



INLAND REGIONAL CENTER

...valuing independence, inclusion, and empowerment

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May 31, 2022

To Whom It May Concern:

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

We have continued to take a collaborative approach to gathering input from the community. IRC has continued to work in partnership with Autism Society of Inland Empire (ASIE), Community Based Organizations (CBOs), numerous parent support groups, Client Advisory Committee (CAC), and State Council on Developmental Disabilities (SCDD) to assist with marketing the Purchase of Service Data and meeting dates.

This year, IRC pre-recorded the presentation and published it weekly on social media, along with a survey. Additionally, the presentation was made available to all IRC staff using the pre-recorded YouTube video link. Likewise, the Community Engagement and IT teams were able to live stream the meeting on February 16, 2022, in English, and February 17, 2022, in Spanish. The Zoom live-stream was interactive with a public comment session, and we were able to gather input and answer questions using this format.

The attached report has input from our community, partner organizations, and staff, summarized with a plan to continue to address the disparities in Purchase of Services (POS).

We also invite you to review our new Service Access and Equity (SAE) page at www.inlandrc.org/SAE.

Please feel free to contact me at (909) 890-3400 or via email at Ljohnson@inlandrc.org with any questions, concerns, or additional input. We welcome the opportunity to discuss our activities with you.

Sincerely,

Lavinia Johnson
Executive Director
Inland Regional Center



Common acronyms used throughout this report

ASIE	Autism Society Inland Empire
CAC	Consumer Advisory Committee
CSC	Consumer Services Coordinator
CBO	Community Based Organization
CEU	Continuing Education Unit
CFT	Child Family Team
CLASE	Colaboración, Liderazgo, Abogacía, Servicio y Educación (collaboration, leadership, advocacy, service, education)
CP	Cerebral Palsy
DACA	Deferred Action for Childhood Arrivals
DDS	Department of Developmental Services
DRC	Disability Rights California
EPU	Exceptional Parents Unlimited
ICF	Intermediate Care Facility
ID/DD	Intellectual Disability/Developmental Disability
IEP	Individualized Education Program
IHSS	In-Home Support Services
IPP	Individual Program Planning
IRC	Inland Regional Center
ISC	Infant Services Coordinator
LMS	Learning Management System
NOA	Notice of Action
OCRA	Office of Clients' Rights Advocacy
OT	Occupational Therapy
POS	Purchase of Service
PT	Physical Therapy
RC	Regional Center
SAE	Service Access and Equity
SCDD	State Council of Developmental Disabilities
SDP	Self Determination Program
SSI	Supplemental Security Income
TASK	Team of Advocates for Special Kids
UCR/SEARCH	University of California Riverside/Support, Education, Advocacy, Resources, Community Hope
VAC	Vendor Advisory Committee



Diversity/Disparity/SAE Data Action Items

The following actions were taken by Inland Regional Center to increase virtual attendance and participation in the discussion of service access and equity related to Purchase of Service (POS):

- On November 23, 2021, the POS virtual Public Input Meeting “We Want to Hear from You!” was announced and posted on IRCs website and calendar.
- On December 27, 2021, the POS Data were posted on IRCs website in English and Spanish under the Accountability page.
- On January 6, 2022, the POS PPT with voiceover was emailed to IRC Directors.
- On January 11, 2022, the POS PPT was presented to IRC Directors.
- On January 11, 2022, the POS Public Input meeting PPT with voiceover and link to the stakeholder survey was emailed to all IRC staff. All IRC staff were invited to watch the presentation, provide feedback by completing the survey and informed them of the February 16 and 17 live/virtual public input sessions.
- On January 11, the POS Disparity Data “We Want to Hear from You!” PPT presentation with link to stakeholder survey was posted to IRCs social media platforms: Facebook, Instagram, and Twitter, which began a series of weekly posts for six consecutive weeks leading up to the live public input sessions. The series of weekly posts occurred on: January 11, 17, 24, 31 and February 7 and 14.
- On January 12, 2022, the Community Engagement Program Manager met with current CBOs that have SAE grants from DDS and invited them to attend IRCs POS Public Input meetings.
- On January 12, 2022, IRCs Cultural Specialist announced the February 16 and 17 live/virtual POS Public Input Meetings “We Want to Hear from You!” to attendees of the Virtudes Especiales Spanish parent support group. Attendees were invited to join the meetings and were encouraged to submit their comments and suggestions during the public input session or via the survey or email.
- On January 14, 2022, IRCs Cultural Specialist presented the POS Data to C.L.A.S.E. leaders and provided link to the stakeholder survey.
- On January 14, 2022, C.L.A.S.E. leaders were invited to attend IRCs live POS Public Input meetings and were encouraged to provide public input.
- On January 19, 2022, the POS Data were presented to IRCs Disparity Link team.



- On January 20, 2022, the POS Public Input meetings were announced on IRCs Client Advisory Committee (CAC) Facebook page.
- On February 2, 2022, the Public Input Meeting “We Want to Hear from You!” announcement was shared with Clients’ Rights Advocate from Office of Clients’ Rights Advocacy (OCRA)/Disability Rights California (DRC).
- On February 10, 2022, IRCs Cultural Specialist presented the POS data and link to the stakeholder survey at the IRC/CAC “Hang Out.” Attendees were encouraged to provide their comments and suggestions via the survey or by email and were invited to attend the live POS Public Input meetings on February 16 and 17.
- On February 11, 2022, IRCs Cultural Specialist posted the POS Public Input meeting flyers in both English and Spanish on the C.L.A.S.E. Facebook page.
- On February 14, 2022, the Public Input meeting “We Want to Hear from You!” announcement was shared with the Vendor Advisory Committee (VAC). Attendees were encouraged to attend the live POS Public Input meetings on February 16 and 17.
- On February 16, 2022, the live POS Disparity Data “We Want to Hear from You!” virtual presentation with public input session was delivered in English to the community.
- On February 17, 2022, the live POS Disparity Data “We Want to Hear from You!” virtual presentation with public input session was delivered in Spanish to the community.
 - English session 5-6pm
 - Number of attendees = 26
 - Spanish session 5-6pm
 - Number of attendees = 18
- Total Public Input surveys received from all sources mentioned above: 8
 - English surveys = 6
 - Spanish surveys = 2



Fiscal Year 2020-2021
Service Access and Equity Presentation Stakeholder Meeting Notes
“We Want to Hear from You!”
Purchase of Service Public Input
February 16, 2022 – English session
5:00 PM to 6:00 PM

Virtually attended by:

Lavinia Johnson, Executive Director, Vince Toms, Director of Community Services, Treva Webster, Director of Early Start, Intake, Clinical, and FRN, CJ Cook, Community Engagement Program Manager, Kurtis Franklin, IT Program Manager, Lilliana Garnica, Cultural Specialist, Daisy Quiroz, Community Relations Specialist, George Gonzalez, CST III, Ismeth Estrada, CST I, Gregory Harris, Consumer Advocate.

CBOs in attendance

- Access Non-Profit Center
 - Ardena Bartlett – Parenting Black Children (PBC) SAE grant project
- Autism Society Inland Empire
 - Beth Burt – Colaboración, Liderazgo, Abogacía, Servicio y Educación (C.L.A.S.E.)
- Familias First
 - Victor Campos – Creating Leadership Among Parents (CLAP) SAE grant project
- Padres con Ganas
 - Martha Barragan and Maria Martinez – Genuine, Animate, Navigate, Assist, Succeed (GANAS)

Stakeholder virtual attendance included community members, clients, parents/caregivers, vendors, and IRC staff. Number of stakeholder attendees = 26

Presentation included common regional center acronyms, important POS disparity timelines, IRC and DDS disclaimers, information on POS Expenditures, IRC Client and staff growth, the Community Engagement Unit, Transportation Grant, current and finalized CBO SAE projects, POS disparity data highlights, unprecedented barriers related to IRC and the IRC community, SAE accomplished and projected goals, IRCs Spanish virtual parent support group, SAE barriers and median rates, IRCs common services list, information about IRC BOT meetings, invitation to IRCs upcoming Performance Contract Public Input Meeting, information on how to stay connected, how to contact IRCs Cultural Specialist, CBO SAE project presentations, a Public Input session, and links to the annual POS survey.

You may review the English 2020/2021 POS disparity data at:

<https://www.inlandrc.org/wp-content/uploads/2022/01/IRC-POS-Disparity-Data-Reports-2020-2021-2.pdf>

You may review the English POS Public Input meeting at:

<https://youtu.be/DnI08LDJn6o>



Fiscal Year 2020-2021
Service Access and Equity Presentation Stakeholder Meeting Notes
“¡Queremos Saber Su Opinion!”
Purchase of Service Public Input
February 17, 2022 – Spanish session
5:00 PM to 6:00 PM

Virtually attended by:

CJ Cook, Community Engagement Program Manager, Kurtis Franklin, IT Program Manager, Lilliana Garnica, Cultural Specialist, Daisy Quiroz, Community Relations Specialist, George Gonzalez, CST III, Ismeth Estrada, CST I.

