

**DEPARTMENT OF DEVELOPMENTAL SERVICES
REGIONAL CENTER PURCHASE OF SERVICE PUBLIC MEETINGS SUMMARY, RECOMMENDATIONS
AND PLAN TO PROMOTE EQUITY AND REDUCE DISPARITIES ANNUAL REPORT TEMPLATE**

As indicated in Welfare and Institutions (W&I) Code section 4519.5(g) and (i), regional centers are required to hold public meetings for community members within three months of posting annual purchase of service data on their websites. Regional centers submit an annual report to the Department of Developmental Services (Department) by May 31st. The Department reviews and provides feedback to the regional centers on the report, prior to its posting by August 31st. The following pages include the required components of the report. A list of questions is provided to assist regional centers when preparing the report in addition to the inclusion of regional center's public meeting notes, public comments, presentation materials and a plan with recommendations for increasing equitable access in purchase of services and supports-.

Regional center name: San Diego Regional Center

Person filling out report: Brenda Bello Vazquez, Cultural Specialist

Date of completion: 5/16/2024

PROPER MEETING COMMUNITY INCLUSION

W&I Code section 4519.5 (g)"...each regional center shall meet with stakeholders (community members) in one or more public meetings regarding the (purchase of service) data... consider the language needs of the community and shall schedule the meetings at times and locations designed to result in a high turnout by the public and underserved communities."

1. **How many meetings did your regional center conduct?** 4
2. **Did your regional center hold at least one meeting by March 31st?** Yes
3. **How were the meetings scheduled to accommodate community participation? Select all that apply.**
 - ☐ Webinar (e.g., GoToMeeting, YouTube)
 - ☒ Virtual platform (e.g., Zoom)
 - ☒ In-person
 - ☐ Hybrid
 - ☐ Other

If "Other" selected enter here.

PROPER MEETING NOTIFICATION

W&I Code section 4519.5(g)

"...regional centers shall inform the department of the scheduling of those public meetings 30 days prior to the meeting. Notice of the meetings shall also be posted on the regional center's internet website 30 days prior to the meeting and shall be sent to individual stakeholders and groups representing underserved communities in a timely manner."

4. **Was the Department informed at least 30 days prior to ALL meetings?** Yes
5. **How was the Department informed?** Liaison direct email



6. Were notices of ALL meetings held, posted on the regional center's website 30 days prior to each meeting(s)? **Yes**
7. Select the best option that represents when individual community members impacted by disparities and barriers to equitable access to services and supports were informed? 30 days or more
8. What outreach efforts were utilized to inform individual community members impacted by disparities and barriers to equitable access to services and supports of the meetings(s)? Select all that apply.
- ☒ Newsletter/Eblast
 - ☒ POS meeting specific email
 - ☒ Public meeting
 - ☒ Social media
 - ☒ Community partners
 - ☒ Website (e.g., event page or calendar)
 - ☐ Blog post
 - ☐ Everbridge or another type of automated phone recording
 - ☒ Mail
 - ☐ Text
 - ☐ Phone call by regional center staff
 - ☐ Other

CULTURALLY AND LINGUISTICALLY APPROPRIATE

W&I Code section 4519.5(g)

"The regional center shall provide participants of these meetings with the data and any associated information related to improvements in the provision of developmental services to underserved communities and shall conduct a discussion of the data and the associated information in a manner that is culturally and linguistically appropriate for that community, including providing alternative communication services."

9. What languages were offered during the meeting(s)? Select all that apply.

- ☒ English
- ☒ Spanish
- ☒ Mandarin
- ☐ Cantonese
- ☐ Hmong
- ☐ Korean
- ☒ Vietnamese
- ☒ ASL
- ☒ Other

If "Other" selected enter here.

One meeting was conducted solely in Spanish. All other meetings had interpreters on zoom in the following languages: Tagalog, Vietnamese, Mandarin Chinese, Arabic, Farsi/Darsi and ASL.

10. Did the meeting(s) include any of the following? Select all that apply.

- ☒ Meeting(s) held in several languages

- ☒ Closed captioning provided
- ☒ Materials were provided in several languages
- ☒ Information was presented in plain language (i.e. easy to understand)
- ☐ Other

If "Other" selected enter here.

11. Describe how the cultural and linguistic needs of the communities were considered.

The POS meeting held in the Imperial County was conducted solely in Spanish given that this community primarily speaks Spanish. This year more options were provided in terms of location. A meeting was conducted in-person in the North County San Diego, Central San Diego, Imperial County and a virtual option. All meetings had interpreters in SDRC's threshold languages were available through zoom at all meetings. The power point material was printed and was translated in all threshold languages. Flyers for the POS meetings were translated in all threshold languages and were sent out via email blast, mail posted on the website and all social media outlets.

ACTIONS TO IMPROVE PUBLIC ATTENDANCE AND PARTICIPATION

W&I Code section 4519.5(i)(1)(A)

"Actions the regional center took to improve public attendance and participation at stakeholder meetings, including, but not limited to, attendance and participation by underserved communities."

12. Was the goal or purpose of the meeting communicated? If so, describe how?

The goal and purpose of the meeting was communicated on the flyers that were sent to families, self-advocates and community partners. All meetings included an introduction and slides on background information on the purpose of the meeting.

13. What methods were used to provide an environment that allowed attendees to feel comfortable and interact with each other? Select all that apply.

- ☐ Allowed for small group conversations
- ☒ Introduced staff in attendance
- ☒ Allowed attendees to introduce themselves
- ☐ Provided chat rooms (e.g., zoom chat function)
- ☒ Chat feature was enabled
- ☒ Opportunity for public comment
- ☒ Provided opportunities to ask questions
- ☐ Other

If "Other" selected enter here.

14. Based on attendance did you observe any of the following? Select all that apply.

- ☒ Attendees engaged in public comment
- ☒ Innovative ideas suggested by attendees
- ☒ Diverse perspectives shared by attendees
- ☒ Attendees requested additional explanation/clarification on the information shared
- ☐ Other

If "Other" selected enter here.

15. Overall, how many individuals from the public attended the meeting(s)? Select best estimate.
50-100

16. What efforts did the regional center take to improve public attendance and participation, including any new strategies? Select all that apply.

- ☒ Collaborated with community partners
- ☐ Offered focus groups
- ☒ Offered meetings in multiple languages
- ☒ Offered multiple meeting opportunities
- ☒ Outreach through group meetings
- ☒ Outreach via flyers/public service announcements/social media
- ☒ Provided translated materials
- ☐ Shared via Everbridge
- ☒ Offered meetings virtually
- ☒ Offered meetings during non-business hours or on weekends
- ☐ Not applicable
- ☐ Other

If "Other" selected enter here.

17. Who were the meeting(s) attendees? Select all that apply.

- ☒ Self-advocates
- ☒ Parents/family members
- ☒ Regional center staff
- ☒ Board members
- ☒ Community advocates
- ☒ Community based organizations
- ☒ Department staff
- ☒ Other

If "Other" selected enter here.
Service providers/Vendors

18. List the names of the partner agencies, community partners, and community-based organizations that participated in the meeting(s).

A Better Life Together, SDSU, UCSD, ICC Integradoras, State Council on Developmental Disabilities, Beacons Inc., San Diego Community College District, Outside the Lens, Disability Rights CA, YMCA

COPIES OF MINUTES AND ATTENDEE COMMENTS

W&I Code section 4519.5 (i)(1)(B)

"Copies of minutes from the meeting and attendee comments"

19. Does the regional center report include a copy of the meeting minutes (notes) and a copy of the raw attendee comments? Yes

20. Which of the following themes reflect what attendees expressed as important, challenges and barriers faced? Select as top concern, concern or not a concern for each.

	Top Concern	Concern	Not a Concern
Regional center services satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Case management satisfaction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lack of regional center knowledge/service options	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of community trainings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concern with language and cultural competency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Service coordinator/staff training concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Caseload concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communication/outreach concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lack of regional center trust	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Unmet needs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Service accessibility concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Rates and vendorization concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Vendor concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of community, regional center, and other community member collaboration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Need for advocacy training and support	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

21. Were there any additional topics or themes mentioned in the meeting(s) that are not listed in question 20? Please list and indicate if they were a top concern (mentioned by multiple people).

N/A

IDENTIFIED DISPARITIES IN THE POS DATA

W&I Code section 4519.5 (i)(1)(C)

"Whether the data...indicate a need to reduce disparities in the purchase of services among consumers in the regional center's catchment area."

22. Did the regional center report data about number of instances when written copies of individual program plans (IPP) were provided at the request of consumers or their legal representatives more than 45 days for threshold languages and 60 days for non-threshold languages after request was made? No

23. Summarize the type of disparities that were identified and discussed (e.g., by race/ethnicity, primary language, residence, age, diagnosis, etc.)

Information shared that the racial group with the least amount of per capita expenditures for the past fiscal year was Native Hawaiian and Pacific Islanders. Individuals who speak languages other than English, Spanish, Vietnamese, Mandarin Chinese received the least amount of per capita expenditures. The racial group with the greatest number of clients with no purchased services was Native Hawaiian & Pacific Islanders. Clients who speak Vietnamese had the greatest number of clients with no purchased services. A trend analysis for the past 7 years was shared and while all per capita POS expenditures have gone up for all racial groups, except for Native Hawaiian & Pacific Islanders, White clients still receive more POS funds than all other racial groups.

REGIONAL CENTER'S RECOMMENDATIONS AND PLANS TO PROMOTE EQUITY AND REDUCE DISPARITIES

W&I Code section 4519.5 (i)(1)(C)

"...If the data do indicate that need, the regional center's recommendations and plan to promote equity, and reduce disparities, in the purchase of services."

24. What other venues were utilized, in addition to holding the POS annual meetings, to gather information to develop the regional center's recommendations and plan¹ to promote equity and reduce disparities?

Select all that apply.

- ☒ Other regional center meetings
- ☒ Feedback requested from support groups
- ☒ Recommendations from focus groups
- ☒ Surveys
- ☒ Call for public input (e.g., social media, eblasts, website)
- ☐ Other

If "Other" selected enter here.

25. Does the regional center's attached report include how the prior year's recommendations and plan were implemented? **Yes**

REPORTS POSTED ON INTERNET WEBSITES

W&I Code section 4519.5 (c)(1)(B)

"...Commenting December 31, 2023, each regional center shall post its data uniformly with all other regional centers, using the same criteria, format, and organization."

