Application Report

Applicant Organization: Parents Helping Parents Inc

Project Name: Promoting Parent Advocacy Through Culturally Competent Training, Education, and Resources

Application ID: App-22-589

Funding Announcement: FY 22-23 Service Access and Equity Grant

Awarded Amount: $325,000

Project Summary: PHP will assist Hispanic and Vietnamese families in Santa Clara County and Contra Costa County who continue to be underrepresented among regional center consumers increase their share of POS expenditures. We will do this by helping parents build their advocacy skills through targeted trainings, an array of educational opportunties and intensive 1:1 support using culturally and linguistically competent personnel, materials and resources. Our project will benefit these communities by improving their ability and confidence to obtain services for their loved ones utilizing RC services.

Authorized Certifying Official: Mark Fishler   mark@php.com   4087275775

Project Director/Manager: Janet Nunez   janet@php.com   408-727-5775

Project Manager/Coordinator: Claudia Harty   claudiah@php.com   408-727-5775

Compliance/Fiscal Officer: Virginia Hildebrand   virginiah@php.com   408-727-5775

Section Name: Applicant Eligibility

Sub Section Name: Applicant Information

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1. Applicant Question: Project Title

What is the Project Title?

Applicant Response:

Promoting Parent Advocacy Through Culturally Competent Training, Education and Resources

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2. Applicant Question: Awarded Amount

What is the total amount awarded for the project?

Applicant Response:
$325,000

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3. Applicant Question: Organization Type

Choose the response that best describes your organization.

Applicant Response:

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

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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:

Since 1976, PHP has helped children with disabilities receive what they need to reach their full potential. We provide parents &/professionals educational opportunities, including training in understanding & working within the special ed system, condition and culturally-specific support groups, an assistive technology center & an E-learning library with over 400 videos in 5 languages. Our website is available in Eng/Spa/Viet. PHP has a history of providing culturally-competent services to groups traditionally underserved such as cultural and racial minority groups, low-income families, and those who have limited English-proficiency or disabilities themselves. PHP was recognized for its efforts with a Cultural Competence Works Award from the U.S. Dept of Health & Human Services. PHP is the recipient of a grant from DDS & currently partners with SARC to conduct outreach to Hispanic & Asian communities with the goal of increasing their access to utilization of services provided by SARC.

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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:
CA Certificate of Status 2022.pdf - PDF FILE

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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

Attachment:
CPN Certificate of Status.pdf - PDF FILE

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
2022	POS Equalization Effort Expansion	21-C42	$150,000
2021	Improving Digital Access for Self Advocates and Families	20-C42	$60,437

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:

2022 Grant (ongoing)

PHP is assisting Hispanic & Asian families in Santa Clara County who continue to be underrepresented among regional center consumers increase their share of POS expenditures. There are cultural & language barriers that create these disparities, particularly for those who do not speak English. By educating Hispanic and Asian families, we are working to increase the number of individuals with developmental disabilities who are utilizing regional center services. PHP is performing a variety of activities for this grant including holding 1-1 consultations to assist in obtaining RC services, holding workshops on variety of topics such as understanding disability, diagnosis & self determination; PCT workshops; help with the intake process and support groups in Spanish and Vietnamese including a support group for people interested in self determination.

From April-September 2022, PHP has served 187 people 1:1, another 240 have been referred to SARC for services, and 85 have been referred for intake.

2021 Grant (Completed)

This project improved access to technology for 58 underserved self-advocates with disabilities and their families by providing iPads and training to those without access to the technology they need to participate in the virtual world. We were able to help individuals and their families learn about and explore the assistive technology apps, settings and strategies to help individual complete tasks and reach their IPP goals.

This project empowered individuals with disabilities and their families by improving their access to the technology needed to participate in the virtual world. Here are the outcomes:

1. Particpants were able to participate in day programs virtually, which increases socialization access, increases opportunities to improve mental health improves access and ease of participation (via FaceTime, Google Meet, email, virtual social groups, etc.)
2. Increased independence with independent living skills (apps for cooking, instructional tutorials, visual routines, etc.)
3. Increased communication as iPads are extremely valuable as communication tools for individuals with limited capacity to talk. PHP shared various apps to support AAC - Augmentative alternative communication that works on the iPad.
4. Increased virtual participation in essential activities like therapy, medical appointments, and program meetings.
5. It also helped participants access digital or virtual recreation and relaxation opportunities.