CBOs in attendance

- Autism Society Inland Empire
 - Clara Garcia – Colaboración, Liderazgo, Abogacía, Servicio y Educación (C.L.A.S.E.) which in English means, collaboration, leadership, advocacy, service, and education
- Familias First
 - Victor Campos – Creating Leadership Among Parents (CLAP) SAE grant project
- Padres con Ganas
 - Martha Barragan and Maria Martinez – Genuine, Animate, Navigate, Assist, Succeed (GANAS)

Stakeholder virtual attendance included community members, clients, parents/caregivers, vendors, and IRC staff. Number of stakeholder attendees = 18

Presentation included common regional center acronyms, important POS disparity timelines, IRC and DDS disclaimers, information on POS Expenditures, IRC Client and staff growth, the Community Engagement Unit, Transportation Grant, current and finalized CBO SAE projects, POS disparity data highlights, unprecedented barriers related to IRC and the IRC community, SAE accomplished and projected goals, IRCs Spanish virtual parent support group, SAE barriers and median rates, IRCs common services list, information about IRC BOT meetings, invitation to IRCs upcoming Performance Contract Public Input Meeting, information on how to stay connected, how to contact IRCs Cultural Specialist, CBO SAE project presentations, a Public Input session, and links to the annual POS survey.

You may review the Spanish 2020/2021 POS disparity data at:

<https://www.inlandrc.org/wp-content/uploads/2022/01/IRC-POS-Disparity-Data-Reports-2020-2021-2-Sp.pdf>

You may review the Spanish POS Public Input meeting Power Point presentation at:

<https://youtu.be/x8diApZzYHg>



Issues Identified and feedback from SAE Stakeholder Virtual Meetings, Public Input Surveys, and presentation of POS disparity data to various groups in the IRC community.

01/14/2022 Input from C.L.A.S.E. Leaders:

- Even after DDS lifted the cap on respite, CSCs are telling families that they can only get 30 hours of respite.
- Families are not aware that the IPP can be amended at any time.
- Create 30 second videos for the community about the POS Public Input meetings.
- Start the POS Public Input meetings with a question.
- Send POS meeting announcements by text message.
- Make a short Power Point presentation of the POS disparity Power Point for CLASE leaders to use to present to their groups and audiences. Train CLASE leaders how to deliver this Power Point to their groups and audiences. This can serve as an additional way to collect public input and data from the community. CLASE leaders can encourage their groups and audiences to attend IRCs live POS Public Input meetings and explain to their groups and audiences how to provide public input.
- If I ask for a service and the regional center doesn't have a vendor to provide me that service, then the regional center should create the program.

01/19/2022 Input from "Disparity Link" attendees:

- "I want to share something I have heard from quite a few of the families I serve in east side of the Coachella Valley. There is an immense need in those communities, a lot of immigrants and agricultural workers. A lot also have very humble homes and have shared that they don't request or accepts services because they are embarrassed of their humble homes, and/or that they would first like to make repairs before they can feel comfortable a vendor or an outside person coming to their home. Unfortunately, because of the limited income they don't have the funds to do the repairs such as leaking roofs when it rains, or cosmetic repairs."

02/10/2022 Input from "Hang Out" attendees:

- We need more programs.
- There needs to be more focus on the deaf and hard of hearing community.
- CSCs do not have enough time for their clients because their caseloads are too high.
- We all need to work together.

02/16/2022 Input from the live English POS Public Input Virtual Meeting:

- My input for addressing No POS is to reach out to those groups and simply ask why? There are many ways this can be done, phone survey, focus group, etc.... Some families don't even know that they have RC services.
- Thank you for all the great information!
- Ardena from Access Non-Profit Center presented their Parenting Black Children SAE project.



- My son and those that look like him and me deserve to have equitable access to services and programs that will allow us to have an amazing future. Getting equitable access to services is not as easy as ABC and 123. I commend IRC and particularly the work of Lilliana Garnica the Cultural Specialist in supporting our initiative and being a true partner in decreasing disparities.
- I congratulate IRC and the many of their SCs who attended the Cultural Humility: Black Voices and Developmental Disabilities workshops.
- I commend Lilliana on the work that she has been doing. To the Community Engagement team, I have felt engaged, not only as a parent but as a CBO and as a person who really supports diversity and every component of diversity and so I say thank you for creating that bridge that we can walk back and forth from one side to the other. Thank you so much IRC for all the work that you are doing to decrease disparities in the community.
- Beth from ASIE introduced and updated on C.L.A.S.E. Community of Practice SAE project.
- I also want to echo what Ardena said just a big thank you for the Inland Regional Center. I think this was your best POS meeting yet. I love the presentation. Great job and thank you.
- It is so great to work collaboratively with most of the staff at IRC.
- The community is looking for a wide variety of options for social recreation such as art and music classes and horseback riding that would be available for the community that IRC would be able to pay for. CLASE leaders sent a letter to DDS with these services that we are proposing.
- We know that because of COVID utilization of services has been affected but we're curious what the re-integration plan is going to be. Are we looking at it from a geographic as well as ethnic and language disparity issue? So, making sure families are going to have equal access and looking at the barriers as we start to re-integrate back into the real world. Thank you all for all your work. It is a privilege and a pleasure to work with all of you.
- Ardena, thank you for your input and participation today. We at IRC appreciate the opportunity to collaborate with you and your CBO!
- I want to take a moment and thank Ardena and Beth for your leadership in our community and for the collaboration!
- Victor from Familias First introduced the CLAP SAE project.
- Lilliana thank you so much for your support and collaboration and being able to have multiple meetings to be able to refine and really define what those different components are from the regional center. Being able to make connections with SCs and other staff members within the regional center has helped as well.
- Thank you, Victor! I appreciate being on the same team with you and our community.
- Thanks Vince! We appreciate your support and collaboration for our community!
- Martha from Padres con Ganas introduced their SAE project GANAS. We appreciate Lilliana's support the whole way through this project.



- OCRA: Families need help and IRC has not been eager to assist. IRC needs to put together focus groups to find out more about cultural needs of underserved families. I consistently hear from clients and their families that they have requested services from the regional center and have been denied or they have authorized services but were not able to use them because of administrative issues with starting a service or the services not available in the area and the regional center has not yet made those efforts with local providers to allow new vendors in that particular area. The data clearly shows that disparities do exist with ethnic groups that receive services from the regional center and that shouldn't happen. The regional center must do additional outreach in these communities to reach these underserved groups to improve the knowledge of available services to these clients. We recommend that regional center continue to hold focus groups of consumers and their families to inquire about their cultural and linguistic needs as it does relate to the services and supports through regional center. My oral comment this evening is accompanied by a written letter submitted executive director Johnson. We ask that those comments be incorporated into the reporting of this meeting as well.
- OCRA: I have the privilege of serving regional center clients throughout the state and I have consistently served Inland Regional Center clients for the past six months. In the short time I've been a CRA for IRC I've observed the great quantity of cases that we frequently open that concern the topic of regional center services. We see families that are continually denied regional center eligibility, families that do not have any services from the regional center and as well as families that have been denied services. When I advise clients about their right to receive a notice of action following a denial of service, they are often not aware of that right and have informed me that the regional center has not provided them with that written notice of action. We are deeply concerned not only about the people who are not receiving services but the people who are not able to use all of their authorized services. When the regional center becomes aware of a family that is underutilizing services they should proactively and timely reach out to the families to determine what barriers exist and address them. While some of the underutilization may relate to COVID-19, these utilization disparities have existed long before the pandemic. When I speak with our client community about this data, I often state that while we may be looking at numbers it is representative of actual people's experiences and families' experiences impacted by the regional center and its decisions and lack thereof. People who actually need they are actually the people who need the services. People share with me how upset they are when learning about the data disparities and so often validates their experiences that they know they are having with the regional center. More must be done to address the disparities. I do also want to comment on how this meeting has been conducted. While I do think it is very great that the regional center made this presentation available in advance and well publicized it on social media and other platforms including their website, I do think that this presentation should have been presented live to allow attendees to ask questions throughout the presentation instead of using the recorded presentation for this setting. I look forward to Inland Regional Center reading the comments that our office provided and we encourage they increase their outreach to people they serve throughout the



year and implement their feedback to address the POS disparities and underutilization rates and help clients who have no POS obtain needed services from the regional center. Thank you.

