



INLAND REGIONAL CENTER

Enhancing Lives

...valuing independence, inclusion and empowerment

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May 31, 2017

Rapone Anderson

Regional Center Branch Manager

California Department of Developmental Services

Dear Rapone,

Attached you will find Inland Regional Center's (IRC) plan to ensure that the services authorized and approved are of the highest quality and available to all consumers no matter the age, language, ethnicity, diagnosis, geographical location, living arrangements, or other identifiable issues.

This year we took a collaborative approach with the Office of Clients Rights (OCRA) to increase attendance and boost the input from our community. OCRA provided a training to many Parent and Community groups called "Providing Public Testimony." This training prepared consumers and their families to review the data and addressed how to express their needs in a public forum.

A new economic report about the Inland Empire shows steady gains in logistics, healthcare, and construction sectors as well as a strong job market and economy, but challenges remain with overcoming poverty and low education levels.

After gathering Community, Partner Organization, and Staff input during the Providing Public Testimony on Purchase of Services date meetings, we summarized what we heard and decided to focus on the activities that you will see in the plan.

Please feel free to contact me with any questions, concerns, or input. We welcome the opportunity to discuss our activities with you.

Sincerely,


Lavinia Johnson

Executive Director

Inland Regional Center



Inland Regional Center
Diversity/ Disparity Assurance Plan
Fiscal Year 2015/2016

Diversity/Disparity Data Involvement Action Items

Actions taken by Inland Regional Center (IRC) to improve attendance and participation in the discussion of Diversity/ Disparity Purchase of Service Data:

- Presented Diversity/ Disparity Data to the community March 30, 2017 in San Bernardino
 - o One meeting in English, one in Spanish
 - o Each meeting included an open forum for Consumers/families to present public testimony regarding IRC services
- Created “We want to hear from you!” Campaign to make Public Testimony marketing easier to understand and more Consumer-friendly
 - o Solicited participation via: Facebook, Twitter, Instagram, LinkedIn
 - o Sent Constant Contact email to over 8500 subscribers on March 1, 2017
 - o Included flyer with all IPP’s being mailed 60 days prior to the meetings
 - o Posted a graphic on inlandrc.org homepage announcing meetings 60 days prior – site viewed over 100k times during this timeframe
- Offered online options for individuals who were unable to attend the Public Testimony meeting but wanted to contribute information/input
 - o Survey on inlandrc.org in English and Spanish
 - o Contact email placed on all marketing materials distributed/posted with invitation to provide input
- Community Engagement and Training Unit presented the meeting and/or announcement at the following outreach events:
 - o Life After High School, Redlands Yucaipa ROP
 - o Self Determination Orientation, Hesperia, and Barstow
 - o California Children Services in conjunction with, “How to Advocate for Your Child” in both English and Spanish
 - o IRC Consumer Advisory Committee (CAC) meeting
 - o High Desert Disability & Senior Collaborative



Inland Regional Center
Diversity/ Disparity Assurance Plan
Fiscal Year 2015/2016

- o Inland Empire Disability Collaboration (IEDC)
- Partnered with Office Clients' Rights Advocacy (OCRA) to help promote their "Providing Public Testimony" Training. OCRA provided the training, in conjunction with the Self-Determination Advisory Committee.
 - o Presented to the Coachella Valley Autism Society Association parent group in English and Spanish
 - o Collaborated with Angeles Especiales parent support group
 - o Provided information to the Spanish speaking parent support group at the Cal State San Bernardino University Center for Developmental Disabilities
 - o Provided meeting announcement flyer at all trainings in February and March



Inland Regional Center
Diversity/ Disparity Assurance Plan
Fiscal Year 2015/2016
Diversity/Disparity Presentation Stakeholder Meeting Notes

Providing Public Testimony Purchase of Services

March 30, 2017

Molina Healthcare

550 East Hospitality Lane, Suite 100

San Bernardino, CA

5:00 PM – 6:00 PM English Presentation

6:30 PM – 7:30 PM Spanish Presentation

Attended by: Lavinia Johnson, Executive Director, Kevin Urtz, Associate Executive Director, Vince Toms, Director Community Services, Don Meza, Director of Adult Services, Felipe Garcia, Director of Children Services, CJ Cook, CETU Manager, Lilliana Garnica, Diversity Outreach Coordinator, George Gonzalez, CST III, Amelia Maldonado, Community Relations Specialist, Cody Williams and Greg Harrison, Consumer Advocates.

