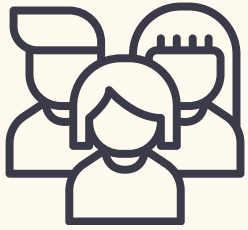


LANGUAGE ACCESS AND CULTURAL COMPETENCY (LACC) PROGRAM

REGIONAL CENTERS PLANS FY24-25 OUTCOMES

Connecting Communities through Language and Understanding



1 EXPANDING BILINGUAL & BICULTURAL CAPACITY

More staff available to support families in ways that **respect** their culture and language

88

Dedicated LACC staff

Over **2,200 staff** that speak directly with families in the language they prefer

62 cultural experts help regional centers better understand diverse communities

2 RESOURCES

3,642



Materials created in multiple languages

242

Videos in an easy-to-understand formats

3

STRENGTHENING INTERPRETATION & TRANSLATION

999

Events



Interpretation offered at nearly **1,000 meetings and events**

More than **13,000 people** received interpretation support

1,310 documents translated to help individuals and families access information in a language they understand

4

DELIVERING RESPONSIVE EDUCATION & TRAINING

14,540

Participants

Regional Centers offered **677 orientations & workshops** to explain services and rights in clear, culturally appropriate ways

Trainings designed to meet the **language and cultural** needs of their local communities



5

COMMUNITY ENGAGEMENT FOR SYSTEM-WIDE IMPROVEMENT

16,042

Participants

656 listening sessions, focus groups, and interviews, were held to hear directly from communities

344 public meetings provided updates and opportunities for input

Community feedback helped **guide improvements** to make services more welcoming, understandable and culturally responsive

6

OUTREACH

1,877

Events brought information directly into communities

117,274



Received screenings, referrals, or supplies

SYSTEM-WIDE IMPROVEMENTS SUPPORTED BY LACC FUNDING



Regional centers completed their FY24/25 LACC projects, demonstrating meaningful progress and increased capacity to implement innovative strategies to connect with diverse communities by:



Expanding regional center capacity to better support individuals, caregivers, and families from diverse cultural and language backgrounds



Funding specialized roles such as LGBTQIA+ Specialist, Tribal Liaisons, and Parent Ambassadors to expand culturally informed outreach and family support



Improving communication through plain-language materials, culturally competent interpretation and translation, and multilingual glossaries that reflect dialect-diverse languages like Chaldean, Hmong and Tagalog



Helping families access services more confidently by offering **digital-skills classes** and providing clear, timely updates on **social media and text messaging** in their preferred language



Building stronger partnerships between DDS, regional centers, and Community-Based Organizations to better serve diverse communities and support materials reflect the cultures represented



Creating consistent ways for communities to share feedback, and shape decisions through advisory and focus groups, listening sessions, surveys and ongoing input