26. Did the regional center post its data as provided by the Department on December 19, 2023? **Yes**

W&I Code section 4519.5 (i)(1)(C)(2)

"Each regional center and the department shall annually post the reports required by paragraph (1) ²on its website by August 31."

¹ Regional center to attach recommendations and plan.

² W&I Code section 4519.5(i)(C)(1)

- 27.** Did the regional center post on its website the report developed from public meetings and all its required elements pursuant to W&I Code section 4519.5(i)(C)(1)? **Yes**

Community Meeting Purchase of Service Data

San Diego Regional Center

March 2024



S|D|R|C

San Diego Regional Center

Agenda



PART 1

Introduction & Housekeeping

PART 2

Why are we here?

PART 3

SDRC Purchase of Service Data

PART 4

Findings & Trends

PART 5

SDRC Initiatives

PART 6

Public Input



Background Information:

Why are we here?



Welfare & Institutions Code, Section 4519.5

"The department and the regional centers shall annually collaborate to compile data relating to purchase of service (POS) authorization, utilization, and expenditure by each regional center with respect to all of the following:

- (1) Age*
- (2) Race or ethnicity*
- (3) Language*
- (4) Disability*
- (5) Residence type, subcategorized by age, race or ethnicity, and preferred language.*
- (6) the number and percentage of individuals who have been determined to be eligible for regional center services but are not receiving purchase of service funds."*

Authorization: Money set aside to cover the cost of a service

Utilization: Percent of that money that was actually spent

Expenditure: Amount of money that was actually spent

Background Information:

Why are we here?



Welfare & Institutions Code, Section 4519.5

"Within three months of compiling the data with DDS, each regional center must meet with stakeholders in a public meeting regarding the data. The regional center shall provide participants of these meetings with the data and any associated information related to improvements in the provision of developmental services to underserved communities and shall conduct a discussion of the data and the associated information in a manner that is culturally and linguistically appropriate for that community."

This meeting is not only an opportunity to learn more about SDRC, but also a platform to share what has and hasn't been working for you in regard to SDRC services. How can we grow and do better?

What is a Purchase of Service (POS)?

A funding request

SDRC contracts and purchases services from vendors or service providers.

When a service coordinator "submits a POS," they are requesting funding for a service related to the individual's developmental disability.

SDRC funded services must be identified in the IPP and must follow the Purchase of Service Standards.