- Comment letter from OCRA: The Office of Clients' Rights Advocacy (OCRA) provides a program of clients' rights advocacy to people with intellectual and developmental disabilities pursuant to a Department of Developmental Services (DDS) contract. People with developmental disabilities are entitled to regional center services and supports that meet their needs. 2020-2021 Fiscal Year Data The Fiscal Year 2020-2021 Inland Regional Center Purchase of Service Disparity Data report (listed as "Fiscal year 2021-2022" depicts purchase of service (POS) authorization, utilization, and expenditure figures and highlights the disparities that exist between how Inland Regional Center (IRC) serves people based on race/ethnicity, language, age, and disability, among other categories. This letter serves to highlight the disparities, comment on IRC's commitments and public stakeholder process, and share experiences raised by impacted community members—who have the stories behind the data. The 2020-2021 IRC POS data highlights that services are significantly underutilized, and some racial/ethnic groups receive starkly lower funding for services per capita than other groups. "White" consumers utilize 69.2 percent of authorized services, while "Other Ethnicity/Multi-Cultural" consumers and "Asian" consumers utilize 59.7% and 64.2% respectively. (Page 36). "White" consumers receive the most per capital authorized services at an average \$33,894, "Other Ethnicity/Race/Multicultural" consumers receive \$7,173, "Hispanic" consumers receive \$17,541, and "Native Hawaiian/Other Pacific Islander" consumers receive \$17,821 on average. (Page 36). While "American Indian/Native Alaskan" consumers saw an increase in per capital authorized services by about \$8,000 (for a total \$31,707), the utilization dropped dramatically from 84.2% to 68.4% over the last year. (Page 36). English speaking consumers are the predominant recipients of RC services, and they are authorized \$19,711 per consumer on average, and they utilize \$13,319 of it on average. (Page 43). Spanish speaking consumers are the second largest language group receiving RC services. However, on average they receive \$15,819 in authorized services and utilize \$10,873 on average. (Page 43). Vietnamese speaking consumers are the third largest language group receiving RC services. On average they receive \$16,350 in authorized services and utilize \$10,183 on average. The delivery of regional center services should not vary so greatly due to factors like race or language. Service delivery should be based solely on the individual need of each regional center consumer. The 2020-2021 data also shows significant underutilization of authorized services across racial and ethnic groups. COVID-19 may have exacerbated the underutilization rate; however, it is not the root cause. Regional centers are required to deliver services in a culturally and linguistically appropriate way. Welf. & Inst. Code section 4629 (c)(1)(A)(iii). In fact, DDS has heightened this requirement by implementing "an enhanced language access and cultural competency initiative for individuals with developmental disabilities, their caregivers, and their family members" by requiring the regional centers to implement the initiative through its contracts. Welf. & Inst. Code section 4620.4 (b). We recommend that the regional center hold focus groups with consumers and their families to inquire about their cultural and linguistic needs as it



relates to services and supports through the regional center. IRC should take advantage of the COVID-19 related policy changes authorized by DDS that lax stringent service delivery processes. (See DDS's Regional Center Directives.) Annual Report on Stakeholder Meetings As noted in IRC's 2019-2020 Diversity/Disparity Assurance Plan report to DDS dated April 21, 2021, IRC's strategies for service access and equity implementation plan included having IRC's Cultural Specialist continue to focus on underserved populations like "Hispanic," "Spanish speaking," and consumers primarily diagnosed with Autism. IRC also has a disparity link on their virtual platform, holding an "All Things Disparity" quarterly meeting, maintaining a community newsletter and partnering with community groups. (Page 13-20). We request that in IRC's DDS report due by August 31, 2022, IRC captures whether the strategies were completed as described during the course of the reporting year, and how those steps positively impacted/influenced the data. For example, were the quarterly "All Things Disparity" meetings held, what were the dates and times and was there meaningful attendance and participation? Our office is not aware of the quarterly meetings, so we recommend IRC also explain their outreach practices for the meetings and ensure IRC consumers and their families are informed and reminded about the meetings throughout the year.

Public Meetings Within three months of posting the compiled POS data to IRC's website, IRC must invite stakeholders to one or more public meetings about the data. The meeting must be held in a culturally and linguistically appropriate manner and at times and locations designed to produce high turnout by the public and underserved communities. IRC must also notify stakeholders at least 30 days prior to the meeting and post it on their internet website. While we did not receive notification from you, thank you for responding to our inquiry about the meeting schedule via email on February 2, 2022, of the stakeholder meetings and sharing the outreach efforts. We also commend IRC for timely posting the event to their website in a visible location on the website homepage. These meetings should also be listed on the IRC on the events calendar. We are glad to see that IRC will hold a meeting in English and Spanish pursuant to Welf. & Inst. Code section 4519.5. We encourage IRC to also hold a meeting in third most populous language, Vietnamese. We also recommend that the invitation flyer adds language like, "For accessibility or interpretation questions, please contact [contact information]." We also commend IRC for their robust social media outreach for these meetings and making the presentation available in advance of the meetings so attendees can more thoroughly prepare to share their feedback. Even though the disparities highlighted in the data are very concerning, the stories and experiences that inform the data are more troubling. One family of an IRC consumer shared that they requested four different skills trainings for their loved one and they were declined by the consumer's CSC without an NOA. I also inquired if they were familiar with the quarterly "All Things Disparity" meetings and they were not. A different IRC consumer moved into the Inland Regional Center catchment area recently and was informed services authorized by a prior regional center would not be granted as they are not available to the consumer in the area, they reside in. They were offered respite care in place of the services they would no longer receive while living in an underserved community. A third IRC consumer was approved under the Self Determination Program



(SDP). That consumer was unable to initiate services after the initial start date of SDP because the regional center repeatedly pushed back the start date. To date, the consumer has not received adequate services for more than eight months. These are only a few examples of the experiences that inform the data. Regional centers should not only ensure that vendors are actively providing the authorized services, but the services should also be high quality and timely provided. IRC must actively work to address the disparities that exist in the provision of services. IRC is not only responsible for authorizing services, but it should also diligently work to ensure the services are utilized by checking in with families throughout the year and timely addressing any barriers that arise. IRC should continue to hold its annual POS meetings in multiple languages and offer a variety of times to ensure maximum participation and feedback. We hope you consider our comment and implement our recommendations to improve both the data and the experiences of consumers and their families within the regional center system. If you would like to meet to discuss the concerns we raised in this letter, please contact our office.

- I am the mom of a client of IRC. I have some questions regarding the partnerships. How do you guys work in partnership? Is this to provide services? Is it to provide support? For the parent support groups, can we look at the IRC website?
- I was trying to understand. I heard we have some advocating participants here who have valuable data of our community and I'm sure have data from our community too and they have the skills on how to address their needs and how to outline their needs I'm assuming. I'm just wondering how effective or how successful they were accessing services through regional center. Because one of the issues that we are having in the community is that we don't know how to present the need, we don't know how to sustain the need, or how to communicate the need. There is a lot behind that, but I just thought why we don't use their data and come up with a solution based on what they have because they already covered one of the problems and that problem at least I understand our community and our level and we don't know sometimes how to do it, but they do, so maybe an idea to go off their data and see what's wrong and what we're missing. Thank you.
- I have a 37-year-old son with Down's Syndrome. We moved last year, got burned out of Bakersfield so we had to relocate, and it took them till September to transfer our case to San Bernardino County. To our surprise there is nothing in Needles California. I've been trying since I've been here for a year to make contact with people to get services. My son has gained 40 pounds. He was in a day program through mentor chateau. They put together a program when he was 22 for a day program in an adult daycare center that ended up with a massive number of clients becoming regional center clients. To my surprise there is nothing here in Needles. I've talked to home healthcare, and they are trying to put together some kind of a program out here but at this time there's nothing available here no services. Chateau provides speech therapy once a week social outings shopping, classroom activities, money managing, self-help skills, workout room, and dancing once a week or once a month in the program. Looking for some type of program I was told by the service coordinator that they didn't have anything available so did I want to drop this case and I signed up for respite just to stay in the system because



I don't want to be out of the system. My goal is to get back to Kern County because they have no healthcare here either. Doctors and anything else has to be referred to San Bernardino or Apple Valley which is 2–3-hour trip so that's a 6-hour round trip or 4-hour round trip to see a doctor. Looking for some kind of services to become available here for him. Some kind of providers or something. Hopefully we can do that hopefully do it make contact. I talked with Vince the owner before the meeting today because I had short notice of the meeting. He said he would be very interested in putting something together. He's trying to. Here in Needles their concern is the pot shops. On their agenda right now they're trying right now to get the movie theatre transferred into an adult daycare and they haven't been able to get the permits yet so hopefully we got something going here but I'm hoping that the Needles center will become involved for parents like my son to find some kind of services here for us.

02/17/2022 Input from the live Spanish POS Public Input Virtual Meeting:

- There is a lack of vendors in Coachella Valley.
- We want Social Recreation to include paying for classes such as art plus an assistant to accompany the client.
- What is the plan to reintegrate services that shut down or slowed down during the pandemic?
- Thank you, Victor and thank you for the collaboration.
- Thank you, Lilliana, for everything you have done to continue to support us and the project. We are so excited to be able to work together and serve the IRC families. Thank you and your team!
- Thank you, excellent information.
- Victor from Familias First introduced the CLAP SAE project.
- Clara from ASIE introduced the C.L.A.S.E. Community of Practice SAE project.
- How can parents of an IRC consumer contribute to reducing the barriers and what can we do to minimize the disparities. I see here that in the area where my consumer lives what we are struggling a lot with is finding agencies that provide services. This is the major challenge that we are finding, and we would like to work collaboratively. What can we do, that is my question, to make the agencies grow here and so that there's personnel that is needed to have services here for consumers? I live in Cathedral City.
- I have two comments. The leaders of CLASE and our survey indicates that our families want IRC to pay for recreational opportunities like art classes, music, and sports, and also offer an assistant to help with these classes. I understand this cannot be answered in this instance, but it is a suggestion that we would like to bring to the table and shine light on it and so that it's put in writing. My second comment is that as it was stated earlier that there is a problem with providers and that there are no providers or enough providers. We know there is a problem with utilization of services, and we recognize that COVID affected utilization of services a lot. So, what is the plan to develop the capacity of services as we reintegrate. We know that there is a lack of vendors and also a lack of vendors that speak Spanish or other languages. We know that challenges exist



geographically like Coachella Valley or Blythe. Is there an existing plan to identify these needs and send an RFP to tackle that?

