



# INLAND REGIONAL CENTER

*...valuing independence, inclusion, and empowerment*

P. O. Box 19037, San Bernardino, CA 92412-6127

Telephone: (909) 890-3000

Fax: (909) 890-3001

November 15, 2022

Department of Developmental Services  
1215 O Street, MS 8-20  
Sacramento, CA. 95814  
(916) 651-6309  
[OCO@dds.ca.gov](mailto:OCO@dds.ca.gov)

Mr. Cruz:

On August 4, 2022, IRC posted a notice to Clients, families, staff, and community members informing them of the November 14, 2022, public input meeting on Zoom using inlandrc.org/calendar. On September 13, 2022, IRC made an announcement on the front page of inlandrc.org notifying Clients, families, staff, and community members of the meeting. The public input meeting was also posted to all three IRC social media platforms on November 8, 2022, November 12, 2022, and again on November 14, 2022. The National Core Indicators (NCI) Family Guardian Survey (FGS) complete report was made available for review on the inlandrc.org/accountability page and a link to the Department of Developmental Services (DDS) NCI interactive dashboard was provided to the attendees.

On November 14, 2021, at 6:30 pm, a public input meeting was held using Zoom. The six attendees were presented the 2019/2020 NCI data using a facilitated PowerPoint presentation. After the presentation, the attendees were asked to provide input, and none was provided in reference to the NCI FGS Survey 2019/2020.

No Community-Based Organization (CBO) receiving grant funding from DDS or currently in the DDS grant application process attended the meeting. The meeting was not attended by a member of the State Council on Developmental Disabilities (SCDD) as well.

The meeting was provided in English, Spanish, American Sign Language (ASL), Tagalog, Vietnamese, Arabic, and Mandarin/Chinese. No Client, stakeholders, community partners, or parents used the interpretation services. IRC's Deaf and Hard of Hearing (D/HH) Cultural Specialist was in attendance and utilized the ASL interpreters.

The meeting was facilitated by IRC's Manager of Community Engagement and attended by three IRC Board of Trustees (BOT) members, IRC's Information and Technology (IT) Manager, DDS representative, the Director of Early Start and Clinical Services, IRC's Director of Finance/Chief Financial Officer (CFO), IRC's D/HH Cultural Specialist, and the IRC Cultural Specialist.

While speaking to IRC staff, a common theme of the data being old and outdated was again expressed. The survey results were from 2019/2020, making using the data for its intended purpose difficult. Also, a common theme of the amount of public input meetings causing confusion among the Clients, parents, and stakeholders. For example, within this Calendar Year (CY) IRC has conducted public input meetings on Purchase of Services (POS) data, Caseload Ratio, CY 2021 Performance Contract Report, FY 2023 (18 month) Performance Contract, NCI 2020/2021, and NCI 2019/2020, which we believe contributes to a lack of participation based on a misunderstanding of the information being presented.

IRC has concerns with the low sample of 400. It should be noted that some questions on the NCI survey were answered by half the total sample, distorting the data. Furthermore, IRC's D/HH Cultural Specialist noted the lack of culturally competent marketing materials for the D/HH community. Also, IRC noticed that low-frequency

languages are underrepresented in the survey results. This is a common theme throughout the NCI surveys we have noted.

IRC's D/HH Cultural Specialist has created a short video used to target enhanced participation in the upcoming NCI In-Person Survey. IRC also recently launched a Deaf and Hard of Hearing page on inlandrc.org. IRC's goal is to provide outreach, advocacy, and support in collaboration with our community to meet the language and communication needs of the Deaf-Plus Clients in gaining meaningful access to employment, education, and community services. We hope this process will encourage the D/HH Clients served by IRC to participate in public meetings and advocate for their inclusion in the NCI process.

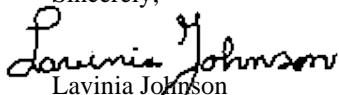
Using the Language Access and Cultural Competency (LACC) funds from DDS, IRC will work diligently with Equity Praxis Group to remove any identified barriers for our low-frequency languages to participation in public input meetings. IRC's Community Engagement Team will work closely with Equity Praxis Group to host listening sessions and focus groups to identify barriers and proactively work to remove those barriers.

In addition to the LACC listening sessions and focus groups with our identified low-frequency languages, IRC will begin to host additional focus groups with community partners to collect qualitative data to assist with solving our system's complex challenges. These groups will focus on crisis behaviors, disaster preparedness, and effective communication with our D/HH Clients.

IRC will continue to cultivate the Cultural Specialist and D/HH Cultural Specialist positions. Also, IRC will continue to train our parents, Clients, service providers, and staff on the importance of cultural awareness, self-advocacy, and the significance of participating in public input meetings.

The Community Engagement team will also provide the community with information on the Client complaint process, how to connect with their Service Coordinator, use of technology, social media, client rights, common services, and public input meetings using blogs and IRC's three social media platforms.

Sincerely,

  
Lavinia Johnson  
Executive Director