Attendance by session: Community members, consumers, vendor, and parents.:

English:36

Spanish:42

Presented information - Fielded questions - Requested feedback



Inland Regional Center
Diversity/ Disparity Assurance Plan
Fiscal Year 2015/2016

Issues Identified by Diversity/Disparity Stakeholders Meetings

1. Taking too long to get a placement.
2. Systemic point of view. Are we measuring families (Spanish speaking) that aren't receiving ABA services; is there an extra-long delay? Felipe Garcia addressed question.
3. Inland Regional Center does not have adequate staff for Spanish speaking families. Delay for hours. Possibly have Spanish speaking duty officer
4. Is there something or some way that POS disparity could be explained in more simpler terms, some families were not understanding what it meant or what it entailed.
5. Since there is not adequate staff for Spanish speaking families, families get frustrated. Just give up or are afraid they will lose services.
6. Services coordinators don't offer documents in Spanish.
7. More trainings in Spanish.
8. Regional Center holds meetings in San Bernardino and Riverside and forgets outside areas.
9. IRC doesn't explain the services they are eligible for and would like to have a list on available services
10. Can we give parents a contact point if they have a complaint? Answered: Go through CSC and manager first, then email website so Executive Management Team can be notified.
11. CSCs don't answer their phone calls, and parents don't know what they're talking about.
12. I would like IRC to cater more to people living in far areas; (Respite workers?) are charging more than the regional center pays. Vendors are taking too much money, IRC used to do things differently.
13. CSCs don't give information on services available to consumers, they say they don't know.
14. There is no way to walk in for an appointment. IRC should provide a person specifically to receive those people, in Spanish.
15. Disparity is hard to understand.
16. There are not enough CSCs that speak Spanish.
17. IPPS are not coming in Spanish; CSCs have 45 days to provide the document.
18. There are not enough trainings in Spanish; IRC to try to provide more.
19. When you ask for services, they don't give you a list of services available.



Inland Regional Center
Diversity/ Disparity Assurance Plan
Fiscal Year 2015/2016

Strategies for Disparity Assurance Plan Implementation

1. Diversity Outreach Coordinator - Inland Regional Center (IRC) has hired a bilingual Diversity Outreach Coordinator (DOC) to design and implement outreach projects focused on the underserved populations identified in the Purchase of Service (POS) Disparity Data: the Spanish speaking/Hispanic community and Consumers with a primary diagnosis of Autism. The DOC will play a significant role in IRC's Disparity Data process, facilitating community input meetings, assisting in the design/distribution of marketing materials to underserved populations, and presenting data findings in both English and Spanish. Additionally, the DOC will foster relationships with IRC Service Coordinators to help identify trends in POS from the case management aspect and will work alongside IRC's Senior Training Specialist to develop staff trainings that create a greater awareness of POS disparity and cultural competence.

2. Autism Parent Education Program - Currently, there are 7,720 IRC Consumers with Autism; 28.3% have no POS, which equates to 2,184 Consumers. Consumers with Autism are 6.8% more likely to not have any purchased services, when compared to the four other developmental disability categories served by IRC. To reduce POS disparity within the diagnosis of Autism, IRC has partnered with Fiesta Educativa, an organization dedicated to empowering families of persons with disabilities. Fiesta Educativa will serve as the IRC Service Provider for the Autism Parent Education Program (APEP). APEP provides parents a deeper understanding of Autism while assisting them in determining services they may find beneficial.

The Autism Parent Education Program is a 16-hour course, presented in four hour sessions, provided in English and Spanish. In San Bernardino County, the sessions will be offered in Victorville and San Bernardino. In Riverside County, the sessions will be offered in Hemet, Indio, and Riverside.

