

LANGUAGE ACCESS AND CULTURAL COMPETENCY (LACC) PROGRAM

REGIONAL CENTERS PLANS- FY24-25 OUTCOMES

Connecting Communities through Language and Understanding

1. Expanding Bilingual & Bicultural Capacity

88 Dedicated LACC staff

- **More** staff are available to support families in ways that **respect** their culture and language
- Over **2,200 staff** speak directly with families in the language they prefer
- **62 cultural experts** help centers better understand diverse communities

2. Creating Language & Culture-Friendly Resources

- **3,642 materials** created in multiple languages
- **242 videos** in 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 they understand

4. Delivering Responsive Education & Training

- **677 orientations and workshops** were offered by regional centers to explain services and rights in clear, culturally appropriate ways
- **14,540 participants** attended 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 by regional centers 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. Increasing Community Outreach & Trust-Building

- **1,877 outreach events** brought information directly into communities
- About **117,274** people 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