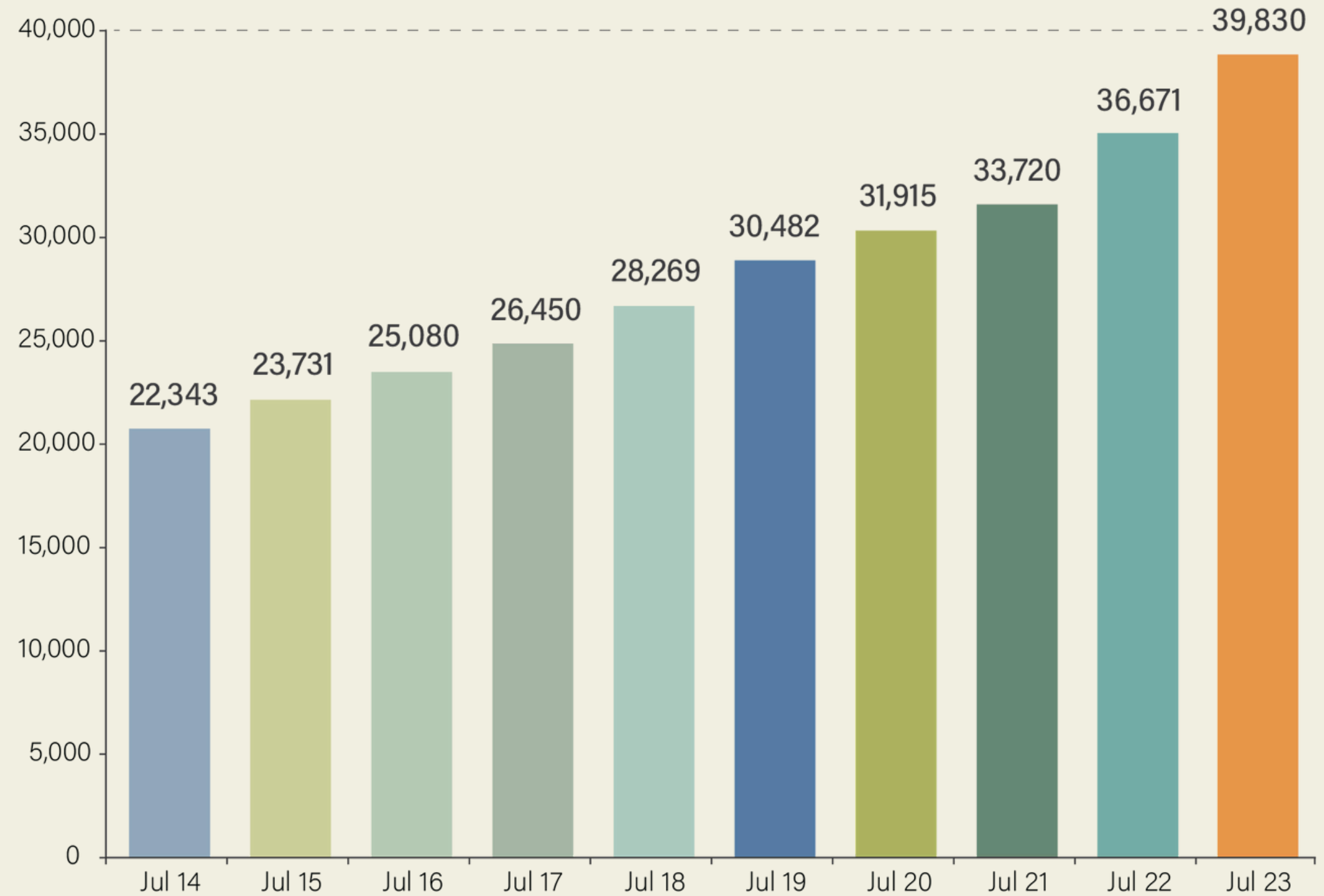


SDRC Purchase of Service Data Charts

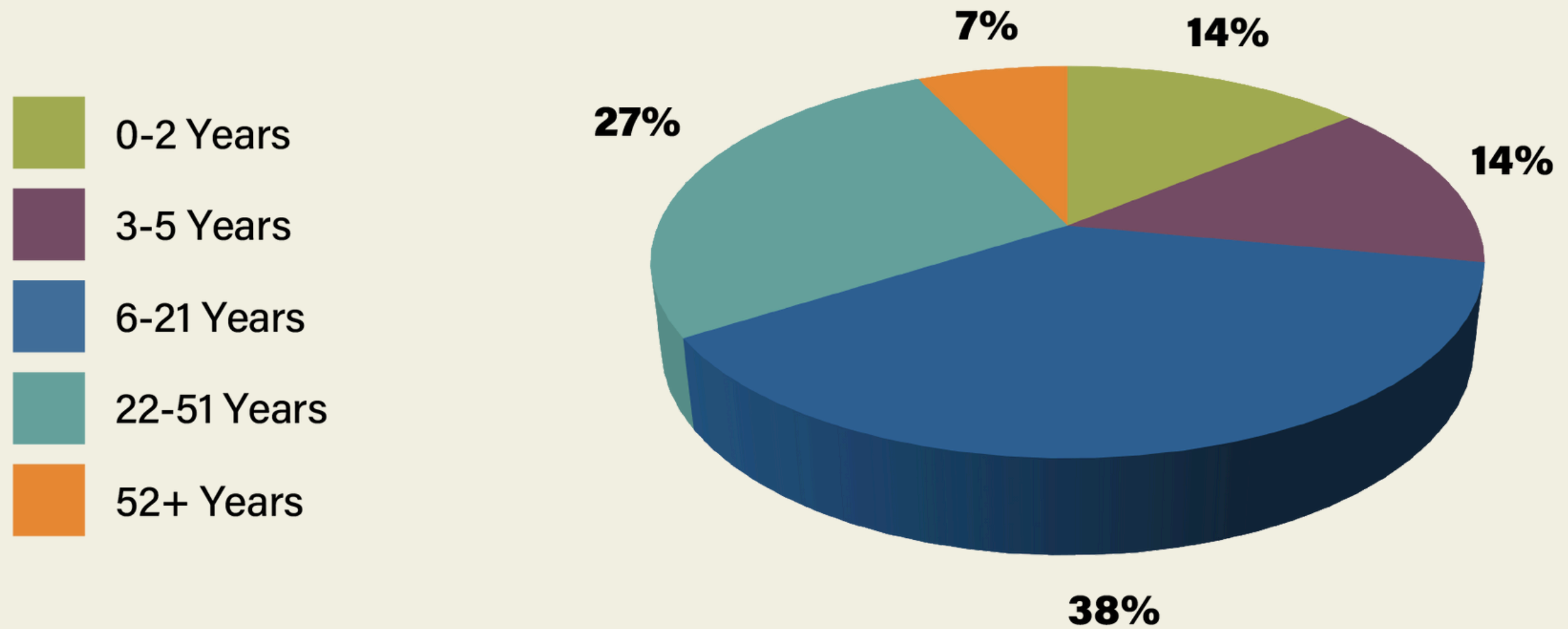


Total Clients

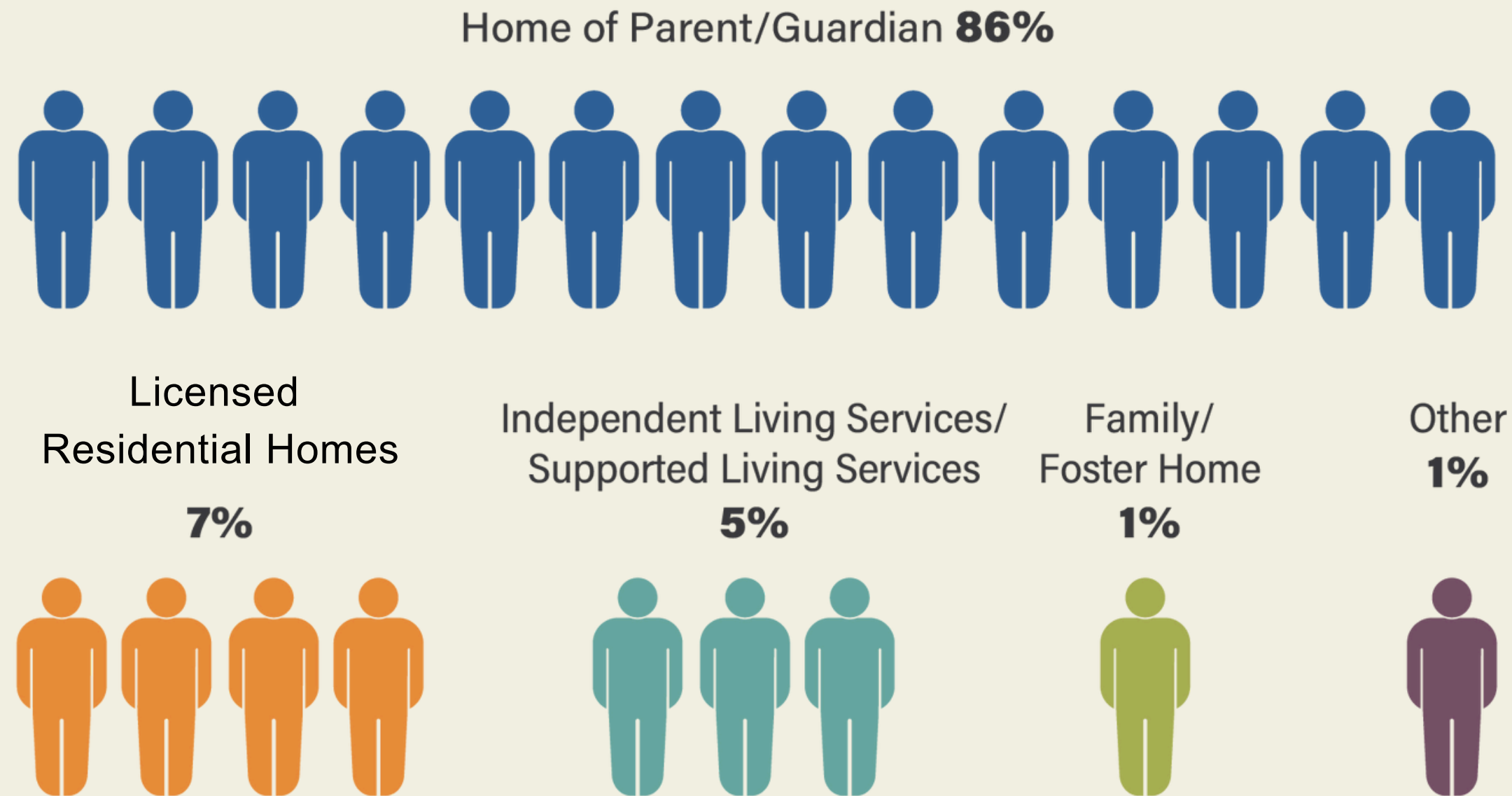
The SDRC Fiscal Year
starts July 1st and ends
on June 30th



Age of Clients

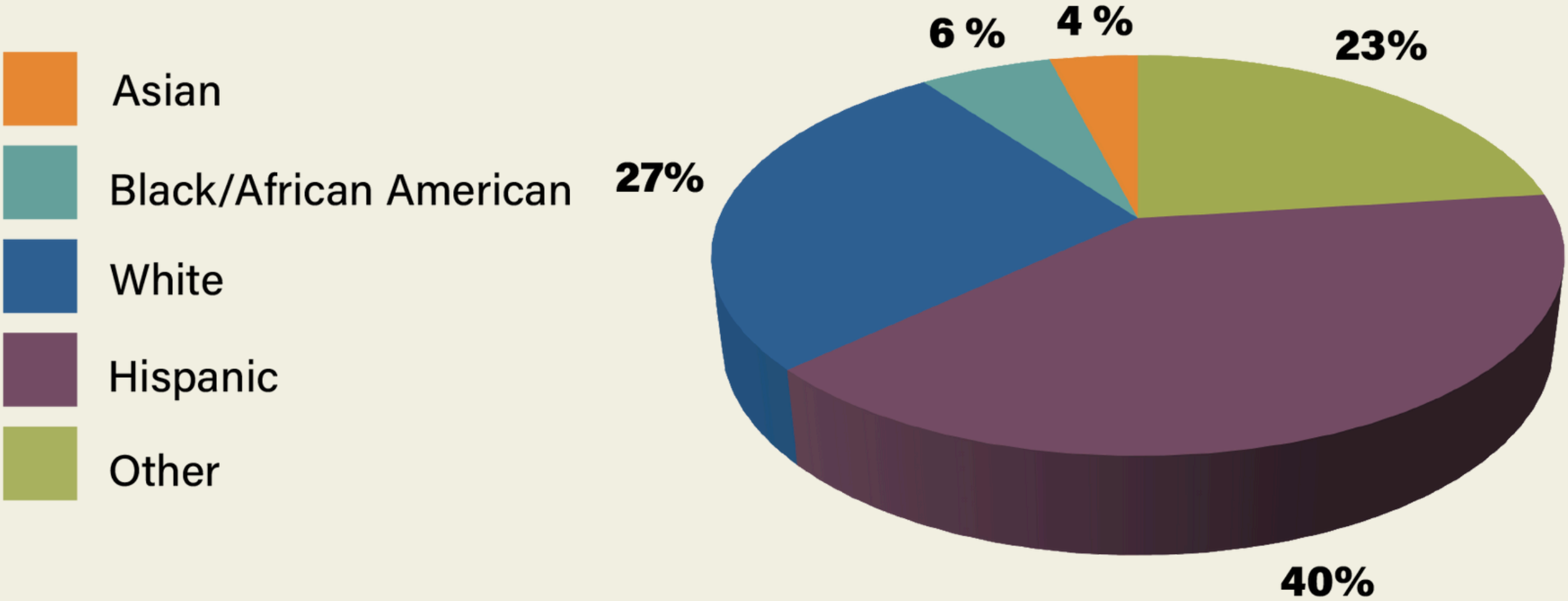


Where Clients Live

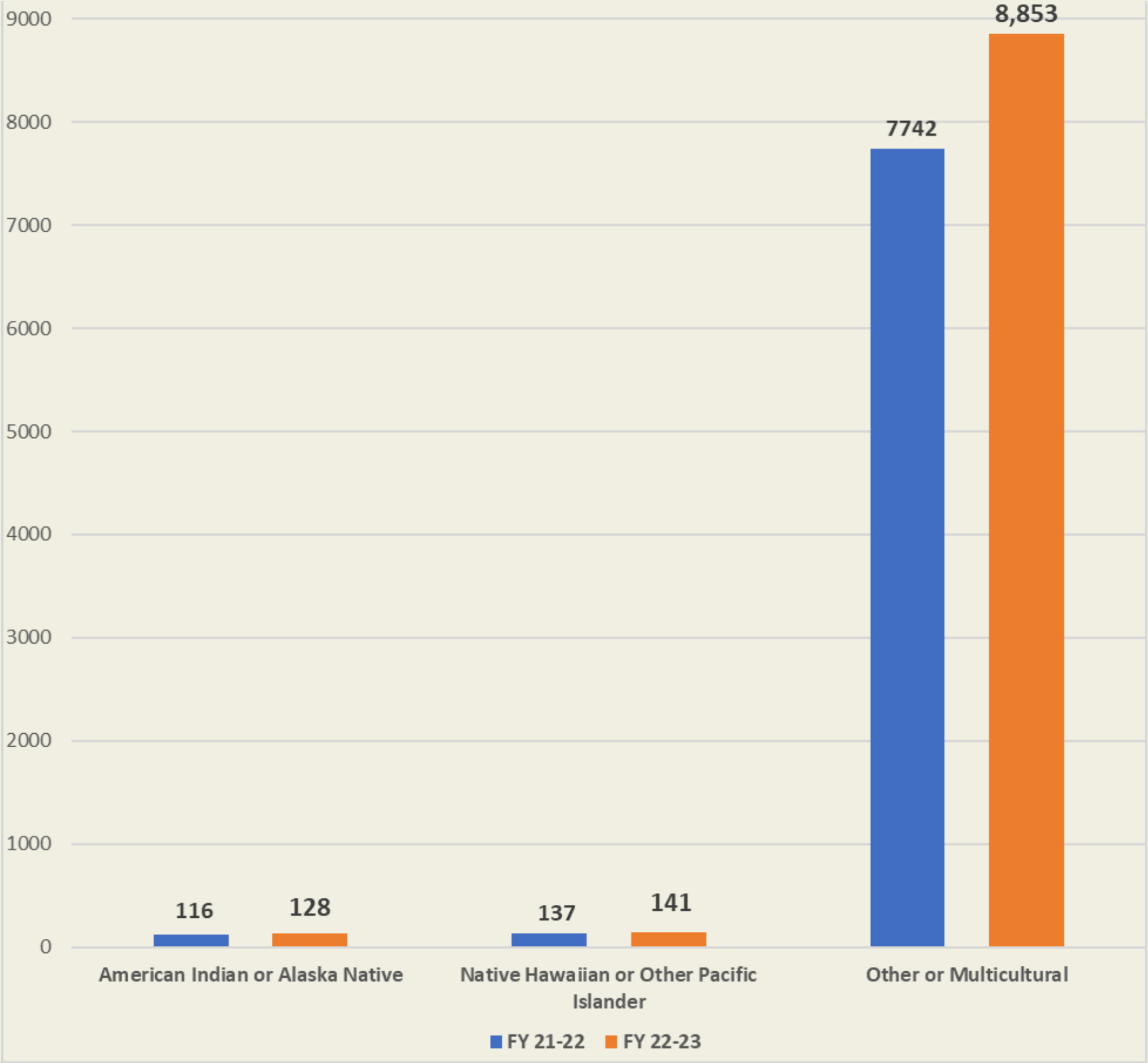


- 
- Skilled Nursing Facilities
 - Psychiatric Treatment Facilities
 - Unhoused
 - State operated facilities