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:

PHP will continue providing the same parent support groups from the current project. (Viet & Span SDP, Span group specifically for Gilroy, the Viet parent support group & the Span autism support group). PHP will also continue assisting families 1:1 with RC services and having a yearly conference in E/S/V with topics around transition to adulthood/end of life. PHP will discontinue PCT workshops and & periodic workshops.

New services being proposed are:

1. Develop and deliver a new workshop to be delivered 14x in Spa and 3x in Viet on improving parent/professional collaboration through effective communciation skills and strategies for advocacy. In the spirit of collaboration, PHP will also train Care Parent Network who serves RCEB clients on how to deliver the same workshop in Spanish to Contra Costa families. PHP will also create videos of a condensed version of the workshop in Span &Viet.
2. PHP will train staff members to become Navigators for 160 families to provide more intensive support to help families with items such as the SDP process, filling out forms for IHSS/SSI, connecting families with SARC or assisting families with obtaining appointments with doctors, therapists, etc. Navigators will also be promoting the same skills from the new workshops to bolster parent/professional collaboration.

The rationale for the proposed changes is based on community feedback. Our staff & board engaged in a new strategic plan last year in response to reviewing feedback from the community. Based on what we understood our community to need, our board and staff (the vast majority of whom are also parents of children with disabilities with extensive lived experience) determined our focus to create the best outcomes for children and diminish disparities in the systems was to; open neighborhood offices in East SJ and Gilroy staffed with Navigators to better serve the most underserved areas in Santa Clara County; & assist parents with effective communication and advocacy skills.

Section Name: General Application

Sub Section Name: Proposal Summary

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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:

This project will actually have two project types, Education and Training and Community Connector. Our two main priorities are:

1. Education & Training: Develop culturally and linguistically competent resources and educational opportunities for parents, including new parents as well as aging caregivers.
2. Community Connector: Create a new navigator role at PHP in Spanish and Vietnamese to provide more intensive support to help families with items such as the SDP process, filling out forms for IHSS/SSI, connecting families with SARC or assisting families with obtaining appointments with doctors, therapists, etc. Navigators will also be promoting the same skills from the new workshops to bolster parent/professional collaboration.

2. Applicant Question: Duration of project

Choose the duration of your project.

Applicant Response:

24 months

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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:

- San Andreas Regional Center
- Regional Center of the East Bay

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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:

- Contra Costa County
- Santa Clara County

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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:

Yes. We will be working with Care Parent Network in Contra Costa County. After PHP develops the curriculum for the training on parent/professional collaboration & effective communication tools and strategies for advocacy, we will train the trainers at Care Parent Network on the curriculum so they can deliver the same training to Spanish speaking parents in Contra Costa County.

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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:

PHP will be applying with other funders to carry on this vitally important project in succeeding years if funding from DDS is unavailable. Because of our strong history of success and support from our community, we are confident we will secure funding to continue offering much of the work in this project in future years. We will also seek support from individual donors. We will create marketing campaigns to highlight the challenges our families of color are facing in knowing about and successfully applying for services from SARC. Our donor base has a strong history of responding positively to outreach for specific programs. If funding gaps still exist we will continue to offer programs as fee based and work with SARC to supply fee reimbursement to families attending these individual or family trainings. SARC has a history with PHP in reimbursing families who attend PHP workshops or receive individualized services.

Sub Section Name: Target Population

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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
- Vietnamese

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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	1,486 (Duplicated)	Spanish
Vietnamese	564 (Duplicated)	Vietnamese

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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
- Birth up to Three (Early Start)

Section Name: Project Application

Sub Section Name: Project Application

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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:

PHP will assist Hispanic and Vietnamese families in Santa Clara County and Contra Costa County who continue to be underrepresented among regional center consumers increase their share of POS expenditures. We will do this by helping parents build their advocacy skills through targeted trainings, an array of educational opportunities and intensive 1:1 support using culturally and linguistically competent personnel, materials and resources. Our project will benefit these communities by improving their ability and confidence to obtain services for their loved ones utilizing RC services.

There are five elements to PHP's proposed project:

1. Developing & delivering culturally and linguistically competent resources and educational opportunities for self-advocates, aging caregivers and new parents. PHP will accomplish element #1 by:
   - Developing a model curriculum for a 2.5 hr. training on parent/professional collaboration & effective communication tools and strategies for advocacy in Spanish and Vietnamese, including a video in each language.
   - PHP will train our new partner Care Parent Network (CPN) on this new curriculum. CPN is an FRC located in Contra Costa County so underserved parents served by the Regional Center of the East Bay will benefit from this training as well.
   - Once the curriculum is complete, PHP and CPN will conduct 14 workshops in Spanish (PHP 7, CPN 7) & 3 in Vietnamese (all 3 by PHP) over 2 years. Each workshop will have 10 parents.
2. Continue PHP's successful Vietnamese and Spanish support groups in Gilroy and San Jose to help monolingual families learn about RC services, generic services & how to find appropriate support for their loved ones. In addition, PHP will continue its successful Spanish and Vietnamese language self-determination support groups.
3. 2 conferences over 2 years delivered with simultaneous translation in Eng/Spa/Viet on topics related to the transition to adulthood and end of life issues for aging caregivers.
4. 1-1 consultations in Spa & Viet
5. Train PHP staff to become navigators in Santa Clara County to provide more intensive support to RC clients. Navigation will consist of meeting with the parent in a location convenient to them. Examples of the assistance navigators will provide parents are: items such as the SDP process, filling out forms for IHSS/SSI, connecting families with SARC or assisting families with obtaining appointments with doctors, therapists, etc. Navigators will also be promoting the same skills from the new workshops to bolster parent/professional collaboration.

PHP is uniquely qualified to perform this project as we have been assisting families for 46 years understand and gain access to various systems including RC services. PHP has a close partnership with SARC and frequently teams with SARC on workshops for parents. PHP is a long time grantee of DDS and also has a current contract with SARC to conduct self determination support groups.

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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:

Hispanic & Asian families in Santa Clara & Contra Costa County continue to be under-represented among RC consumers compared to their share of POS. The SARC performance report from FY 2020-21 showed while 26% of families identified as white, they received 46% of expenditures. Hispanic families were 39% of consumers, but only 26% of POS. Asian families represent 20% of consumers served, yet their expenditures were only 15% of the total. Similar disparities exist by language with English speakers receiving a disproporinate amt of available funding compared to Spanish & Vietnamese speakers. RCEB has very similar disparities by race but with their Spanish speakers the disparity in receiving expenditures is even greater than SARC with Spanish speakers representing 16% of consumers but only receiving 6% of expenditures compared to SARC at 15%/10%.

The community's input is incorporated on a regular basis into PHP's planning & design of all programs & services. Each activity includes an opportunity to provide feedback through evaluation & survey. PHP resource specialists talk with hundreds of parents each month, hearing their concerns, and helping them navigate the systems of care. In addition, PHP conducts a client satisfaction survey every six months and utilizes that information for continuous program improvement. Being a current disparity grantee has also allowed PHP to incorporate regular feedback from parents. We also meet regularly with SARC to gain their insights.

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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:

The proposed project builds upon the current efforts to reduce disparities in the Hispanic & Asian populations. To the best of our knowledge, PHP's proposed Navigator approach is a unique approach in Santa Clara County specifically in support of RC clients. Our new neighborhood offices in Gilroy and East San Jose will be excellent locations for Navigators to meet with families and conduct workshops and parent support groups.

The proposed workshops teaching effective communication and advocacy skills is also a new program that we do not believe is being offered in either Santa Clara County or Contra Costa County. The workshops will teach parents skills to be better communicators and how to ask for services and question when services are denied, which is an important skill when dealing with complex systems of care. Workshop participants will learn the importance of writtten documentation, organizing documents, follow up emails, asking for documentation of policies and writing letters to request services.

The yearly conference we are planning where we cover topics related to transition to adulthood and end of life issues for aging caregivers is unique for the SARC catchment area. PHP will use the community feedback we have received since launching our Transition to Adulthood program called Connections California earlier this year to refine our conference materials.

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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:

Through our proposed navigator program, PHP will offer guidance & individual consultations to families to identify RC services that best support their children. PHP's culturally competent staff will work 1:1 with each family to gather necessary documentation & successfully complete requests for RC services. Our experience working with families has shown even in small groups, they struggle to complete paperwork correctly. In order to be successful on their first attempt, individual attention is needed. PHP navigators will be following up with families to ensure they have sucessfully submitted necessary paperwork to various agencies responsible for the care of their child, obtained appointments for those services & if not help with the process & follow up to ensure services were received. We will be available upon parent request with scheduled follow up every three weeks. We will survey the parent on what is working, what is not & identify additional assistance.

Our new workshops will train parents & self advocates on parent/professional collaboration & effective communication tools and strategies for advocacy. Participants will obtain skills to be better communicators & how to ask for services & question when services are denied. Parents will learn importance of written documentation, organizing documents, follow up emails, asking for documentation of policies, & writing letters to request services. Condensed videos in Spa & Viet of the workshops will be available @ php.com.