- My comment is related to the same regarding social recreation. Parents have been made aware that social recreation is available but when we ask the regional center, the response is that they don't know what we are talking about, that there are no policies in place yet to work with social recreation services. Since this information has been made available to parents, we would like the communication between regional center staff to be clearer and more active because when we ask, we need answers and we're not getting answers. Well, we are getting answers, but the answers are just to get us out of the way, because if nothing is developed yet, for us it's important to know how we should direct ourselves with those services and that we shouldn't receive answers just to get us out of the way.
- Is the regional center putting a plan together for the future to reduce the number of consumers each coordinator has? Because I'm seeing in the report that they have 60-90 people and I'm not sure if this is correct, but I think this is too much for each service coordinator. This might cause them to be less effective in their work. This is my opinion and I'm not sure if I'm correct, but I wanted to know if in the future it is being considered for each service coordinators to have less consumers. This is my question, and the other is about training. How much training do the service coordinators receive because I have found that when we ask a service coordinator something they say they don't know? Also, when we invite them to an IEP, they are not aware of a lot of things. Do you train the service coordinators because there are times when they don't know certain information and we have to tell them what we are referring to because they don't have recognition of the information?
- My comment is that over the years of communicating with many moms and many families I know many Hispanic families that have commented that they prefer to keep their loved ones with disabilities at home because program offered by the regional center, day programs or example, they feel are not appropriate for the needs of their children. For example, I understand that day programs are supposed to be integrated but many families want activities that are of interest to the consumer, that are valuable, and some activities that are offered such as going to the park when the temperature is over 100 degrees here or days when they go to a shopping center and they walk and walk in the shopping center and there's a lot of stimulation and for our clients with Autism or sensory related disabilities may not be a meaningful activity or valuable to them. My comment is if there's a way for the service providers to collect information such as what are the interests, the needs of the families so they can develop their programs also with that information. Thank you.

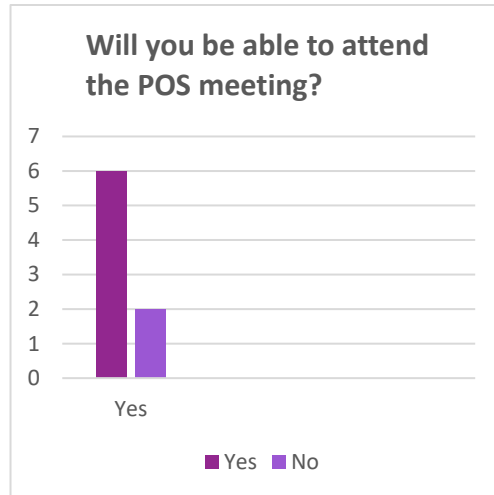
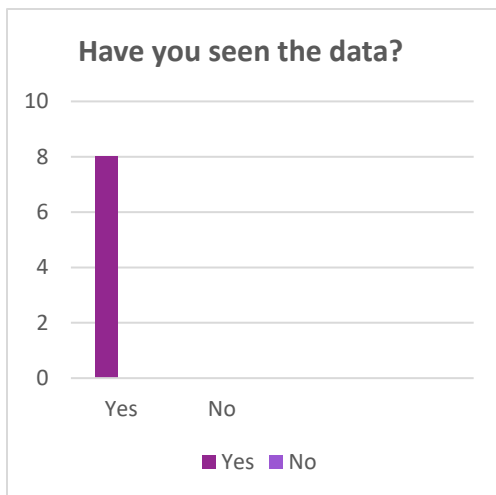
Input from POS surveys:

- Create projects to decrease disparity and advocate for better wages for quality service providers.
- I recommend art programs and socialization work skills.



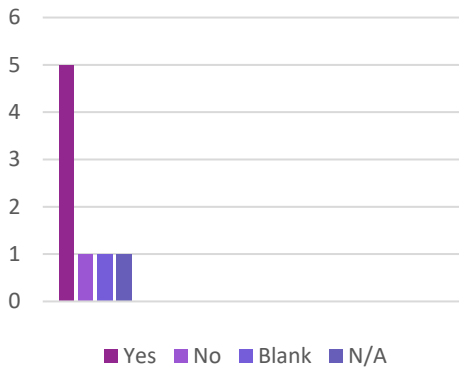
- IRC didn't want to fund services and encouraged families of color, mine included, to file for fair hearing.
- More outreach about services to families of color. Authorize qualified services to consumers of color at the same rate and ease as white consumers. Instead of encouraging families of color to file for fair hearing, try to work with these families at the same level of commitment that white families enjoy.
- Cultural sensitivity training for all IRC staff. Resources for unbiased fair hearing help to families of color, non-English speakers.
- Hope to get more social programs going for all consumers.
- Continue with Outreach to underserved communities.
- Increasing funding to Day Programs when they become available once again.
- The wages that IRC offers in this area is not too attractive to bring more people to work along with IRC.
- Continue working by providing more trainings to the staff using the tool of Cultural Proficiency.
- Continue focusing on Social Recreation.
- Work more with the needs of Hispanic families who are unaware of the services that can benefit their children. Train the coordinators better so that they can better support families who have trouble communicating their needs.
- I recommend appropriate and quality recreational services and programs for adults that offer them more opportunities to develop.
- There is a need for independent recreation skills and social recreation services.

Additional data from the POS surveys received from Stakeholders:

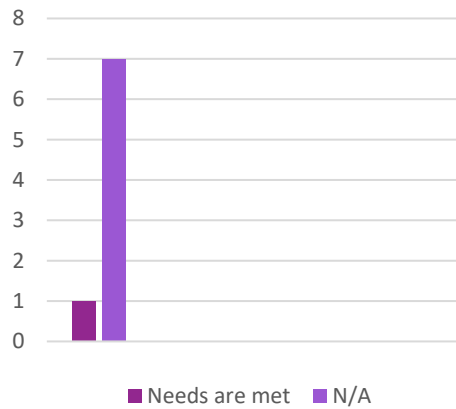




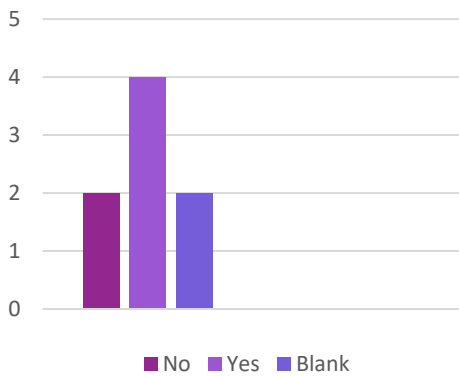
Do you or your child currently have a service funded by IRC?



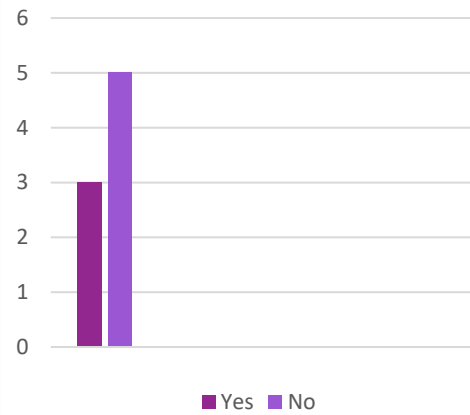
If you do not have a service, please explain why.



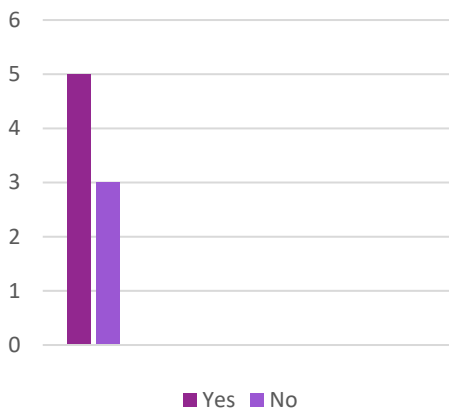
If you did not have services during the pandemic, will you restart services in 2022?



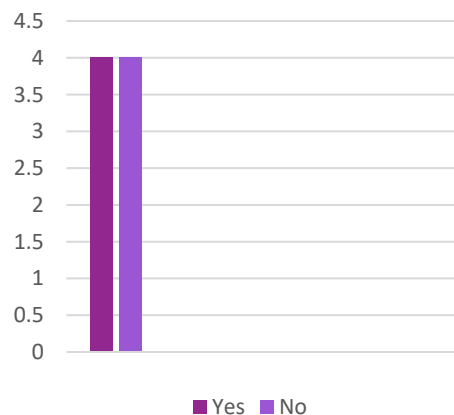
Have you seen the SAE page on IRCs website?

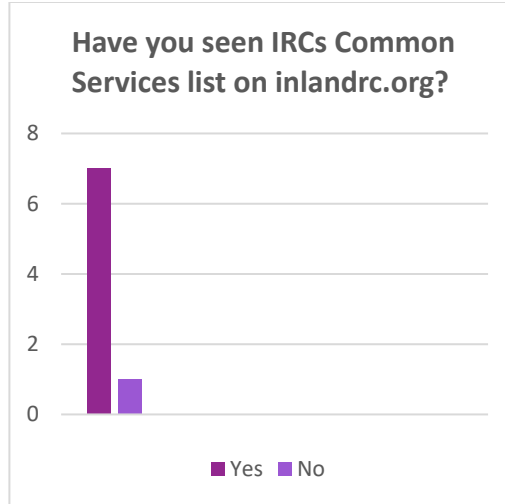
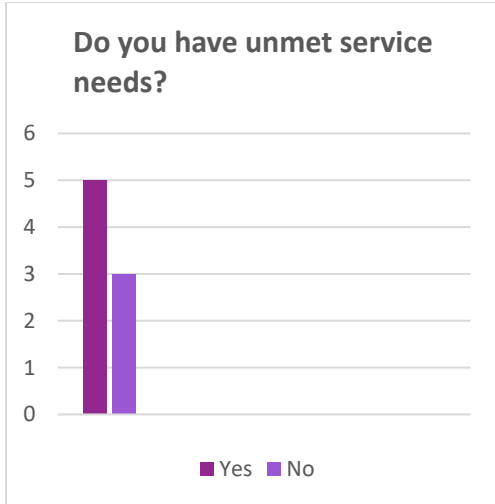


Are you aware of IRCs CBOs?



