

## **PUBLIC MEETINGS**

August 31, 2020

Regional Center of the East Bay (RCEB)

Report on the implementation of the requirements of California Welfare and Institutions Code Section 4519.5

Required data for 2018-2019 was posted on the RCEB internet web site by December 31, 2019 This information remains posted as does the data for previous years.

The law (W and I Code, Section 4519.5 (e)) requires that the regional center meet with stakeholders in one or more public meetings regarding the data.

“The meeting or meetings shall be held separately from any meetings held pursuant to Section 4660. The regional center shall provide participants of these meetings with the data and any associated information, 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, as required by Sections 11135 to 11139.7, inclusive, of the Government Code and implementing regulations. 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 Web site 30 days prior to the meeting and shall be sent to individual stakeholders and groups representing underserved communities in a timely manner. Each regional center shall, in holding the meetings required by this subdivision, 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.”

In order to identify times and locations designed to result in a high turnout by the public and underserved communities, input was requested from the bi-monthly meeting of the Diversity and Equity Committee of the RCEB Board of Directors. This process is utilized every year. Suggestions included holding the meetings paired with a training, identifying events that are already happening in the community, holding meetings on weekends, and having translation in multiple languages.

Based on this input, potential locations and times were identified and confirmed with hosts. Translators were scheduled. The meetings were properly noticed 30 days in advance. The public meetings were announced on the RCEB website. The announcement was updated as additional meetings were added. Several groups requested to have presentations held at their locations. Information was included in RCEB board packets and sent to a board mailing list. Announcements were made at community meetings attended by staff prior to the scheduled dates of public meetings. For meetings in conjunction with other groups, the meetings were also announced by the groups to their regular attendees. The posted schedule is included as Attachment “Schedule” to this report.

Eight public meetings were scheduled.

- 1) Saturday, February 8th at 10:00 AM at Friends of Children with Special Needs in Fremont. This session was at the same time as a regular support group occurs. Translation was offered in Mandarin and Cantonese.
- 2) Monday, February 10 at 10 AM at First Five Center in Brentwood. This session was conducted in Spanish
- 3) Saturday, February 22<sup>nd</sup> at 2 pm in Oakland during a conference for African American families
- 4) Friday, February 28th at 5:00 PM in the RCEB San Leandro office. This location was announced with translation in Vietnamese. Announcements were sent by case managers to families with follow up phone calls. Dinner was provided. The location is accessible by public transportation
- 5) Saturday February 29th at 1:00 PM at La Familia Counseling Services in Hayward. The presentation was conducted in Spanish
- 6) Tuesday, March 3<sup>rd</sup> at 10:00 AM in Concord. This session was conducted in Spanish
- 7) Saturday, March 7th at 10:00 AM in Oakland in conjunction with a regularly attended support group. Translation in Chinese announced.
- 8) Thursday, July 15th at 1:00 AM via ZOOM. This session was conducted in Spanish

**Meetings:**

PowerPoint Presentation Available at [www.rceb.org](http://www.rceb.org)

Minutes in Attached Minutes 20

February 8, 2020

Attendees: 15

February 10, 2020

Attendees: 13

February 22, 2020

Attendees: 25

February 28, 2020

Attendees: 16

February 29, 2020

Attendees: 21

March 3, 2020

Attendees: 11

March 7, 2020

Attendees: 27

July 15, 2020

Attendees: 50

Total attendees at Public Meetings in 2020: 178

Summary of comments:

- Need to make website accessible in languages other than English
- Need for service coordinators to adopt a proactive approach and inform families about services available that can make a difference for the consumer/family
- Need to develop diverse services for African American consumers/families and consumers with special health care needs
- Need to develop programs to address the needs of consumers living in East and far East Contra Costa, including Day Programs, Housing, Job Training, and community events, among others
- Concerns about inability to use much needed services such as respite due to restrictive policies,
- More efficient process during diagnosis so that young children do not miss early intervention services.
- Need for more services in general and information
- Need to restore social recreational services,
- Provide access to RC information through social media.

It appears that meetings held at familiar locations and /or in conjunction with other events generated a larger turnout of attendees. The comments from each meeting are included in the attached minutes (Minutes 20).

Identified Disparities in the POS data. Overall population

Annual authorizations and expenditures for consumers 22 and over are provided in the table below:

<b>Ethnicity</b>	<b>Annual Authorizations</b>	<b>Annual Expenditures</b>
African American	\$37,159	\$32,142
Asian	\$30,642	\$26,158
Other	\$36,382	\$30,141
Hispanic	\$28,044	\$23,664
White	\$51,569	\$45,062

Year to Year

<b>Ethnicity</b>	<b>2017- 2018 Annual Authorizations</b>	<b>2018 – 2019 Annual Authorizations</b>
African American	\$34,737	\$37,159
Asian	\$27,242	\$30,642
Other	\$32,011	\$36,382
Hispanic	\$26,692	\$28,044
White	\$46,814	\$51,569

This year we saw a few changes in expenditures in the 3-21 age group (see charts below). We believe this may be due to the change in funding of most ABA services from regional centers to Medi-Cal.