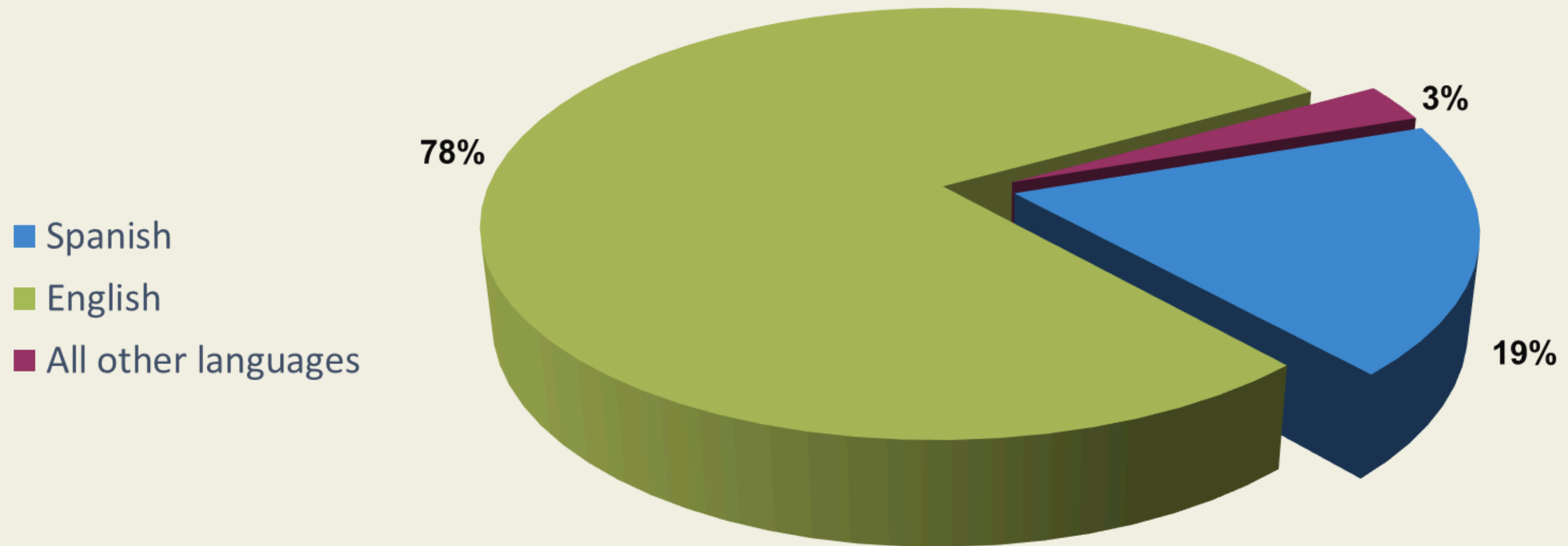
Ethnicity of Clients



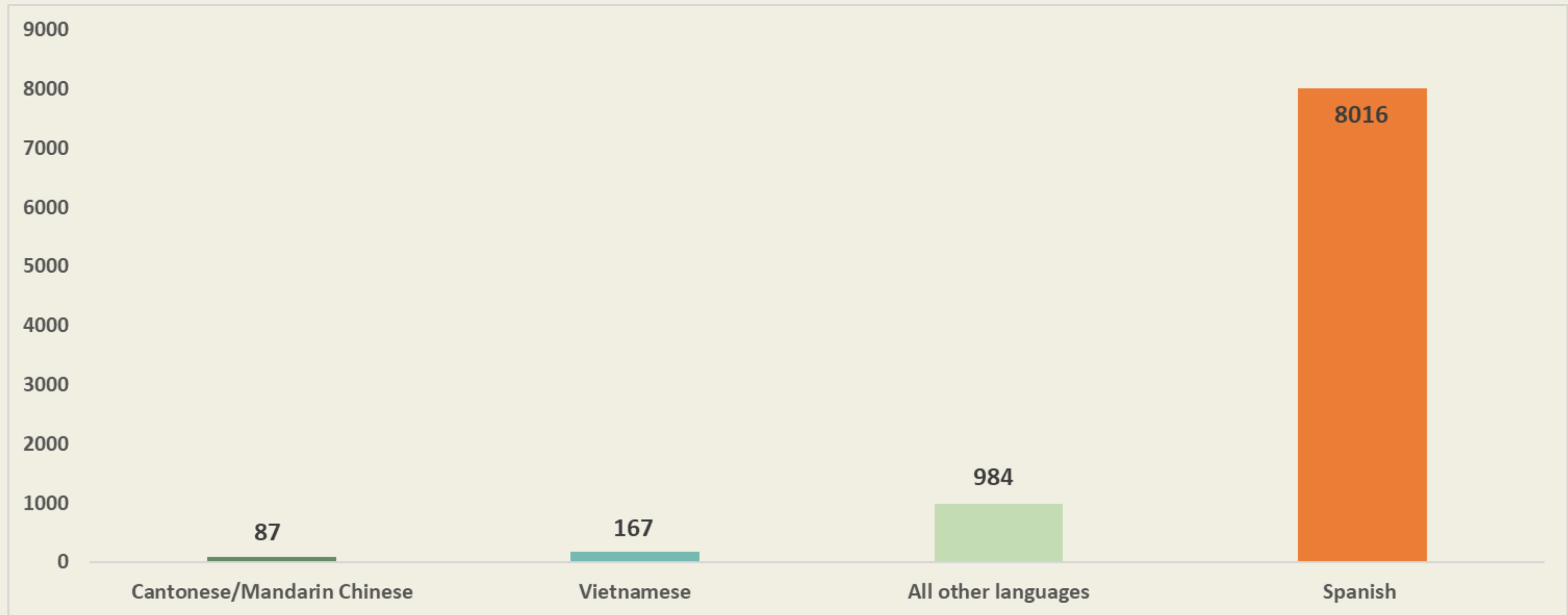
Ethnicity of Clients Cont.