Would you like the Cultural Specialist to contact you?





<p>After reviewing the data, what specific area of the data is most important to you?</p>	<ul style="list-style-type: none"> • Reduction of barriers to services • Disparities and median rates • The disparity of services received by people of color. • The African Americans and the Autism data was important to me. • Hope to get more social programs going for all consumers. • The data on Intellectually Disabled stuck out to me. • The wages that IRC offers in this area. Not too attractive to bring more people to work along with IRC. • Median rates.
<p>If you had services provided by IRC, but did not use them, what was the main reason for not using your services?</p>	<ul style="list-style-type: none"> • Pandemic • N/A • IRC didn't want to fund services and encouraged families of color, mine included, to file for fair hearing. • Pandemic • I was home with family and did not need any services. • I am on SDP • N/A • N/A
<p>Describe here the need/service not satisfied.</p>	<ul style="list-style-type: none"> • N/A • Personal Assistant • Social Recreation • N/A • N/A • N/A



	<ul style="list-style-type: none"> • N/A • Independent recreation skills and social recreation services
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Strategies for Service Access and Equity Assurance Plan Implementation

Cultural Specialist (CS)

The Cultural Specialist:

- continued to focus on the underserved populations identified in the POS Disparity Data: Spanish speaking clients, Hispanic clients, Black/African American clients, and clients with a primary diagnosis of Autism.
- continued to play a significant role in IRC's Disparity Data process, facilitated the virtual POS Data community input meetings where data findings were presented in both English and Spanish.
- continued to foster relationships with IRC Case Management units to help identify trends in POS from the case management perspective and attended IRC Board Meetings and VAC meetings to stay up to date with changes and important discussions.
- continued to sustain and grow the two intra-agency groups that meet monthly, the CBO Collaborative and Disparity Link.
- continued to be the liaison for the CBOs who receive an SAE grant from DDS.
- participated in the ARCA Cultural Specialist Group meetings that take place bi-monthly.
- served as the Chairperson of the ARCA Cultural Specialist Group for 2021/2022
- continued as part of the Grassroots Day Team participating in the 2021 Virtual Grassroots Day
- set in motion the Cultural Competency – A Tool for Equity SAE Grant Project and submitted required quarterly financial and performance reports to DDS via the Grant Vantage software
- began providing the SAE training for new IRC staff in a live lab platform
- attended Cultural Specialist and DDS monthly meetings
- attended Cultural Specialists, DDS, and CBO combined meetings

Cultural Specialist Community Connections

- Virtudes Especiales, a virtual Spanish parent support group in collaboration with Disability Rights California (DRC). In 2021, a variety of trainings were offered monthly on Zoom.

January 19, 2021	IRC 101	Ruth Armstead – IRC
February 23, 2021	Transition	Anthony Duenez, PM - IRC
March 16, 2021	How to Advocate for your Child in the IPP	Ruth Armstead – IRC
April 20, 2021	Employment and Transition Service Options and Processes	Beth & Andrew – IRC



May 18, 2021	How to Talk with Your Child about Sex	Ruth Armstead - IRC
June 22, 2021	IHSS	DRC
July 20, 2021	Alternatives to Conservatorship	DRC
August 24, 2021	SSI	Laura Miller
September 21, 2021	Cal Able	DRC
October 19, 2021	Department of Rehabilitation	DRC

- Summer of 2021, back to school backpacks for the city of Running Springs and parent support groups throughout both Riverside and San Bernardino counties.
- Consistent communication via phone, email, and virtual meetings with parent support group leaders, through the C.L.A.S.E. platform, and referrals resulting from these connections with parents/guardians that are seeking answers and support with, but not limited to, the eligibility process and criteria, barriers with communication with their CSCs, and advocacy guidance with POS.
- Attended the Coachella Valley Town Hall c/o ASIE on September 20, 2021

The Cultural Specialist attended the following trainings in 2020/2021:

- IEDC monthly meeting with various speakers
- Implicit bias and its impact on Father Engagement
- Person-Centered Practices & Cultural Considerations
- Humor Leadership 101 - Lead with Laughs
- Real Talk Autism Edition: Resources & Support for Families
- Provided “How to Stay Informed and Connected During the Pandemic” presentation to three parent support groups
- CLASE sessions – two times a month with trainings from various subject matter experts
- For the Autism Community: Interacting with Law Enforcement Workshop
- Diversity, Equity, and Inclusion Conference – three days
- Change Management Strategies for Disability Services to THRIVE
- Providing Inclusive Services to Bridge the Gap for the LGBTQ+ and Disability Communities
- Autism and Addiction
- Completed the Train the Trainer trainings with consultant to become a Cultural Proficiency facilitator for IRC staff and service providers
- CLAP series – four workshops, 2-hour sessions each
- Debunking Myths Surrounding Mandated Reporting in California: What Goes on After the Call
- Special Ed Equity
- Cultural Proficiency - six-hour training



- Children's Network Conference
 - Let's Talk: How to Discuss Difficult Topics with Your Child and Social-Emotional Health & Healing Power of Connections & Relationships
 - A Comprehensive Look at a Child Physical Abuse Case: a forensic medical and forensic interview perspective
 - Bridge Over Troubled Water: Supporting Youth Through Equity, Inclusion and Belonging
 - Keynote Address with Katie Albright - The prevention lessons of Mary Ellen Wilson: Strengthening Children, Families and Communities
- Addressing the Mental Health Stigma: Suicide Awareness and Intervention
- Cultural Specialist Grant Writing Training
- Department of Rehabilitation
- Connect IE Webinar 2.1 - What You Need to Know!
- Substance Use Disorders: Recovery and Support
- Latina Empowerment Day
- SDP Ombudsperson Training
- What is Electronic Visit Verification (EVV)?
- Father Engagement Straight Talk: Diversity and Cultural Awareness training
- Human Trafficking Awareness Webinar
- PBC Session 1 of 3: CULTURAL HUMILITY: BLACK VOICES & DD: Our Current Landscape
- PBC Session 3 of 3: CULTURAL HUMILITY: BLACK VOICES & DD: The Path Forward

Service Access and Equity efforts in collaboration with CBOs

EPU - Riverside County (completed SAE project)

In fiscal year 2020/2021, CBO, Exceptional Parents Unlimited (EPU), served IRCs Riverside County clients with their Navigating Systems with Families program. This DDS funded project made possible by a Service Access and Equity (SAE) grant, was created and delivered as a parent partner model and focused on families that did not have services purchased by IRC. The overall objectives of this project was for EPU Parent Partners to connect with underserved families, identify unresolved needs, and empower them with education, advocacy tools, and resources to request needed services. In June of 2021, at the end of their project, EPU had served 75 families referred by IRC.

ASIE – C.L.A.S.E. (ongoing SAE project)

In 2021, CBO, ASIE, resumed C.L.A.S.E. (Colaboración, Liderazgo, Abogacía, Servicio y Educación), a DDS funded SAE project which in English means, collaboration, leadership, advocacy, service, and education. The C.L.A.S.E. project is a Community of Practice Model that brings together community leaders, including IRCs Cultural Specialist, who serve the Latino/Spanish speaking ID/DD community across both Riverside and San Bernardino counties. Year three of C.L.A.S.E. continues strong with a year of curriculum development and teaching of intensive leadership and advocacy trainings. Trainings focus on key skills for advocacy and collaboration while addressing cultural and linguistic differences in the Inland Empire Hispanic



community and leaders who serve the Inland Empire Hispanic ID/DD community. Additionally, C.L.A.S.E. is using their third phase to formalize its structure to a self-sustaining independent collaborative. The overall objective of C.L.A.S.E. is for participants to become ‘effective catalysts for systems change and disrupters of social injustices and racial inequalities.’ Year three of C.L.A.S.E. included 42 participants with an average attendance of 30 leaders per training. IRC continues looking forward to the partnership with Autism Society Inland Empire and the positive impact C.L.A.S.E. leaders will continue to make in the IRC community.

CLAP, GANAS, PBC: new/current SAE projects

Our newest CBOs with SAE projects funded by DDS are Familias First with their CLAP project, Padres Con Ganas with their GANAS project, and Access Non-Profit Center with their PBC project. CLAP stands for creating leadership among parents and offers a series of four educational and empowering sessions that are culturally tailored for the IRC Latino community. GANAS stands for Genuine, Animate, Navigate, Assist, Succeed and offers educational and empowering workshops, 1:1 consultation, and support groups that apply BCBA principles and that are culturally tailored for Hispanic caregivers in the Coachella Valley. PBC stands for Parenting Black Children and offers educational and empowering workshops and a parent support group that is culturally tailored for the Black/African American IRC community. IRC partners with CBOs to assist with connecting and informing underserved families, with the goal of linking little to no POS clients to the services that they need. CBOs provide a unique and oftentimes parent to parent service model to IRC families. Their programs empower and educate families about IRC services and generic services available in the community. CBOs have demonstrated the ability to bridge missing information and mistrust between IRC and the families it serves.

