The backbone of this project is our parent leaders, and as we move from a transactional to a transformational relationship with our target communities, we need to ensure all of our participants' time and expertise are honored by providing stipends and creating culturally welcoming meeting spaces by providing food.

(2) Parent co-facilitators will work with PLC to develop ToT, recruit, train, and support candidates. \$30/hr. X 60 hrs. = \$1800/person

(15) Parent leaders will participate in 7 training sessions and provide training, facilitate coaching/peer-to-peer support groups, and refer families to services. \$25/hr. X 60 = \$1500/person

Materials/Supplies

- ToT training materials and CBO outreach materials, including participant food = \$5,000

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:

Eric Zigman (ezigman@ggrc.org) and Arianna Cruz-Sellu (acruzsellu@ggrc.org)

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.
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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