Languages Clients Speak

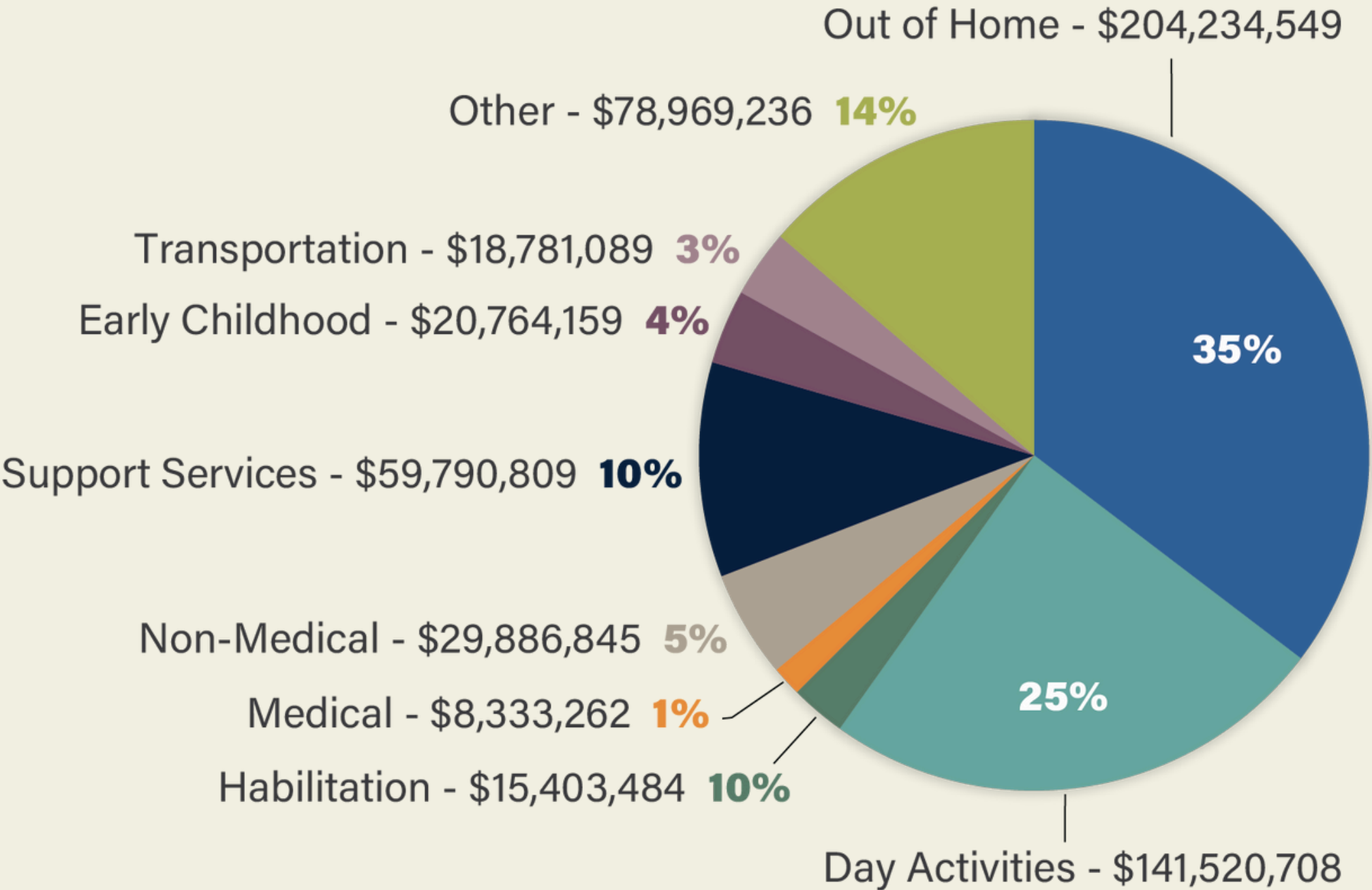


Number of Clients by Language

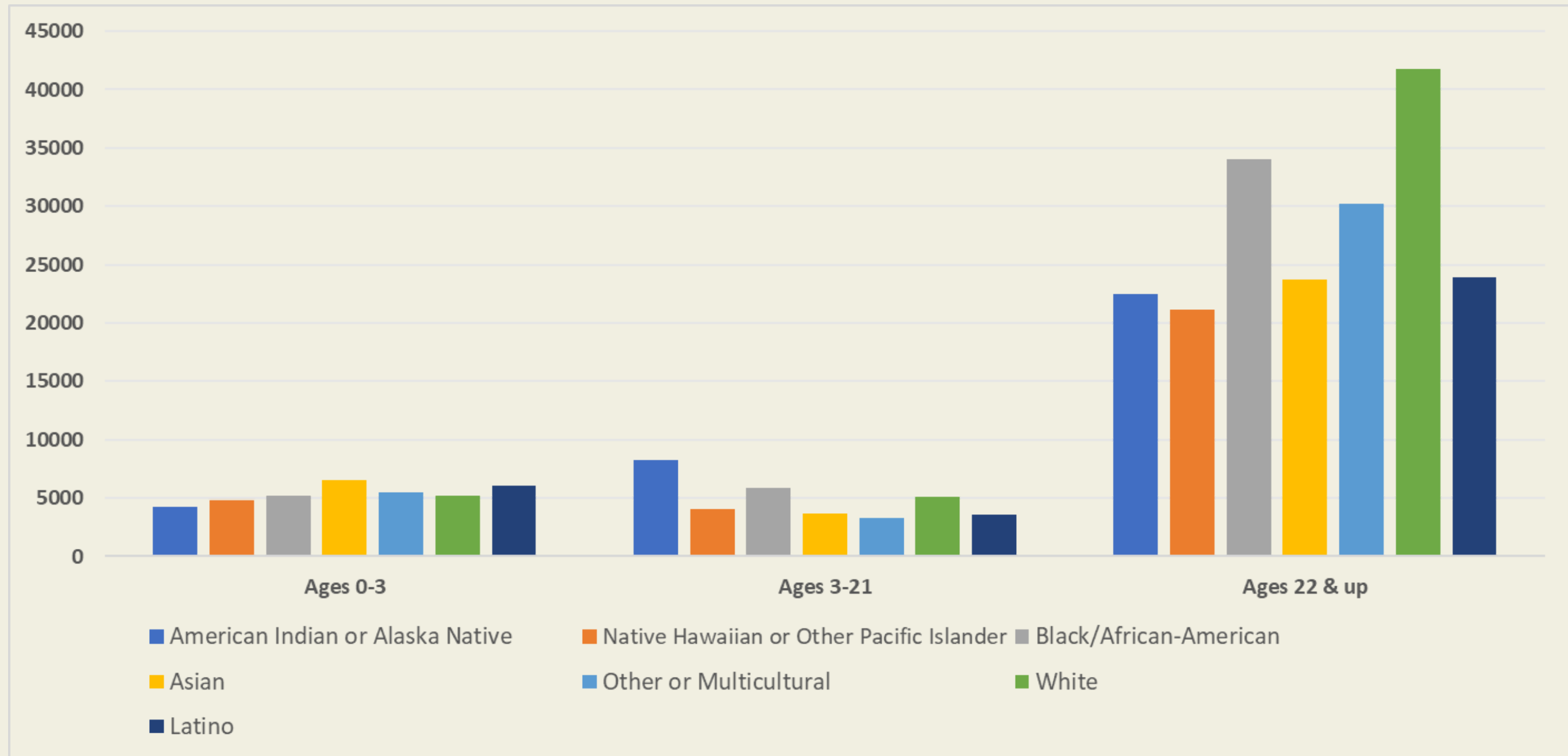


Total POS Expenditures

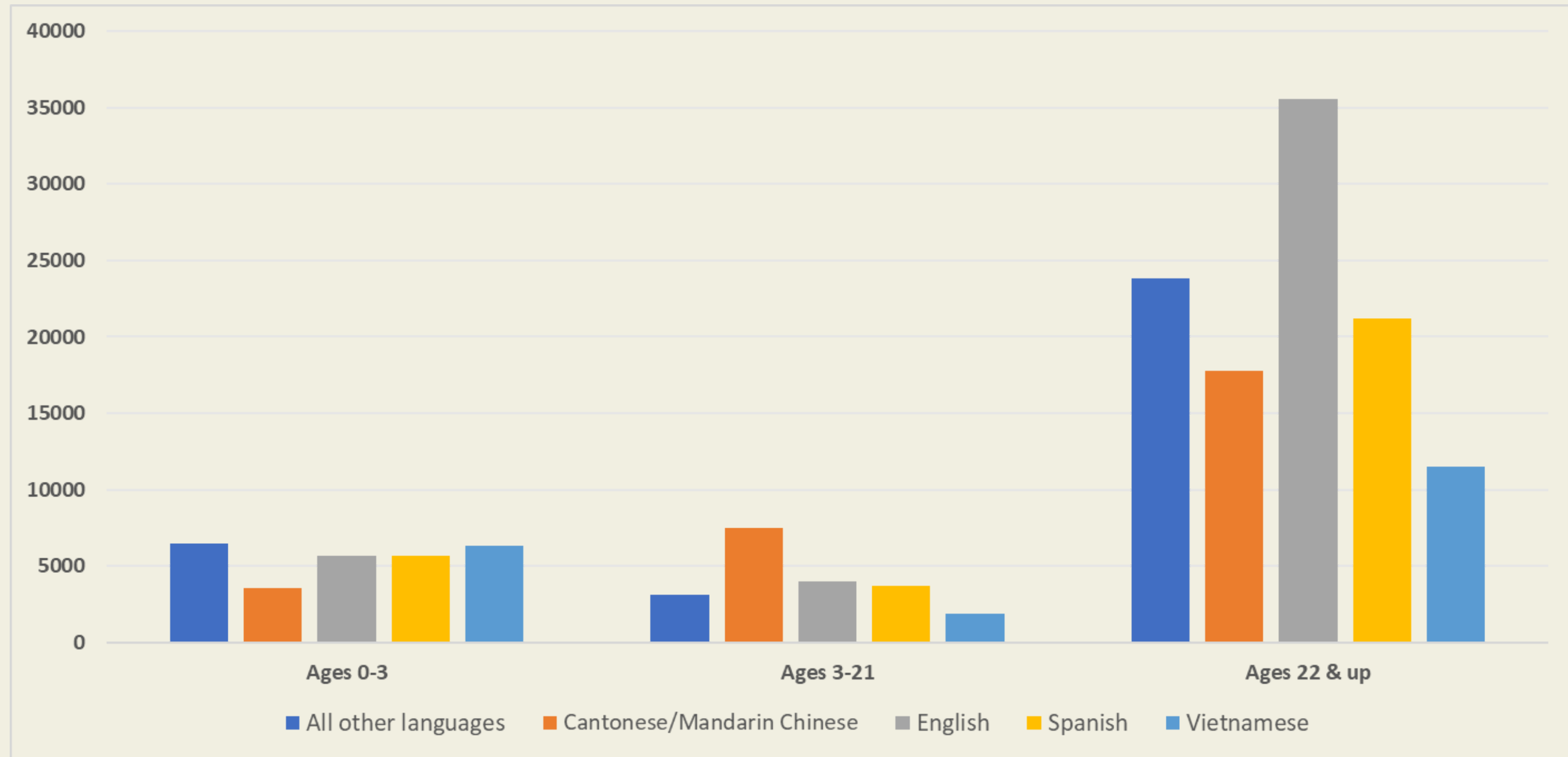
\$577,684,141 (Prior to audit)



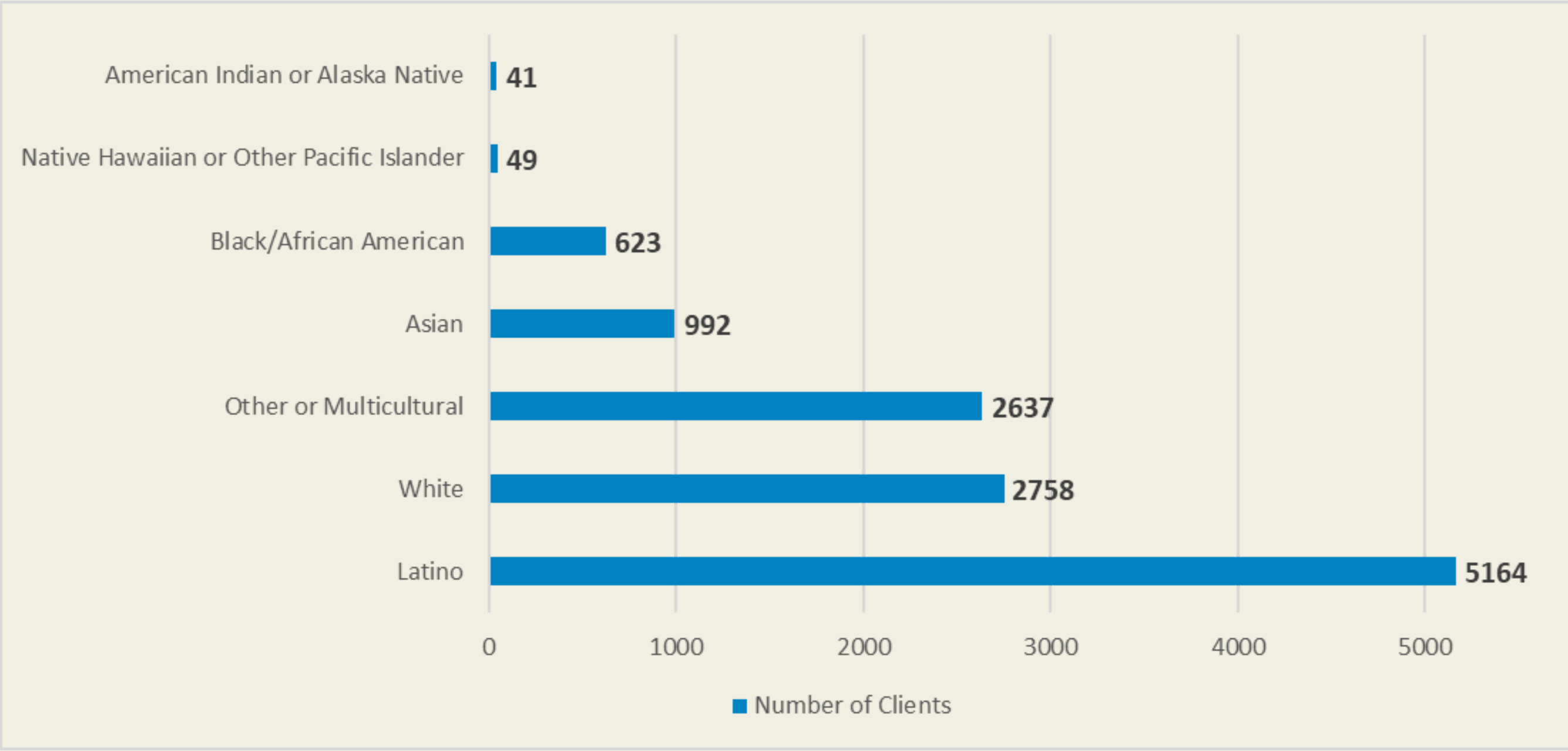
Average Amount of Money Spent Per Person by Age & Ethnicity FY 22-23



