



Language Access & Cultural Competency Program

May Revision

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SECTION 1: THE LANGUAGE ACCESS & CULTURAL COMPETENCY PROGRAM

1:1 PROGRAM OVERVIEW

The Language Access and Cultural Competency (LACC) program aims to improve the experience of individuals and families supported by the regional center system by providing consistent access to information and services for monolingual, multi-lingual, and diverse cultural groups.

To support statewide consistency and accountability, the Department of Developmental Services (Department) has strengthened standardized measures for data collection, performance monitoring, and outcome reporting across all 21 regional centers. The Department's LACC Team provides ongoing technical assistance, training, and guidance to support full implementation of the statewide LACC Program.

1.2 REPORTING REQUIREMENT

Pursuant to [Welfare and Institutions Code section 4620.4](#), the Department is required to report annually, as part of the Governor's Budget and the May Revision, how the LACC funds are being utilized and identify remaining needs for language access and culturally competent services.

SECTION 2: REGIONAL CENTER DATA: IMPACT OF LACC INVESTMENTS

Regional centers have significantly expanded their internal capacity to provide culturally responsive and linguistically appropriate services. Through the LACC initiative, regional centers have increased the number of staff dedicated to community outreach, language assistance, and culturally tailored activities. Cultural competency and humility training has enhanced understanding and connection with diverse communities.

2:1 GROWTH IN INTERNAL CAPACITY – LACC FUNDING

Since the program started, regional centers have built internal capacity with staff and skills needed to manage the program. This is reflected in the increased use of LACC funds for personnel across fiscal years:

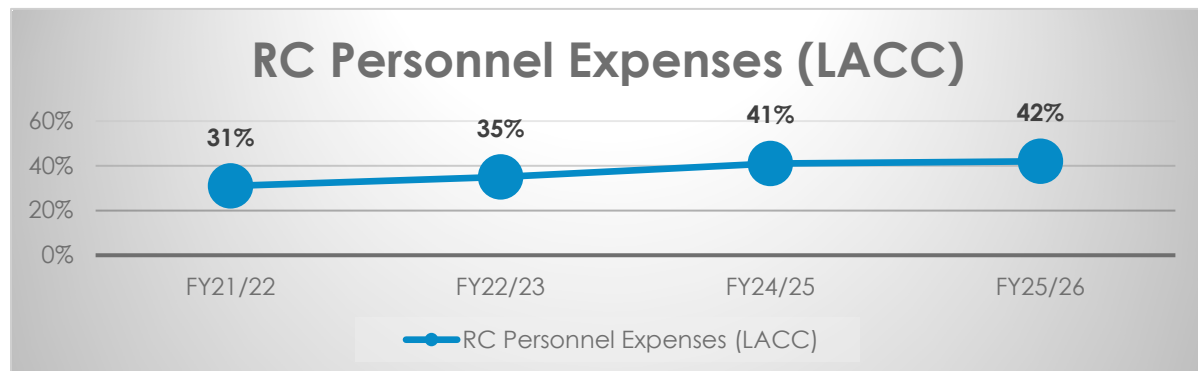
Fiscal Year (FY)

FY 21/22 → 31 % → \$5.4M

FY 22/23 → 35 % → \$5.7M

FY 24/25 → 41 % → \$6.8M

FY 25/26 → 42 % → \$6.9M



Personnel funded through LACC help individuals and families receive information in their preferred language, navigate the developmental service system, and stay meaningfully connected with regional centers. Many of these positions are filled by bilingual and bicultural staff, which strengthens trust and connection with diverse communities. Examples include Community Outreach Coordinators, Language Accessibility Specialists, Generic Resource Specialists, Parents Mentors, Training Specialists, Tribal Liaisons and other culturally responsive roles.

2:2 FY 24/25 LACC FUNDING AND OUTCOMES

Regional centers completed their FY 24/25 LACC projects, demonstrating meaningful progress and increased capacity to implement innovative strategies throughout the reporting period. System-level improvements supported by LACC funding include:

- Expanding regional center capacity to support individuals, caregivers, and families from diverse cultural backgrounds and with linguistic needs
- Increase partnerships between DDS, regional centers, and community-based organizations, especially entities from diverse communities
- Funding and/or supplementing specialized roles, such as LGBTQIA+ Specialist, Tribal Liaisons, and Parent Ambassadors to strengthen outreach and support to families
- Establishing routine processes for obtaining community input in decision-making through advisory groups, surveys, listening sessions, and ongoing feedback
- Deepening plain-language practices and culturally competent interpretation and translation services
- Enhancing communication through broader use of social media and text messaging
- Improving cultural relevance of materials to better reflect the communities served
- Offering digital literacy and technology navigation classes to reduce barriers to accessing services
- Developing multilingual glossaries for languages with nuanced dialects, such as Tagalog, Chaldean, and Hmong

Regional centers strategically invested LACC funding in the following long-term capacity building activities, which directly align with the statewide outcomes achieved:

1. Expanding Bilingual & Bicultural Capacity

Strategic Activity:

- Hiring bilingual, bicultural, and culturally knowledgeable staff to improve communication, trust, and service navigation.