<b>Ethnicity</b>	<b>Annual Authorizations</b>	<b>Annual Expenditures</b>
African American	\$10,048	\$7,426
Asian	\$8,269	\$5,803
Other	\$6,893	\$4,347
Hispanic	\$4,230	\$3,960
White	\$10,655	\$7,104

Year to Year

<b>Ethnicity</b>	<b>2017-2018 Annual Expenditures</b>	<b>2018 -2019 Annual Expenditures</b>
African American	\$7,024	\$7,426
Asian	\$5,897	\$5,803
Other	\$4,451	\$4,347
Hispanic	\$3,960	\$3,960
White	\$7,142	\$7,104

Adults At Home:

Among adults living at home, authorizations and expenditures are highest for those who identify as white and lowest for those who identify as Asian. Other groups are more consistent in authorizations and expenditures. What contributes to this disparity is unknown.

<b>Ethnicity</b>	<b>Annual Authorizations</b>	<b>Annual Expenditures</b>
African American	\$18,055	\$13,165
Asian	\$16,528	\$12,495
Other	\$19,746	\$13,870
Hispanic	\$16,610	\$12,570
White	\$20,328	\$14,410

Year to Year

<b>Ethnicity</b>	<b>Annual Expenditures 2017-2018</b>	<b>Annual Expenditures 2018-2019</b>
African American	\$12,966	\$13,165
Asian	\$11,598	\$12,495
Other	\$12,622	\$13,870
Hispanic	\$12,197	\$12,570
White	\$14,510	\$14,410

### Adults Out of Home:

For adults living out of home, the authorizations and expenditures are similar among all groups except for African Americans. Out of home includes several types of living arrangements and supports. Are there differences in where people live based on ethnicity? Is this related to availability of services or another factor? This difference needs to be explored to identify whether there are unmet needs contribute to this disparity. Expenditures for all groups have increased likely due to statewide minimum wage increases.

<b>Ethnicity</b>	<b>Annual Authorizations</b>	<b>Annual Expenditures</b>
African American	\$53,828	\$48,701
Asian	\$68,936	\$63,226
Other	\$66,013	\$59,121
Hispanic	\$56,588	\$51,358
White	\$70,459	\$63,596

### Year to Year

<b>Ethnicity</b>	<b>Annual Expenditures 2017-2018</b>	<b>Annual Expenditures 2018-2019</b>
African American	\$45,963	\$48,701
Asian	\$56,250	\$63,226
Other	\$53,296	\$59,121
Hispanic	\$49,330	\$51,358
White	\$55,515	\$63,596

### Children At Home:

We assume most children residing at home receive educational and other services that are not funded by the regional center. In these groups, while Whites and African Americans have the highest authorizations, African Americans have the highest expenditures and Hispanics the lowest expenditures. Spanish speaking families express difficulty in finding workers for respite and this may contribute to this disparity.

Are there socioeconomic factors that impact the identified needs of families? As we assess for need are there factors such as IHSS availability which impact requests for services? All groups had a decline in expenditures from last year which may be related to availability of services as well as ABA transitions. Several of the projects awarded disparity funds grants have also been engaged in helping families' access generic resources including Medi-Cal, SSI and IHSS so this may also have impacted the need for regional center funded services.

<b>Ethnicity</b>	<b>Annual Authorizations</b>	<b>Annual Expenditures</b>
African American	\$7,405	\$4,936
Asian	\$6,662	\$4,371
Other	\$6,238	\$3,704
Hispanic	\$5,435	\$3,618
White	\$7,261	\$3,909

Year to Year

<b>Ethnicity</b>	<b>Annual Expenditures 2017--2018</b>	<b>Annual Expenditures 2018-2019</b>
African American	\$4,902	\$4,936
Asian	\$4,551	\$4,371
Other	\$3,688	\$3,704
Hispanic	\$3,544	\$3,618
White	\$3,885	\$3,909

The impact of language on purchase of service is significant. Disparities in purchase of service exist by language. In most cases, expenditures for those whose family language is other than English have lower purchase of service expenditures than those who speak English only. RCEB sorted our expenditure data by age/language/ and ethnic group. These are expenditures for adults by ethnicity and language.

<b>Ethnicity/Language</b>	<b>Expenditures</b>
All/English	\$37,293
Spanish	\$20,193
Asian/Mandarin	\$32,126
Asian/Korean	\$26,146
Asian/Japanese	\$44,458
Asian/Cantonese	\$21,442
Asian/Vietnamese	\$15,421
Asian/Cambodian	\$7,790
Asian/Tagalog	\$23,629
Asian/Mien	\$7,495

Below is the chart of expenditures for Asians by language and ethnicity for children 3 years through 21 years. Disparities exist, however these are different than in the adult group.