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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:

Parents unable to articulate the needs of their child are far less likely to become a RC client, despite the considerable need for such services. The relationship between a lack of effective communication from the parent & provisioning of required services originates from several factors & primarily affects people of color, particularly those who are non-English speaking. Hence, a lack of communcation & advocacy skills decreases a child's likelihood of receiving services they would otherwise be eligible to receive.

PHP's satellite offices in East SJ & Gilroy allow us to better reach underserved Vietnamese & Hispanic families. PHP participates in the SCDD Disparity Task Force where we collaborate with others receiving Access & Equity grants. We discuss challenges, success, & how to improve services and supports for individuals with I/DD living within the SARC catchment area.

In addition to our project partner CPN, examples of other organizations we collaborate with   community inclusion include Santa Clara Valley Medical Center, Somos Mayfair (primary Latinx, some Vietnamese speaking), iCAN (Vietnamese speaking), Sunnyvale Community Services (Latinx, Vietnamese speaking). By connecting with organizations like these, training their staff on disability services to increase referrals to the regional center/PHP, and leveraging their outreach systems, we are able to connect with and serve more families who are eligible for RC services but may not realize they exist.

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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 schedule of activities includes all the various activities PHP believes are needed and the appropriate ones to conduct based on the key learnings we have acquired working on the current disparity grant.

Our new satellite offices in East SJ and Gilroy that have been open since June 2022 are starting to gain in popularity as clients are starting to return to wanting in person meetings which will help in our outreach efforts. Because of our long history serving East San Jose and Gilroy, the outreach to Vietnamese and Spanish families has been an ongoing effort so minimal ramp up time will be needed to identify and make arrangements for families who will take advantage of the free Navigator services provided by PHP. Our SDP, Vietnamese and Spanish parent support groups in Gilroy and East San Jose will continue to welcome monolingual families that need support to help them learn about regional services, generic services and how to find appropriate support for their loved ones. By bringing together parents with experience in successfully obtaining RC services with inexperienced parents, parents will learn from one another how to best obtain services for their child. PHP is already in contact with potential vendors to develop the curriculum for the new workshops to train parents on effective advocacy and communication skills.

PHP believes measuring the number of people served, the number of workshops we deliver and surveying parents on the effectiveness of our work are the correct measures to provide insight into the effectiveness of the project and demonstrate impact on the target population. For clients particpating in our navigator services, measuring the clients ability to sucessfully coordinate services will be a key performance indicator for PHP as well. As previously stated , the relationship between a lack of effective communication from the parent and provisioning of required services originates from several factors and primarily affects people of color, particularly those who are non English speaking. Giving parents the necessary skills to be better communicators - how to ask for services, question when services are denied and how to be better advocates for their child will decrease disparities among RC clients of color while increasing the likelihood of the RC client increasing their share of RC services, thereby improving the quality of their life and their families lives.

All along the way , PHP will be collecting data from parents, including their levels of knowledge and confidence after each workshop, to measure the effectiveness of our project so we can make any necessary adjustments required to remove disparities for families of color and maximize RC services obtained.

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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:

PHP believes the project budget is consistent with our stated project objective and activities. The great majority of the requested funding will go towards directly serving families. The alaries/benefits for people directly working with families represent 87% of the overall personnel budget. 77% of the overall project budget is being spent on PHP salaries/benefits for employees, with 14% on operating expenses and 9% on overhead. Overall, the funds are being spent largely on Navigator services, workshops and conferences, outreach activities and 1:1 direct service to families. By focusing our efforts and budget directly on families insures that PHP will meet its objectives while increasing POS and reducing disparities among RC clients of color.

- The largest operating expenses are subcontractor fees for:
    - a contractor to create effective communication and advocacy skills workshop and train PHP staff on how to deliver it
    - translation services
    - the fee to Care Parent Network to deliver training in Contra Costa County
    - outside speaker stipends.
- The equipment expense is to purchase one new laptop and wifi hotspot subscription fees for Navigators working in the field.
- The training expense will be used to send PHP staff to workshops so they are up to date in their knowledge and cultural and lingustic competency while working with families.
- Travel and meeting costs will be used to pay mileage to meetings, facility costs for off site meetings and cost of food for workshop attendees.
- Printing and postage is for handouts and printing for training events; postage/printing of flyers for those not using email and a mailer two times per year to families using list provided by regional center.
- Group texting subscription fees to remind families of upcoming events.
- Video production expenses are to pay for editing and professional production of the 2 videos.

Section Name: Proposal Certification

Sub Section Name: Certification

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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

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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:

Javier Zaldivar and Minerva Valdez, SARC

Lisa Kleinbub and Jairo Guiza, RCEB

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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