Average Amount of Money Spent Per Person by Age & Language FY 22-23



Number of Clients with No POS by Race or Ethnicity



Percent with No Purchased Services:

American Indian or Alaska Native: **32%**

Native Hawaiian or Other Pacific Islander: **34.8%**

Black/African American: **27.1%**

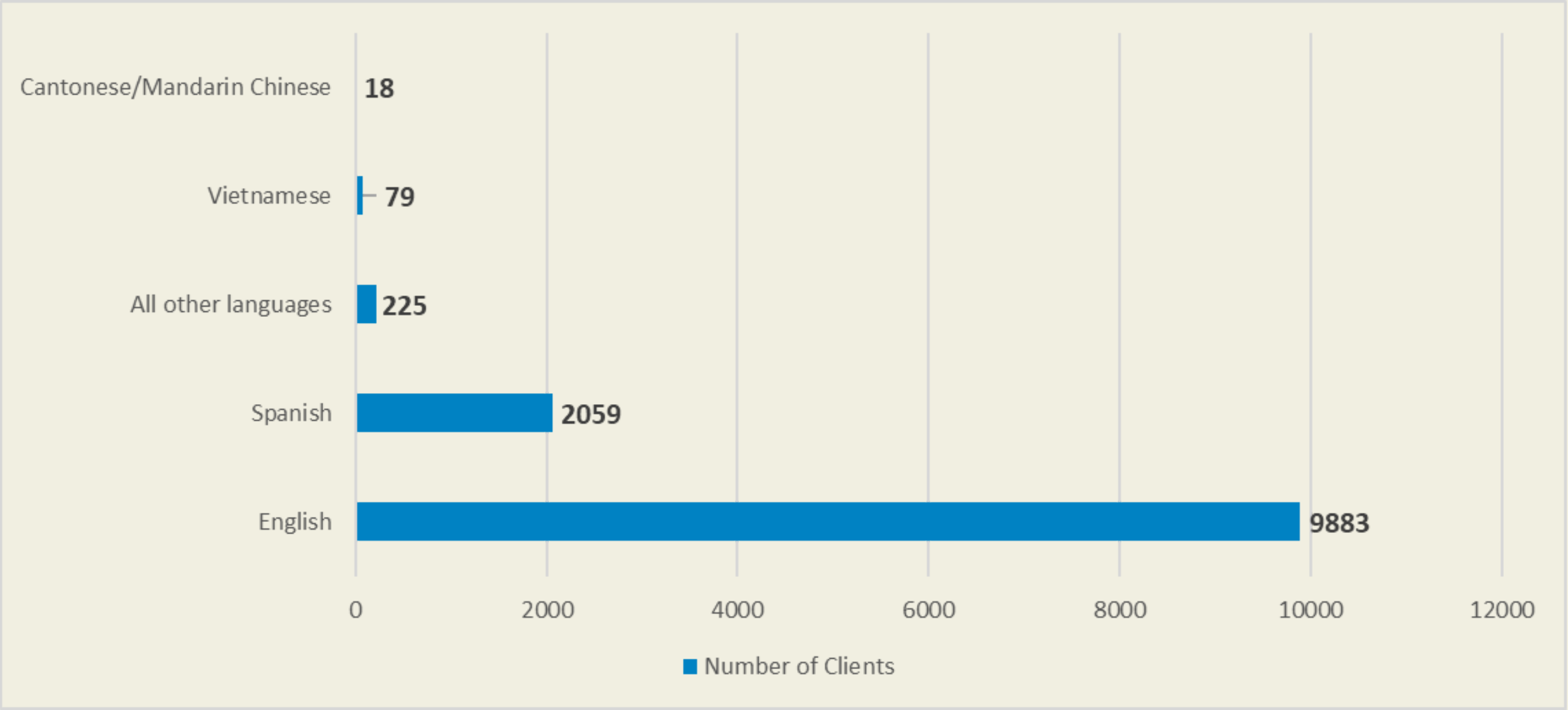
Asian: **31.2%**

Other/Multicultural: **29.8%**

White: **24.6%**

Latino: **30%**

Number of Clients with No POS by Language



Percent with No Purchased Services:

Cantonese/Mandarin Chinese: **20.7%**

Vietnamese: **47.3%**

All other languages: **22.9%**

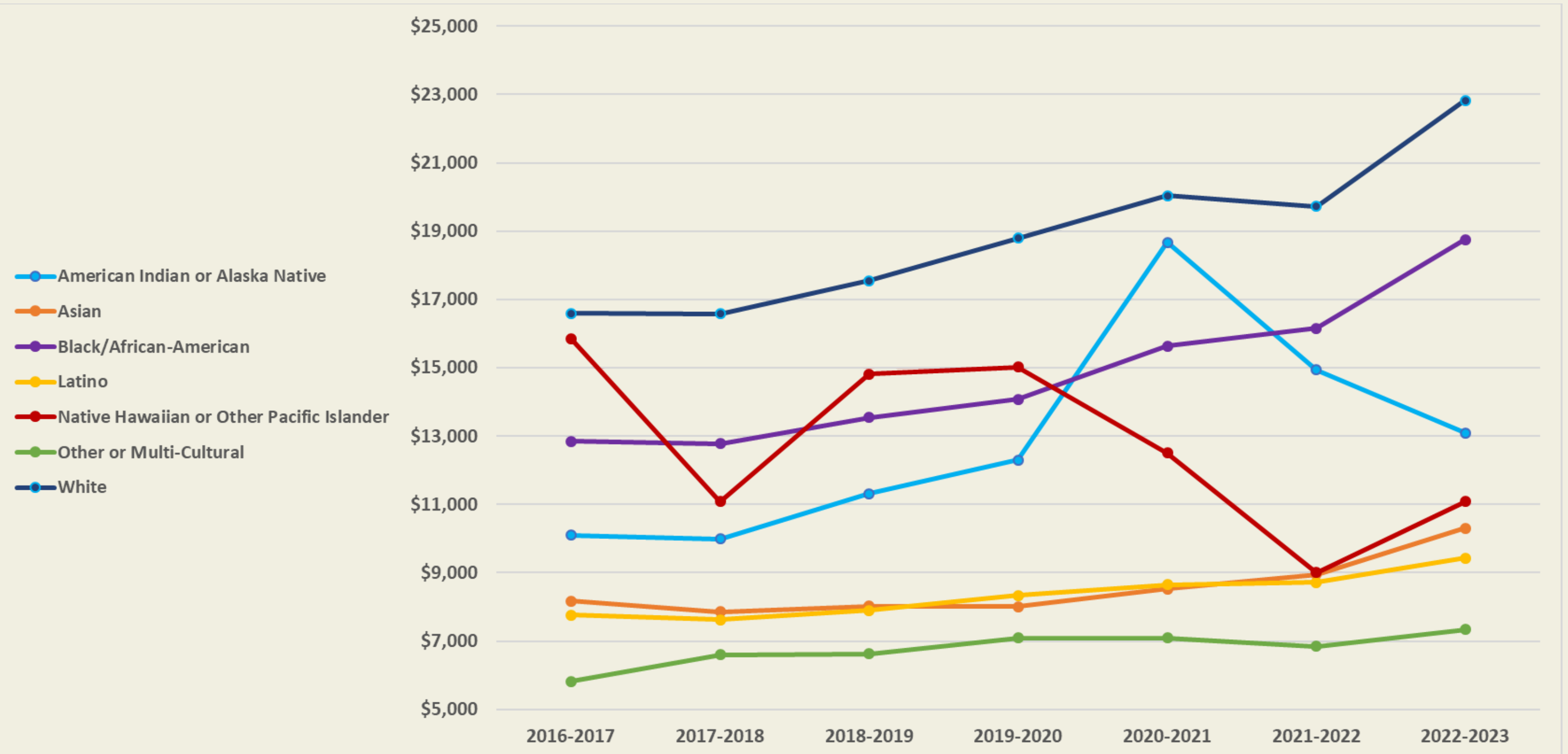
Spanish: **25.7%**

English: **29.2%**

Findings & Trends

Average Amount of Money Spent Per Person by Race/Ethnicity

Trend Analysis Past 7 Years



Findings & Trends

- POS spending has gone up for all ethnicities in the past 7 years except for Native Hawaiian/Pacific Islanders.
- POS Spending went up for all ethnicities during FY 22-23 except for American Indian/Alaska Natives.

Race/Ethnicity	Percentage Change in ~ Past 7 Years
American Indian/Alaska Native	↑ 30%
Asian	↑ 26%
Black/African-American	↑ 46%
Latino	↑ 21%
Native Hawaiian/Pacific Islander	↓ -30%
Other/Multicultural	↑ 26%
White	↑ 37%

SDRC Initiatives



2023 Public Input & SDRC Response

Delve further into race categories of the POS data to identify other ethnically diverse communities and present data specific to these individuals



Ongoing communication regarding the collection of data for racial categories not listed in the POS reports. DDS plans to develop a new system—the Consumer Electronic Records Management System (CERMS)—that would allow it to centrally manage information across all California regional centers.

For SDRC to hold focus groups with clients and families to ask about their cultural and linguistic needs and to assess for SDRC staff cultural competency.



To date we have coordinated a total of 6 listening sessions for clients and their families



Service Access & Equity Grants 22-23:

ORGANIZATION	PROJECT DESCRIPTION
BRIDGE Project (ABLT)	Create community partnerships for learning & advocacy with African American families
Acorns 2 Oak Trees	Native American early intervention navigation project with culturally competent outreach for Tribal families
California Tribal Family Coalition	Training for Tribal families to increase access, expand advocacy & address implicit biases
Being Built Together	Community connector program to expand service access for Korean speaking families
SDRC PUENTE Project	Promotora community connector to empower a network of Hispanic families in San Diego
Self-Determined Futures	Increase access to SDRC services for Deaf or Hard-of-Hearing individuals who are also Black or Latino.
Options for All	Expand the employment and retention of Spanish speaking direct support professionals

Diversity, Equity, Inclusion & Accessibility Team

- Identify events and opportunities for outreach to underserved communities.
- Collaborate with community-based organizations to enhance their knowledge of SDRC.
- Coordinate webinars for staff to learn more about generic resources in the community.
- Coordinate educational webinars for clients and their families in various threshold languages.
- Collaborate with the Self-Determination Team to do outreach & increase participation from underserved communities.
- Bring awareness about SDRC services to underserved communities and increase service access & utilization.