CLAP

In September 2021, the educational and empowering CLAP workshops were offered in English and in October 2021 they were offered in Spanish. There was a total of 32 participants in each series with a total of 64 participants. The 2022 series of CLAP workshops are scheduled in English on February 3rd, 10th, 17th, and 24th and in Spanish on March 3rd, 10th, 17th, and 24th.

GANAS

In 2021, the GANAS workshops were offered in both English and Spanish and had a total of 115 participants. The GANAS Spanish support group hosted four workshops and had a total of 21 participants. The total of 69 1:1 consultation delivered by the GANAS team helped a total of 11 IRC families. The 2022 series of GANAS workshops include a variety of topics as listed below:

- “Overcoming Communication Barriers” – Spanish
- “Understanding Your Child’s IPP”
- “Understanding IRC Services”
- “Understanding Your Child’s IEP”
- “Understanding the Various Service Sources” (Medical, School, Community, IRC)
- “Restate, Listen, Repeat”



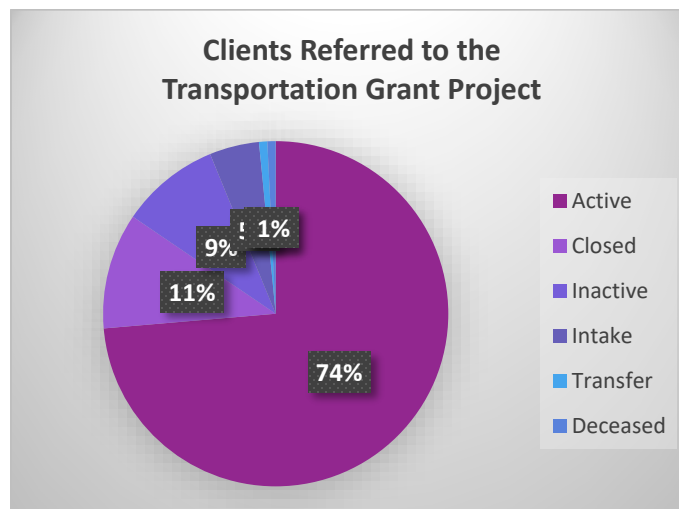
PBC

In 2021, the PBC project offered multiple educational and empowering workshops for IRCs Black/African American community. In 2022 the PBC project will continue offering culturally tailored sessions and is scheduled to deliver cultural humility sessions titled, “Cultural Humility: Black Voices & Developmental Disabilities”. In February 2022, the PBC project will host a symposium with the purpose of informing students in areas of study related to social services about the regional center system, the Lanterman Act, and developmental disabilities.

Other SAE related efforts associated with the Cultural Specialist Role

Transportation Grant

In California there are 21 regional centers and IRC is the largest with the responsibility of serving two of the largest counties in the state, San Bernardino and Riverside County. With such a large geographic area to serve, transportation barriers for families are inevitable. To best put this matter into perspective, IRCs catchment area includes families living in border cities to Arizona and Nevada. To help address transportation barriers, in 2017, IRC applied for and was awarded a 20-thousand-dollar grant from DDS. IRC is happy to inform the community that this grant continues to achieve its goal of removing transportation barriers. Until we exhaust this grant, families with transportation barriers that are going through the intake and eligibility process with IRC, which often are required to attend three different appointments, will continue to be referred to receive a gas card to eliminate transportation barriers and reduce missed appointments related to the intake and eligibility process. As of December 31, 2021, 175 gas cards were provided to a total of 129 IRC families that were facing transportation barriers. Of those 129 families, 95 or 74% have an open and active case with IRC today. The chart below demonstrates important data related to clients that were linked to the transportation grant.



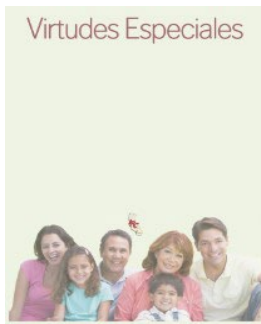
An example of a success story related to the transportation grant for year 2021, is of a struggling family who resides in Barstow and were going through IRCs intake process. The family consists of grandparents who are caring for four grandchildren, one of which has a



disability. Due to specificities in client’s needs, IRC’s remote psychologist in the city of Murrieta was able to offer a previously cancelled appointment by another family to the Barstow family. The transportation grant enabled this family to travel all the way to Murrieta, a 240-mile round trip, and allowed them to complete IRC’s intake process expeditiously and obtained much needed regional center and ongoing case management services. Thank you to the IRC Intake team for sharing this success story.

Virtual Spanish parent support group

Virtudes Especiales, IRCs virtual Spanish parent support group continues to move forward and has begun its second year. Every meeting offered a different topic, and the support group also serves as a platform to share resources, successes, and challenges that all attendees can learn from. Below is a snapshot of the various discussions planned for Virtudes Especiales in year 2022 as it moves to meeting on a quarterly basis.



Date	Topic	Presenter
January 12, 2022	What are the Regional Centers?	Disability Rights California
April 13, 2022	Supplemental Security Income (SSI) Questions and Answers Session	Disability Rights California
July 12, 2022	Alternatives to Conservatorship	Disability Rights California
October 18, 2022	Employment and Transition	Disability Rights California

Support Group Collaborations

The Cultural Specialist continues to collaborate with multiple parent support groups throughout both Riverside and San Bernardino counties, refers parents to the support groups, shares resources with group leaders, and when invited, presents Q&A sessions to the groups. In 2021, the Cultural Specialist virtually presented “Q&A session with IRC” to two Spanish parent support groups and “IRC and the Pandemic” to two additional Spanish parent support groups. The following are the names and locations of the parent support groups that the Cultural Specialist collaborates with:

- NES Padres Empoderados – Coachella Valley
- Somos Una Voz – Victorville
- Padres Con Poder – Corona
- Angeles Especiales – Fontana



- Angeles con Futuro – San Bernardino
- Broad Spectrum Broader Minds – Moreno Valley
- Padres Excepcionales – San Bernardino

SAE Page on the IRC Website

The Cultural Specialist in collaboration with the Community Engagement team, created and published a Service Access and Equity (SAE) page on IRCs website. The SAE page serves as an informational tool for both the IRC community and IRC staff. The SAE page provides information related to SAE efforts, SAE programs and projects, events available to clients and families with little to no services, a list of parent support groups, common abbreviations, a list of frequently asked questions, and links to legislation that support SAE efforts. You are invited to explore the SAE page which can be accessed by going to IRCs website at inlandrc.org/SAE.

Cultural Competency SAE Grant Project

IRCs SAE grant application for the “Cultural Competency – A Tool for Equity” project was approved by DDS and is currently ongoing. As of December 31, 2021, the team of facilitators tasked to get this project off the ground delivered five cultural proficiency trainings to community leaders and advocates via the Community of Practice C.L.A.S.E. platform, to IRC adult clients, and IRC staff. The goal of this project is to surround our clients with culturally proficient individuals and raise awareness to the importance of cultural competency when providing case management services. In 2022, there are cultural competency trainings scheduled for different audiences including IRC services providers, IRC staff, IRC adult clients, parents who have a child with an open case with IRC, the San Bernardino County Department of Child Support Services, and the San Bernardino County Department of Public Health. This grant also allowed for the delivery of a six-hour implicit bias training for IRC staff, which is scheduled for May 2022.

SAE Lab for IRC New Staff

In 2021, the Cultural Specialist began meeting with IRC newly hired staff in what was titled, “New Staff SAE Lab.” The purpose of the New Staff SAE Lab is to inform new IRC staff about what Service Access and Equity (SAE) entails, POS expenditures and disparities, SAE intra-agency and interagency efforts, contributing factors and barriers to SAE tools to ensure equity, and how as part of the IRC team, they can join SAE efforts. The SAE Lab for new IRC staff is scheduled multiple times in 2022.

CBO Collaborative

The CBO Collaborative, a monthly meeting that brings together your Service Coordinators, the Cultural Specialist, and the CBOs who have a DDS funded SAE grant project to connect with IRCs underserved families, continues moving forward and has begun its third year. The CBO Collaborative serves as a team building platform to share success stories and discuss solutions to barriers that affect families that are difficult to reach and connect with much needed services. Typical attendance in 2021 for the CBO Collaborative ranged from 15 to 70 participants per meeting.



Disparity Link

Disparity Link, the team of IRC staff from various departments and the Cultural Specialist continue to meet monthly and have begun their third year. This team discusses “all things disparity” including updates, SAE news, and success and challenges related to underserved families. This team shares resources and discusses solutions to trending barriers affecting IRCs underserved families. Each member of Disparity Link shares the information discussed at the monthly meeting with the rest of their colleagues and Program Manager. The intent is to help distribute latest and accurate SAE information across all departments at IRC. Typical attendance in 2021 for Disparity Link ranged from 10-18 participants.

