

Inland Regional Center Disparity Assurance Plan 2015-2016

Issues Identified by POS Data and Stakeholders Meetings

- Purchase of service usage by Spanish speaking ethnicities is lower than other language speakers and Hispanics are the largest percentage of population in Riverside and San Bernardino Counties.
- Age, diagnosis, and residence also affects the use of services
- Limited understanding of public/generic services vs IRC paid services
- Transportation in rural communities may be a major barrier to access of services
- Lack of other services in rural communities can be an issue
- Lack of knowledge of services available
- Feelings of intimidation when Intake or CSCs say they can't get those services (Hispanic Community doesn't want to PUSH or be AGGRESSIVE)
- "Other" category includes Early Start that are not diagnosed as yet?

Plans to Implement a Disparity Assurance Plan

- Advanced review the Disparity Report and determine key areas on which to focus resources
- Continue to develop additional parent/family training to Increase outreach efforts in diverse (ethnic and geographic) communities based on feedback from POS & disparity data town hall meetings and surveys. Through Community Engagement and case management staff involvement.
- Train all staff in cultural sensitivity by showing uniqueness of each represented ethnicity; reviewing traditions and courtesies in various cultures that staff must understand—thus allowing increased comfort between IRC and its culturally diverse constituents
- Review consumer ethnicity and match staff with identified diversity needs
- Ensure Board of Trustees recruitment represents ethnic and geographic groups as well as train for cultural sensitivity
- Seek and train providers that accommodate and embrace cultural sensitivity
- Comply with all statutes and regulations that apply to cultural sensitivity and linguists as directed by DDS, the Department of Education and other such agencies
- Establish benchmarks for performance efforts and create system for reporting for the areas listed in the plan
- Recruit transportation vendors in rural areas to balance the service needs
- Encourage advocacy of self and loved ones
- Train on principles of Self Determination—especially on rural and remote areas
- Improve Communication of Information and Announcements
 - CSC Direct Info to Families and Consumers
 - Mailing (USPS) to all
 - Flyers at churches, schools, through CSCs,
 - More involvement with Support Groups
 - Information through Spanish Radio Stations (PSA)
 - Hire Bilingual training staff
 - List services on website (services listed in in Title 17)