Statewide Outcomes:

- LACC funds directly support **81 regional center positions** (61 full-time, 20 part-time) and have provided **bilingual stipends** to more than **2,100 staff** since the start of the program, helping deliver linguistically appropriate and culturally responsive support
- **62 consultants** hired to expand expertise in culturally diverse communities

2. Strengthening Interpretation & Translation Infrastructure

Strategic Activity:

- Enhancing language access systems to provide real-time, accurate information in the preferred language.

Statewide Outcomes:

- **999 events** supported interpretation services, promoting inclusive participation
- **24,227 people** received interpretation services.
- **1,310 documents** translated for monolingual and multilingual communities

3. Increasing Community Outreach and Trust-Building

Strategic Activity:

- Conducting community-based engagement, outreach, and education to strengthen relationships, increase visibility, and reduce barriers to services
- Monitored through outreach follow-up and referrals, expanded partnerships, increasing attendance at local events, and increasing service utilization

Statewide Outcomes:

- **379 outreach events** were hosted to increase awareness of regional center services and build relationships between the Department, the regional centers, and the broader community
- Approximately **117,000 individuals reached** in person across diverse communities, integrating developmental screenings, regional center and generic services referrals, medical and/or emergency supplies

4. Delivering Responsive Education & Training

Strategic Activity:

- Providing training and community education that culturally relevant and linguistically accessible

Statewide Outcomes:

- **609 orientations and workshops** delivered
- **13,265 attendees** reached through culturally tailored education

5. Developing Culturally & Linguistically Responsive Resources

Strategic Activity:

- Producing digital and print materials in multiple languages and formats to support access and understanding.

Statewide Outcomes:

- **3,642 documents** developed for different languages and cultures
- **242 educational videos** produced for diverse communities
- **277 partnerships** established

6. **Conducting Community Engagement for System Improvement**

Strategic Activity:

- Listening to community voices so that services reflect cultural values, linguistic needs, and lived experiences.

Statewide Outcomes:

- **652 listening sessions, focus groups and interviews** conducted
- **2,785 participants** providing direct input to guide culturally responsive improvements

SECTION 3: PRIORITIZED RELATIONSHIP-BUILDING AND COMMUNITY PARTNERSHIP

LACC resources support long-term, trust-building relationships with culturally diverse communities. The partnerships strengthen cultural responsiveness and help support community voices in guiding program implementation. Partnerships include:

- 211 L.A. County
- Autism Society of Inland Empire
- Bakersfield American Indian Health Project
- Diversity in Health Training Institute
- Friends of Children with Special Needs
- Mexican Consulates
- Parent Helping Parents
- UC Davis Mind Institute
- Vision y Compromiso

Below are some recent projects and events that demonstrate the ongoing impact of regional center partnerships with community-based, culturally specific, local organizations and tribal communities:

- [4th Native American Indian Symposium \(KRC\)](#)
- [Blue Envelope Program Expands Across California Communities \(IRC\)](#)
- [A Great Day of Connecting with the DeafPlus Community! \(GGRC & RCEB\)](#)
- [The White Hmong/English Glossary of Professional Terms for Hmong Interpreters & Speakers \(CVRC\)](#)
- [Lanterman and Friends - Videos in Mixteco \(TCRC\)](#)
- [Annual Empowerment Conference \(SGPRC\)](#)

SECTION 4: FY 25/26 LACC FUNDING AND IMPLEMENTATION UPDATE

Regional centers are actively implementing their FY 25/26 LACC plans to expand culturally responsive services. For this fiscal year, the Department adopted a revised allocation methodology that promotes more equitable distribution of funds across all 21 regional centers:

1. Each regional center received a \$300,000 base allocation to enhance language access and cultural competency, with a priority on Spanish and American Sign Language.
2. Additional funding was allocated based on October 2024 demographic data, with a focus on non-English speaking, multicultural individuals and people with hearing loss.
3. Regional centers also received \$50,000 per threshold language in their catchment area.

Please note: LACC funding is moving to a two-year cycle beginning with the 2026-27 fiscal year pursuant to May 2026 instructions from the Department:

<https://www.dds.ca.gov/wp-content/uploads/2026/05/D-2026-Equity-001.pdf>

Questions?

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