“All Things Disparity” quarterly meetings

The IRC Director of Community Services, the Director of School Age and Transition, the Community Engagement Program Manager, and the Cultural Specialist began meeting on a quarterly basis in August 2020 and continued to meet in 2021. The quarterly meeting provides a platform for the Cultural Specialist to share SAE news and updates, answer questions related to SAE projects and goals, and obtain feedback and suggestions related to challenges that impact SAE related efforts. Please note that this is an intra-agency meeting.

Outreach and Partnerships, Communication, and Training

Outreach and Partnerships: Community Engagement Unit

Inland Regional Center’s has a Community Engagement unit. This team includes two Consumer Support Technicians, three Consumer Advocates, a Public Relations Specialist, a Cultural Specialist, and is led by a Program Manager. This team is growing and is currently working on filling a new Cultural Specialist position which will focus on service access and equity efforts for IRCs Deaf and Hard of Hearing community. The Community Engagement team attends outreaches throughout both Riverside and San Bernardino counties to meet clients and families and to spread the word of who, how, and why IRC serves. Due to the pandemic, outreach events were attended on virtual platforms only. Many of our outreach opportunities come from IRCs partnerships in the community. IRC strives to build relationships with Community Partners that serve the ID/DD community in both Riverside and San Bernardino County. The following is a list of IRCs community partners:

- Access Non-Profit Center
- Autism Society Inland Empire (ASIE)
- Disability Rights California (DRC)
- Familias First
- Office of Clients’ Rights Advocacy (OCRA)
- Padres Con Ganas
- Prep it Forward
- San Bernardino County Sheriff’s Department
- State Council on Developmental Disabilities (SCDD)
- Team of Advocates for Special Kids (TASK)
- University of California Riverside (UCR)/SEARCH



- Parent Support Groups
 - Corona
 - Fontana
 - Moreno Valley
 - Palm Desert
 - Rialto
 - San Bernardino
 - Victorville

Communication: IRC Website, Newsletter, and Social Media

IRC has an English and Spanish website that is managed, updated, and overseen by the Community Engagement Unit. The website averages 250k visits annually and as of March 25, 2022, the constant contact has 8,051 subscribers. We invite and encourage everyone to view IRCs website using these links:

- English – <https://www.inlandrc.org/>
- Spanish – <https://www/inandrc.org/es/>

The IRC quarterly newsletter was remodeled, rebranded and re-launched in July 2020. Receive email updates and stay up to date on all things IRC by subscribing to IRCs newsletter using this link: <https://www.inlandrc.org/sign-up/>

IRCs social media is popular with Facebook at 10,390 followers, up from 9,916 the previous year and a 100% response rate within one hour: <https://www.facebook.com/InlandRegionalCenter/>

Instagram has 2,088 followers, an increase of 110% from 2020:
<https://www.instagram.com/inlandregionalcenter/>

Twitter has 1,089 followers and showed no decrease or increase in followers:
<https://twitter.com/inlandregional>

Training

In response to the pandemic, IRCs Training and Development Unit began offering virtual trainings to new and current IRC staff, IRC Service Providers, and Consumers and families. The following is a list reflecting these efforts:

- Virtual Service Provider Trainings
- LMS portal for Parents - live with SDP Orientation
- Virtual all staff training and new staff orientation
- Virtual Parent/Family/Consumer Trainings

Other Outreach and Advocacy Efforts

Aktion Club



In 2020, the Aktion Club met on a quarterly basis with a focus on leadership training and skills for clients. Unfortunately, the Aktion Club was discontinued in 2021 due to a lack of interest. No clients, other than IRC Client Advocates, attended any meetings as scheduled over the previous year.

“Hang Out”

Hang Out began in response to the COVID 19 pandemic. It is a virtual gathering led by one of IRCs Consumer Advocates and the group meets weekly for 1.5 hours. Hang Out began in April 2020 and continues with great attendance today. The average attendance has been 100+ clients. The considerable benefit was Blythe and Coachella Valley clients who have been able to join the weekly meetings. Hang Out topics and conversations have focused on socialization in a pandemic and have created their agendas based on the wants of attendees. Additionally, on February 10, 2022, IRCs Cultural Specialist presented the POS disparity Power Point to Hang Out attendees and welcomed their input. Input collected can be found on page seven of this report.

Grassroots Day

Every year, all 21 regional centers attend Grassroots Day at the capitol in Sacramento. In 2021 this event occurred on a virtual platform. Grassroots Day is an event organized by the Association of Regional Center Agencies (ARCA). This event provides Regional Center teams the opportunity to meet with multiple legislators and advocate for client needs. It is an opportunity to discuss the barriers and challenges that clients, families, regional centers, and service providers face. In 2022, IRC will add a parent to the Grassroots Day Team. This will help provide legislators with the parent perspective and the parent with a platform to advocate.

Challenges and Barriers related to SAE

POS disparity data highlights

In previous years, IRCs service access and equity efforts focused on three major areas, clients with a primary diagnosis of Autism, clients whose primary language is Spanish, and clients of Hispanic ethnicity. In 2021, IRC partnered with CBO, Access Non-Profit Center, who joined IRCs efforts with their Parenting Black Children program which focuses their service access and equity efforts on underserved Black/African American families. The information provided below summarizes the data for the SAE focus groups.

Autism

The 2020/2021 POS data shows that IRC served 14,129 clients with a primary diagnosis of Autism, 9,315 clients received services, and 4,814 or 34.1% did not receive services purchased by IRC. In one year, there was a growth of 1,655 new clients with a primary diagnosis of Autism. When the data is compared to fiscal year 2019/2020, the disparity gap increased by 4.5%.

Black/AA

The POS data for fiscal year 2020/2021 shows that IRC served 4,115 Black/ African American clients, 3,002 clients received services and 1,113 or 27.1% of clients did not receive services purchased by IRC. In one year, there was a growth of 112 new clients that identified as



Black/African American, and data comparison to the previous year shows a 3.9% increase in disparity.

Hispanic

The 2020/2021 POS data shows that IRC served 16,365 clients of Hispanic Ethnicity, 11,536 clients received services and 4,829 or 29.5% did not receive services purchased by IRC. In one year, there was a growth of 377 new clients that identified as Hispanic, and data comparison to the previous year shows that the disparity gap increased by 3.4%.

Monolingual Spanish Speakers

The 2020/2021 POS data shows that IRC served 7,819 clients whose primary language is Spanish, 5,940 clients received services and 1,879 or 24% did not receive services purchases by IRC. In one year, there was a growth of 98 new clients whose primary language is Spanish, and when compared to data from 2019/2020, the disparity gap increased by 2.5%.

When looking at Hispanic and monolingual Spanish disparity data it’s important to consider that clients who identify their ethnicity as Hispanic are not necessarily Spanish speaking clients and many Hispanics identify their primary language as English. English speaking Hispanics may be bilingual or may in fact not speak Spanish at all.

Fiscal year 2020/2021 data shows that disparity gaps increased across all clients regardless of ethnicity, age, or diagnosis. It is important to note that IRCs service access and equity efforts including CBO partnerships focus on serving all clients regardless of age, ethnicity, primary language, and diagnosis. There is a lot of work to be done in relation to underserved clients and IRC will continue to gear its SAE programs, efforts, and partnerships towards closing the disparity gap.

Autism	Black/African American	Hispanic	Monolingual Spanish Speakers
<ul style="list-style-type: none"> •Total clients <ul style="list-style-type: none"> •14,129 •Growth <ul style="list-style-type: none"> •1,655 new clients •No POS <ul style="list-style-type: none"> •4,814 = 34.1% •4.5% increase in disparity 	<ul style="list-style-type: none"> •Total clients <ul style="list-style-type: none"> •4,115 •Growth <ul style="list-style-type: none"> •112 new clients •No POS <ul style="list-style-type: none"> •1,113 = 27.1% •3.9% increase in disparity 	<ul style="list-style-type: none"> •Total clients <ul style="list-style-type: none"> •16,365 •Growth <ul style="list-style-type: none"> •377 new clients •No POS <ul style="list-style-type: none"> •4,829 = 29.5% •3.4% increase in disparity 	<ul style="list-style-type: none"> •Total clients <ul style="list-style-type: none"> •7,819 •Growth <ul style="list-style-type: none"> •98 new clients •No POS <ul style="list-style-type: none"> •1,879 = 24% •2.5% increase in disparity

Expenditure data highlights

In fiscal year 2020/2021 IRC utilized over 583 million dollars on purchasing services for clients. These funds include services for clients of all ages, all ethnicities, across both Riverside and San Bernardino counties. The POS report is available, and we highly encourage everyone to review the report in its entirety. The POS report includes data that shows expenditures by age, ethnicity, diagnosis, primary language, and residence. The POS report also breaks down the



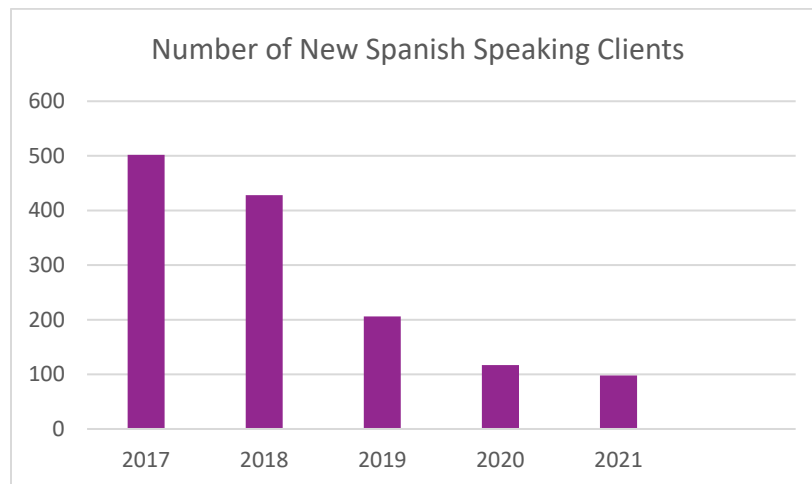
number of clients that received services purchased by IRC and the number of clients who did not. You can find the report by visiting our website at inlandrc.org, click on the accountability tab, find the transparency section, open the purchase of service tab where you will find the POS Disparity Data posted by year.