Tribal Outreach

SDRC Tribal Outreach Specialist:

- Collaborate with tribal communities to coordinate outreach activities to provide information on Regional Center systems
- Identify service gaps in the tribal communities, identify the unmet needs, and assist with resource development to increase access to services.

EVENTS and PRESENTATIONS

- *Community events: 5*
- *Presentations: 5*
- *Screening events: 3*
- *Trainings: 1*

OUTCOMES

- *Screenings: 10*
- *Referrals from screenings: 6*
- *Eligible (Receiving ES services): 2*
- *Over 3 referrals: 8*
- *Eligible: 5*
- *Pending: 2*



Early Start ARPA Part C Project

EARLY START DATA – SAN DIEGO COUNTY

- *Data for August 2022 –December 2023*
 - *50 Community Events*
 - *48 Shelter Visits*
 - *38 Presentations for community partners promoting Early Start and ARPA Part C initiative*
 - *312 Babies screened*
 - *209 Referred*
 - *135 Eligible (receiving Early Start services)*
 - *11 Pending IDA assessments*



Early Start ARPA Part C Project

EARLY START DATA –IMPERIAL COUNTY

- *Data for August 2022 –December 2023*
 - *69 Community Events*
 - *2 Shelters*
 - *6 Presentations for community partners promoting Early Start and ARPA Part C initiative*
 - *100 Babies screened (including families who refused full IDA assessment)*
 - *97 Referred*
 - *87 Eligible (receiving ES services)*
 - *7 Pending IDA assessment*
 - *9 Pending eligibility*
 - *1 Assessment completed*



Deaf & Hard of Hearing Specialist

- *Monthly visits with clients and service provider staff to ensure client has access to communication and to the community.*
- *Visit clients to determine what client's needs and wants are.*
- *Collect and maintain resources for services such as ABA and respite that are hard to find in ASL.*
- *Analyze data on clients with hearing loss, to check on any unmet needs and more.*
- *On-going consultations with Service Coordinators*
- *Presented at Client Services Orientation Training*
- *Attended outreach events (San Diego Deaf Festival, Love and Literacy)*



Language Accessibility Specialist

- *Listening sessions*
 - *Somali Family Services*
 - *Service Coordinators who speak Tagalog, Vietnamese or Mandarin Chinese*
 - *Black/African American Service Coordinators*
 - *Imperial Valley Service Coordinators*
 - *Filipino Community in Central San Diego and North County*
 - *Service coordinators with Deaf or Hard-of-Hearing (HOH) clients*
 - *Black/Latino Deaf or HOH Community -Eastlake*
 - *Black/Latino Deaf or HOH Community -National City*
 - *Black/African American Community*
 - *LGBTQ+ Community*



Language Accessibility Specialist

- *Set up team of SDRC employees and local partners for Middle Eastern outreach activities, to be held beginning in April.*
- *Translated and reviewed all new brochures, now printed in Spanish, Tagalog, and Arabic.*
- *Set up LACC workflow for translations and interpretations with special LACC team at Hanna, hold regular meetings.*
- *Constant translation and review of documents across SDRC departments into threshold languages.*
- *Translate all social media posts into Spanish so both English and Spanish can be posted simultaneously.*



Enhanced Services Coordination (ESC) Unit

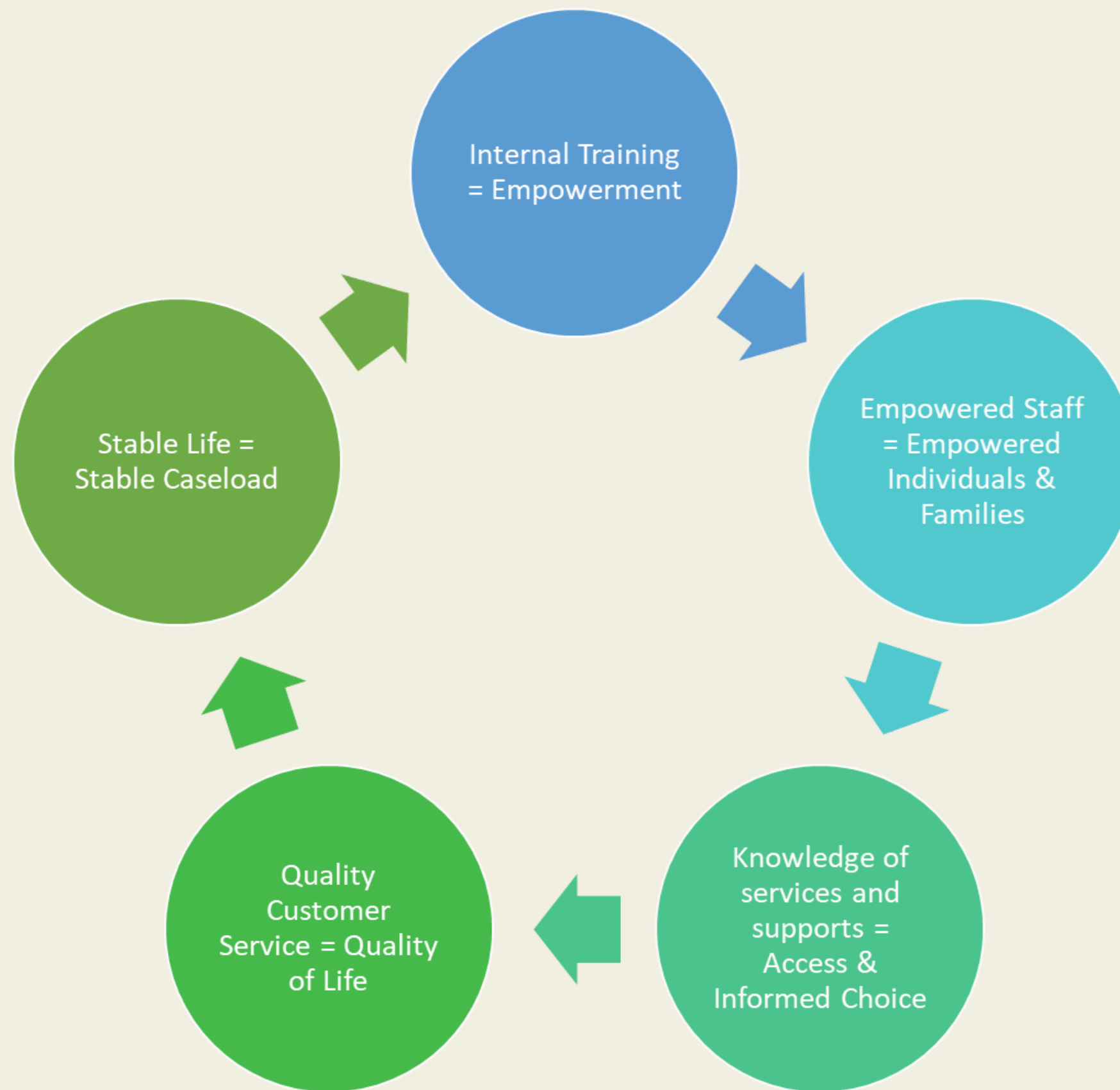
Purchase of Service Data 07/23

- **July 2023:** ESC Unit had 182 clients served with a total POS expenditure of \$775,616 from 7/2022-6/2023.
- **March 2024:** ESC Unit had the same 184 clients plus 2 new clients served with a total POS expenditure of \$874,303.95 from 7/2023 to 03/2024.
- Total increase of SDRC POS funding in 9 months totals to **\$98687.95**

Key findings:

- Lowered caseloads have impacted increased education and empowerment in families.
- Individuals and families feel more empowered have shown an increase in self-advocacy and access to services.





Public Input & Recommendations





Thank you for your time!

Intake Information

Early Start Ages 0-3: (858) 496-4318

Ages 3 & Above:

San Diego County

intake@sdrc.org

(858) 576-2938

Imperial Valley

imperialintake@sdrc.org

(760) 355-8383

DEIAteam@sdrc.org





San Diego Regional Center
4355 Ruffin Road, San Diego, CA 92123
858-576-2996 / www.sdrc.org

Serving individuals with developmental disabilities in San Diego and Imperial Counties

San Diego Regional Center – Imperial Valley
Community Meeting Purchase of Service Data
Public Meeting 3/21/2024 at 5:30 PM

Attendance

The first public meeting was held in-person at the San Diego Regional Center Imperial Valley office. There was a total of 10 attendees. 5 of the participants were SDRC staff, one was a DDS representative, and all others were clients and their families. Attendees had printed slides in all threshold languages available so they could follow along with the PowerPoint presentation.

Call to Order

Brenda Bello Vazquez, the SDRC Cultural Specialist, began the meeting at 5:30 PM. Interpretation was made available in all threshold languages via Zoom: Arabic, Tagalog, Vietnamese, Mandarin Chinese, and Farsi. The meeting was conducted in Spanish. No interpretation was needed.

Discussion Items

A PowerPoint was displayed in-person. To begin our discussion regarding disparities in Purchase of Service (POS) spending, attendees were provided with background information in regard to the purpose of the meeting followed by an explanation of what a Purchase of Service is. Attendees were then directed to a few charts that were included in the presentation starting with general information about the community we serve. Emphasis was made to the following tables: Total Number of Clients, Age of Clients, Where Clients Live, Ethnicity of Clients, and Number of Clients by Threshold Language.

The next set of tables delved further into Purchase of Service expenditures. The first chart represented Per Capita Expenditures by Age & Ethnicity. It was noted that there were differences in terms of POS spending with the biggest differences emerging when clients are approaching adulthood. All non-White clients on average, receive less POS dollars than White clients ages 22 & up. Attendees were then presented with charts that represented the number and percentage of clients with no POS by Race/Ethnicity and Language. Native Hawaiian or Other Pacific Islander clients had the highest number of clients with no POS compared to all other ethnicities at 34.8%. Vietnamese speaking clients had the highest number of clients with no POS compared to all other threshold languages at 47.3%.

The next chart was a Trend Analysis of Per Capita Expenditures by Race/Ethnicity over the past 7 years. It was noted that POS expenditures have gone up for all ethnicities over the past 7 years with the exception of Native Hawaiian or Other Pacific Islander clients. The trends for Native Hawaiian and American Indian clients were discussed due to the drastic drops and increases in Total Per Capita POS expenditures over the years. Data showed a strong correlation between average POS expenditures by Race and Residential Placement and Total Per Capita POS expenditures for these two groups. Attendees were made aware of the small sample sizes in order to clarify that any change in service for an individual in these groups will skew the data leading to drastic changes in Per Capita POS expenditures from year to year.