APEP topics include: Autism, behaviors, socialization, communication, insurance funding and service/supports, with an emphasis on Autism services. Sessions are taught by a Program Coordinator with a background in Autism and/or Autism service provision. IRC aims to have five series per quarter for a total of 20 per year, with 20-30 attendees per course.

The strategy to implement APEP is two-fold. Firstly, IRC Consumers with the diagnosis of Autism will automatically be authorized for the program. Service Coordinators have been asked by IRC to help refer families on their caseloads to the APEP program. Secondly, the Diversity Outreach Coordinator will work alongside case management units to target and reach out to these families.

The primary overall goal is to increase the use of Purchase of Service (POS) within the diagnosis of Autism. The secondary goal is to track and increase the amount of POS for clients who take the course and have existing POS. Exit surveys will be given to attendees, which will evaluate the effectiveness of APEP and simultaneously determine what services each attendee is interested in receiving, as well as



Inland Regional Center
Diversity/ Disparity Assurance Plan
Fiscal Year 2015/2016

any increase in POS funding. If a Consumer/family is interested in a service, this request will be shared with the Service Coordinator so they can implement a POS. The data from each completed APEP series will also be collected and maintained by IRC for future reporting to the Department of Developmental Services (DDS).

3. Fiesta Familiar Program - Currently, there are 6,468 Consumers who speak Spanish as a primary language; 25.45% have no POS, which equates to 1,646 Consumers. Spanish speaking Consumers are 3.4% more likely to not have any purchased services, when compared to those who speak other languages. Additionally, there are 13,729 clients of Hispanic ethnicity; 26.46% have no POS, which equates to 3,632 clients. Hispanic Consumers are 4.5% more likely to not have POS, when compared to other ethnicities. To reduce the POS disparity within the Spanish speaking/Hispanic population, IRC has partnered with Fiesta Educativa to provide the Fiesta Familiar Program.

Fiesta Familiar (FF) is an educational program designed for families of individuals with developmental disabilities. It takes into account the social, cultural, and linguistic characteristics of Hispanic families. FF will be held monthly and is made up of 2-3 hour modules. Topics include: explanation of services by type, service provision, the Individual Program Plan process, how to access services, etc. The course will be taught by parents with a strong working knowledge of the regional center; curriculum will be created in collaboration with IRC. FF will be offered in Victorville, San Bernardino, Riverside, Hemet and Indio.

Through Fiesta Familiar, IRC aims to increase knowledge about developmental disabilities, services available, and methods to acquire services, within the Spanish speaking/Hispanic community. IRC will work with IRC Service Coordinators, to ensure Spanish speaking Consumers with no POS, are offered the program over the next two years.

As with the APEP Program, exit surveys will be given to attendees of Fiesta Familiar, to evaluate the effectiveness of the program and to determine services attendees are interested in receiving. Services desired by the Consumer/family will be shared with the Consumer's Service Coordinator so they can implement a POS. The data from each completed Fiesta Familiar series will also be collected and maintained by IRC for future reporting to DDS.

4. With the help of IRCs Senior Programmer and Analyst, the Diversity Outreach Coordinator identified 580 school age Autistic consumers with no POS. The CSCs assigned to the identified consumers were contacted by email and asked to reach out to their consumers and offer both the FF and APEP programs. The collection of both quantitative and qualitative data has begun and will continue to be collected through various sources including feedback from CSCs, outreach events, and contact made with consumers and their families through presentations held in surrounding communities. The Diversity Outreach Coordinator and Senior Training Specialist are presenting IRCs



Inland Regional Center
Diversity/ Disparity Assurance Plan
Fiscal Year 2015/2016

Parent Orientation and How to Advocate for Your Child in English and Spanish and are capturing larger audiences. It must be noted that the programs have taken some time to develop and have not been offered this fiscal year. The plan is to encumber the funds from the last fiscal year and do an aggressive campaign with both programs.

5. For fiscal year 2017-2018 we are implementing changes to IRCs New Staff Orientation and will include a narrated power point on IRCs disparities, strategies to address the disparities, and how to be part of the solution. Additionally, a Public Service Announcement on disparity will be created along with monthly cultural competency trainings for all IRC staff starting January 2018.