- ENGLISH - <https://www.inlandrc.org/wp-content/uploads/2022/01/IRC-POS-Disparity-Data-Reports-2020-2021-2.pdf>
- SPANISH - <https://www.inlandrc.org/wp-content/uploads/2022/01/IRC-POS-Disparity-Data-Reports-2020-2021-2-Sp.pdf>

According to POS data, the largest disparity group that IRC serves is of Hispanic ethnicity ages 3-21. Hispanic clients ages 3-21 per capita expenditures were \$6,604 compared to \$7,428 per capita expenditures for White clients, a difference of \$824 per client. The Hispanic cohort, all ages, utilized 68.5% of their authorized services compared to 69.2% utilization of authorized services by White clients; however, Hispanic clients of all ages per capita authorized services were \$17,541 compared to \$33,894 per capita authorized services for White clients; a difference of \$16,353 per client.

Other Data Related to SAE

Clients that identify their primary language as Spanish are IRCs second largest group served, with a total of 7,814 clients. Looking at POS data over the past five years, the number of clients who identify Spanish as their primary language has decreased by almost half of each previous year. Here is a representation of this cohort.



Client Growth and Staff Growth

In December 2020 IRC had 40,101 open cases throughout both Riverside and San Bernardino counties. In December of 2021 IRC had 42,176 open cases. This was a growth of 2,075 new cases in one year, an average of 173 new cases per month.

During fiscal year 2020/2021, IRC faced the challenge of filling 40 vacant positions. As of June 2021, IRC filled all 40 positions and an additional nine. In December of 2020, IRC had a team of



779 staff members and one year later in December of 2021, IRC had 787. This is an increase of only 8 staff members. IRC has multiple vacant positions and is currently hiring to add passionate and dedicated professionals to its workforce. If you or someone you know are interested in joining IRCs team and for more information about career opportunities and how to apply, please visit IRCs website at inlandrc.org/careers/.

IRC Community and IRC Systemic Challenges and Barriers

The Pandemic created unforeseen challenges, many of which we are all still experiencing. The 2020/2021 data shows that the disparity gap increases impacted clients of all ethnicities, all ages, and all diagnoses. Some unprecedented and likely barriers that contributed to the increase in disparity include but are not limited to:

- IRC Vendors closing their businesses due to financial impacts from the pandemic
- IRC Vendors were unable to provide services due pandemic restrictions
- Number of cases per Service Coordinator continued to climb throughout the pandemic
- IRC faced unanticipated staff turnover
- In 2020/2021 the way to stay connected relied greatly on technology which many families did not have access to or the proper knowledge on how to utilize it

The IRC community continues to face systemic barriers and barriers resulting from the pandemic. The IRC community continues to be challenged with the lack of understanding of IRC services, the Regional Center system, the eligibility criteria, and the appeal process. Transportation continues to be a barrier for families living in rural areas and those facing financial hardships. Childcare is another common barrier, particularly with families where the client has siblings of childcare age. Respite services are often challenging to fulfill due to misinformation regarding respite hours, who is and who is not eligible to be the provider of choice for families requesting a personal/private provider, the lack of vendors in less populated communities, and vendor rates that IRC is mandated to offer its Service Providers. Reports of families having difficulty communicating with their Service Coordinator is less common now than in past years but is still a barrier among families that do not speak English or that do not use email as a form of communication. The pandemic continues to be a barrier for IRC families and has impacted IRC and generic service delivery.

As an agency, IRC faces barriers such as the caseload ratio. Our Service Coordinators are managing caseloads higher than what is stated in the Lanterman Act. Most Service Coordinators at IRC carry a caseload of 70-85 and some 90-110 clients. Our continuous growth in new and transfer cases makes it challenging for IRC to hire enough staff to cover the over 41,000 active cases we currently have. The large geographic area that IRC covers, which includes both Riverside and San Bernardino counties, a total of over 27,000 square miles, is often challenged by a lack of contracted vendors to provide services in rural and less populated areas. The pandemic continues to contribute to these barriers. Another barrier that impacts POS delivery are median rates. Median rates are mandated by the state of California. IRCs rates fall below the statewide median rates, and this is discouraging and challenging for new vendors and vendors with innovative programs. Other regional centers can offer higher rates to service providers, resulting in many vendors providing their services in other counties, outside of IRCs



coverage area. The examples below show how much lower IRCs rates are than statewide median rates. The last time rates were updated was in 2016. Median rates and a different rate methodology continue to be part of the discussion between DDS and the Regional Centers. We encourage the IRC community to join IRCs efforts to attract more services for clients, specifically those living in rural and lower populated areas, to continue the conversation by contacting their local and state legislators.

Service Code	Type of Service	2016 Statewide Median Hourly Rates	2016 IRC Hourly Rates
062	Personal Assistant	\$16.16	\$12.61
110	Supplemental Day Services Program Support	\$13.08	\$10.28
605	Adaptive Skills Trainer	\$45.26	\$17.29
642	Interpreter	\$40.86	\$28.62
880	Transportation – Additional Component	\$22.22	\$9.97

2021/2022 Projected Goals Related to Service Access and Equity

- A 6-hour Implicit Bias training will be delivered to IRC Staff in May 2022 and will be scheduled in the future as directed by DDS.
- The Cultural Competency – A Tool for Equity SAE Grant Project is scheduled to end on May 31, 2022. Future Cultural Competency trainings will continue to be scheduled for IRC Staff, Service Providers, IRCs Board of Trustees, and community partners.
- The Cultural Specialist will start new parent support groups in the community. Specific target areas for potential support groups once it's deemed safe to meet in person, is a support group in the city of Chino and or Ontario, and one in collaboration with San Bernardino Unified School District and or zero POS parent support group in collaboration with DRC/OCRA.
- Coordinate a "How to Provide Public Input" training session for IRC stakeholders delivered by DRC.
- The Cultural Specialist will continue to host and grow the Virtudes Especiales, IRCs virtual Spanish parent support group.
- The Cultural Specialist in collaboration with IRCs Training and Development Unit, will continue delivering an overview on disparity called "Service Access and Equity" to all newly hired staff.
- IRC will continue attending outreach events and providing trainings to the IRC community and community partners. IRC will continue to build new partnerships throughout its catchment area that focus on connecting with current and potential IRC families.



- The Community Engagement Team will continue to ensure bilingual communication in English and Spanish through IRCs website, social media platforms, and the electronic quarterly newsletter.
- The Cultural Specialist will continue to host and grow the CBO Collaborative.
- The Cultural Specialist will continue to host and grow the Disparity Link team.
- The Grassroots Day Team will include an IRC parent to this annual event which will take place virtually on April 5, 2022.
- The Community Engagement Team will continue to offer a voter's registration class every year.
- The Community Engagement Team will fill and develop the Cultural Specialist Deaf and Hard of Hearing position.
- The Community Engagement team will fill and develop the Emergency Services Coordinator position.
- Continue to host IRC client social platforms: "Hang Out" and *C.O.N.N.E.C.T.*
- IRC will continue to collaborate with ongoing and new CBOs with SAE grant projects funded by DDS with the Cultural Specialist as the CBO Liaison.
- The Cultural Specialists will write and submit a new SAE grant to DDS for a project related to ASL or a Parent Partner project or a SAE Conference.

Conclusion

Inland Regional Center (IRC) is responsible for serving the largest population in the state of California with over 41,000 open cases. IRC continues to strive to ensure service access and equity for its disparity groups which are the Autism, Black/African American, Hispanic, and Spanish speaking clients. The diverse needs of each IRC family must be taken into consideration while simultaneously acknowledging and addressing the challenges and barriers that make it difficult to connect with the most vulnerable families. Some of those challenges and barriers are exacerbated by, but not limited to, socioeconomic status, cultural and language barriers, literacy, the unique and diverse needs of each individual client and family, COVID-19 related consequences, mistrust, fear, barriers associated with communication, lack of understanding the RC system and appeal process, and the need for innovative and purposeful programs. Educational and empowerment efforts continue to grow and continue to reach IRC families; however, at the heart of inequity are systemic challenges that must be addressed before meaningful change can occur in service access and equity related goals, and that includes change to service provider median rates and caseload ratios. IRC will continue to work closely with CBOs who receive SAE grants from DDS and the grant awarded to IRC that allows for the formation and delivery of cultural awareness tools and trainings. IRC looks forward to the positive impact resulting from these projects. IRC will continue to connect with the community including IRC parents and caregivers, paraprofessionals and professionals who serve mutual clients of IRC, by providing virtual trainings, building partnerships, and strengthening existing collaborations. IRCs bilingual website and bilingual social media communication will continue to serve as a tool to share information in both English and Spanish.