There was follow-up discussion regarding the recommendations and input from last year's public meeting and how SDRC responded to that input. Attendees were then presented with strategies SDRC is implementing to address disparities shown in the data. The following projects/initiatives were discussed:

- Development of the Diversity, Equity, Inclusion & Accessibility team
- Tribal Outreach
- American Rescue Plan Action Part C (ARPA) in San Diego & Imperial counties
- SDRC Deaf & Hard of Hearing Specialist
- Language Access & Cultural Competency - Focus on threshold language communities
- Enhanced Service Coordination
- Collaboration with Service Access & Equity grantees



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4355 Ruffin Road, San Diego, CA 92123
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Serving individuals with developmental disabilities in San Diego and Imperial Counties

- Community Trainings about SDRC

Public Input

The following comments/questions were made during the meeting:

1. Question: Was respite part of the expenses?
2. Question: Are the numbers for both San Diego and Imperial Valley?
3. Question: How long does it take to get services from the start of intake to until someone gets services?
4. Observation: A parent shared that she was surprised by the amount of people with disabilities that live in the Imperial Valley.

The following input and recommendations were offered during the discussion.

1. For SDRC to separate San Diego and Imperial Valley numbers to see what resources and programs are available for IV and what communities are we reaching and not reaching in the Valley.



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San Diego Regional Center – North County
Community Meeting Purchase of Service Data
Public Meeting 3/25/2024 – 5:30 PM

Attendance

A second public meeting was held in-person at the San Diego Regional Center San Marcos office. There were a total 8 attendees. 3 of the participants were SDRC staff, one was a DDS representative, and all others were family members of clients. Attendees had printed slides in all threshold languages so they could follow along with the PowerPoint presentation.

Call to Order

Brenda Bello Vazquez, the SDRC Cultural Specialist, began the meeting at 5:30 PM. Interpretation was made available in all threshold languages via Zoom: Spanish, Arabic, Tagalog, Vietnamese, Mandarin Chinese, and Farsi. The meeting was conducted in English. No interpretation was needed.

*Discussion Items were the same as previous meeting.

Public Input

The following comments were made during the meeting:

1. Parent stated that day programs have 2-3-year waitlists or closed during the pandemic and others have staffing shortages. Son is not very verbal and can't work, what services can be put in place to support her son? She is not comfortable using respite.
2. Father of twin boys shared that they are coming back to SDRC and will start navigating services for both children

The following input and recommendations were offered during the discussion.

1. For SDRC to collaborate with Adult Transition Programs (ATP) to help students and adults' transition into adulthood.
2. For SDRC to have more transition fairs in collaboration with the district (more than 1 per year)
3. For SDRC to present at ATP and work better together using plain language to make information easier to digest



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San Diego Regional Center – Zoom Webinar
Purchase of Service Expenditure Data
Public Meeting 3/26/2024 – 5:30 PM

Attendance

The third public meeting was held via Zoom webinar. There were a total 63 attendees. 4 of the participants were SDRC staff, 2 were DDS representatives, 10 were service providers, and 47 were clients and families. Guests were asked to type their name and affiliation in the chat. Screen sharing was used so attendees could follow along with the PowerPoint presentation.

Call to Order

Brenda Bello Vazquez, the SDRC Cultural Specialist, began the meeting at 5:30pm. Language interpretation in all threshold languages was available upon request. There were no requests for interpretation by attendees.

*Discussion Items were the same as previous meeting.

Public Input

1. What are out of home expenditures?
2. Per the fiscal report, the SDRC has around \$400 million in unused funds. Can you share what is done with that and the reason why there is so much unused funding?
3. Are staff undergoing training and information sessions on how immigration impacts access to services for regional center families?
4. Where can I get a list of POS for my son?
5. Is there data on percentage of authorized funds versus how much of that funding was used?
6. Could you explain in the slide of "Average Amount of Money Spent per person per race", some races, like white, the average amount is \$23,000 in 2022-2023, while the average amount in some other races, like Latino and Asian less than \$10,000?
7. These meetings have been held for years now, and while I am glad to see POS has risen for some people, I remain concerned that ALL people are struggling to receive the services they request. According to DDS, the per capita expenditures for SDRC clients is \$13,070.00, which is the lowest in the 21 regional centers. SDRC is only spending 58.9% of their POS budget, while GGRC who has a per capita spending of \$37,308.00 per client, and still only spends 78.6% of their budget. Has a review of the POS guidelines been considered? These guidelines could be a barrier to people receiving the services they need.
8. ¿Cómo va a llegar estos fondos a la comunidad hispana?
9. Do you have any reports/statistics regarding how many clients/families are not able to access services/programs due to lack of available options and/or hard for organizations to become vendors through SDRC?
10. ¿Por qué la comunidad hispana no es parte del incremento?
11. Why does regional center not help with speech for little kids after 3-year old's, if they have money to return?
12. Will this new DDS data collection system also be able to tell us (parents, clients, organizations) about different statistics and potential disparities between the different regional centers across the state?
13. Webinars are the past!!
14. One of my concerns is transparency. It's been my experience different workers/supervisors tell you different things about services i.e. HCBS waiver. Who is the contact person(s) SD and Imperial County to make a formal public record request? Part of the reason I ask is in the past I have requested services and am denied but no NOA is provided.
15. If you anticipate a surplus of funds for the current fiscal year, as we get closer to year end, is it possible to take a more proactive approach with your service providers and informed us that funds are available?
16. My daughter is in a wheelchair & we can't find Adult Day Program in North County, No LVN Nurse + no Respite Care



for many years. Single Mom in very difficult situation.

17. One of the reasons families may not be using their services may also be that they need access to a list of what services are available throughout SDRC in a family friendly format. Would the SDRC consider creating a Google Form that is sent out biannually to vendors with information fields that vendors can complete, and then have the Google Form feed directly into a form that can be accessed by families? NCCSE used to create a great service provider list and that format was very useful to families who attended the transition services events.
18. Hi I'm Alex, I have 3 Residential Care Homes. It would be helpful to know what is needed to fill the need for the Developmental Disability. Is there any way this information can be provided to all Service Providers?
19. Can a synopsis of what the information Spanish speaking folks have been providing be shared?
20. Is it legal to remove services for a kid if the IPP hasn't been signed? I'm pretty sure it is very illegal. Since the IPP is a legal document and parents should not be forced to sign or be threatened to sign, otherwise they won't return services.
21. Muchas gracias por su trabajo y por esta reunión, pero si les agradecería tener esta misma reunión en español.

The following input and recommendations were offered during the discussion.

1. For SDRC to host a public meeting as a Zoom meeting as opposed to a Zoom webinar to allow participants to see each other.
2. For SDRC to host informational sessions or trainings on how immigration impacts access to services for regional center families.
3. For SDRC to update their vendor list on a biannual basis and allow vendors to update their information on their own through a platform such as Google Forms.
4. For SDRC to consider developing a centralized service provider list that is family friendly and easily accessible.
5. For SDRC to host a public meeting in San Diego county that is presented solely in Spanish.



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San Diego Regional Center – Main Office
Purchase of Service Expenditure Data
Public Meeting 3/27/2024 – 6:00 PM

Attendance

A fourth public meeting was held on Thursday evening in-person at the San Diego Regional Center Main office. There was a total of 16 attendees. Five of the participants were SDRC staff, one was a DDS representative, and the rest were community members or service providers. Guests were asked to sign-in with their name and affiliation. Attendees had printed slides available in all threshold languages to follow along with the PowerPoint presentation.

Call to Order

Brenda Bello Vazquez, the SDRC Cultural Specialist, began the meeting at 6:00 PM. Language interpretation was available upon request. There were 6 requests for Spanish interpretation by attendees.

*Discussion Items were the same as previous meeting.

Public Input

1. Children need help when they are young and if we provide them at an early age, SDRC wouldn't need to spend too much when they grow up
2. Increase access to respite, social recreation, and personal assistance (PA) to increase our POS data
3. How is SDRC serving the Latino community and families?
4. Parent of child from an inter-regional center transfer explained she has been through 3 SCs
5. The zoom webinar felt like it was closed to the community. Do a zoom meeting instead of a webinar to allow more comments, questions & interaction amongst attendees.
6. Allow individuals to make policies themselves. Policies are barriers. Even when they come to the table, they are told "no". How come numbers are so low for Early Start? Reach families with no POS expenditure. The community should be a part of the solution and collaboration. Families need to be heard.
7. SDRC is known for saying "no" and denying services. Offer personal assistance for families with children like RCs in Los Angeles. Why is SDRC giving money back to DDS if there is a need?
8. Parent shared concern of daughter diagnosed with Down Syndrome and was not eligible for services at 3. One mother is helping the other mother navigate through intake. Mother received intake packet in English even though she doesn't speak English
9. Children 0-21 years need help. SCs not helping families and not empathetic.
10. Families are not receiving enough respite hours. The respite assessment does not take into consideration what the parent is going through
11. Take into consideration about people not accessing the website and how we can reach those families
12. Service delivery should not vary so greatly by race or language. Service delivery should be based solely on the individual need of each regional center client.
13. How successful has Tribal Outreach been?
14. How often are staff trained?
15. Have listening sessions been effective and in what way?
16. Have relationships with community-based organizations continued?
17. Has SDRC surveyed families to see if SDRC staff cultural competence has improved?

The following input and recommendations were offered during the discussion.

1. For SDRC to increase access and awareness of SDRC services that can be accessed for Early Intervention & children (0-



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21).

2. For SDRC to consider different marketing strategies avenues to reach as many underserved individuals and families such as through a newsletter or text messages.

The following recommendations were made via letter to SDRC from Disability Rights CA:

1. For SDRC to hold focus groups with clients and their families to ask about their cultural and linguistic needs relating to regional center services and support throughout the year on different days and times to reach the most people.
2. When submitting SDRC's report to DDS due by August 31, 2024, capture whether the listed items (SDRC initiatives) were completed as described and how those steps positively impacted/influenced the data.
3. For SDRC to introduce variety in the days and times of the public meetings, such as scheduling a meeting on a weekend, rather than holding all meetings on weekday nights at the same time.