<b>Ethnicity/Language</b>	<b>Expenditures</b>
All/English	\$6,114
Asian/Cantonese	\$8,955
Asian/Japanese	\$5,575
Asian/Tagalog	\$6,920
Asian/Korean	\$10,069
Asian/Mandarin	\$4,860
Asian/Vietnamese	\$5,232
Asian/Mien	\$3,995
Asian/Cambodian	\$623

A reduction in the percentage for several Asian consumers by language with no POS is evidenced in the following chart. We attribute this improvement to the adult services programs made available through the disparity funds program.

	<b>2017 - 2018</b>	<b>2018 - 2019</b>
<b>ASL</b>	10.3%	9.3%
<b>English</b>	24.1%	24.3%
<b>Spanish</b>	26.8%	26.9%
<b>Cantonese</b>	25.8%	25.6%
<b>Mandarin</b>	29.5%	29.1%
<b>Vietnamese</b>	37.0%	37.3%
<b>Korean</b>	29.0%	24.7%
<b>Cambodian</b>	57.1%	47.1%
<b>Other Asian</b>	36.6%	38.5%
<b>Mien</b>	50.0%	48.8%
<b>Tagalog</b>	37.4%	32.4%
<b>Arabic</b>	25.4%	22.8%
<b>Farsi</b>	19.8%	26.0%
<b>Hindi</b>	26.9%	28.4%
<b>Urdu</b>	20.3%	23.0%

Regional Center of the East Bay's recommendations and plans to promote equity and reduce disparities:

We look forward to changes in the near future.

### **Implemented Strategies:**

1. Three day programs funded through RCEB's Disparity Funds Program continue to provide services to adults in groups with low or no POS. The populations served by these new programs include consumers who speak or whose family's primary language is Mien, Cambodian, Vietnamese, Cantonese and Spanish.
2. Community Events: Several CBO have been awarded funds to implement community events for communities impacted by the inequities in the POS.

Progress reports as well as reports on completed projects from the list above, have been submitted as required by DDS.

### **Recommendations:**

The following recommendations continue for our regional center based on our review of current data. There are definitely disparities between ethnic and language groups. We continue to work with our consumers, families, and community partners to identify solutions to promote equity. While we look forward to a more detailed understanding of the data in the future as the Department of Developmental Services conducts analysis, we are committed to addressing these issues now.

- 1) Provide support in every way possible to all families during the COVID-19 pandemic. Some supports include PPE distribution to families and service providers, adapt service delivery

according to new guidelines, collect information related to incidence of infection among consumers and family members.

2) Continue to hold bi-weekly virtual community meetings led by RCEB's Executive Director to provide updates and current information. A Q&A segment is at the core of these community biweekly events

3) Continue enhancing use of social media to reach out to all families including virtual meetings, email, Facebook and others

4) Continue working with diverse stakeholders to address racial inequities at all levels in the RCEB community

5) Continue to work with diverse stakeholders to address the digital divide. This includes addressing accessibility to internet, access to devices and education to navigate online resources.

6) Continue to hold bi-monthly Diversity and Equity committee meetings of the Board of Directors. These meetings regularly include 15-20 individuals representing the RCEB Board, staff, community partners, and service providers. This group serves as a way to get input on potential activities and to plan for outreach to our community.

7) Continue to employ staff who are bilingual to serve our consumers and families who are monolingual. Continue to use one contract delegate case management agency to provide case management to consumers and families who are monolingual Spanish speaking. RCEB is not always able to identify trainers who speak multiple languages and will plan to request funding for translation headsets so that more languages can benefit from simultaneous translation.

8) Support conferences and other events in our community which provide education and information about regional center services to our diverse community in multiple languages. RCEB has historically supported Congreso Familiar in our Spanish speaking community. RCEB participates in the planning and implementation of additional events to support diverse communities.

9) The purchase of service expenditures in Early Start vary by ethnicity and primary language. Within those identifying as Asian and white, overall expenses are highest. There are certain language groups who have lower expenditures including those who are Spanish speaking, Cantonese speaking, and Mandarin speaking. We would like to be able to provide startup funding for a provider who can serve these monolingual families to provide Early Start services in their natural environments in the family's language.

10) Continue to increase the availability of materials in multiple languages and multiple modalities to explain potential services and the individual program plan/individual family service plan. This is an area in which we plan to develop materials on what services are available targeted at this concern.

11) Continue to update the RCEB website to make it easier to obtain information both on RCEB and community resources. Our website is now easily accessible on smart phones. During a number of our diversity and equity meetings, there has been discussion of the importance of increasing the use of text messaging and other hand held device communication methods.

12) Continue to actively work with community agencies to ensure that information and education on self-determination is provided to a broad range of communities. Self-determination may be a mechanism for individuals to access alternative services that are culturally and linguistically congruent.

13) Continual to encourage the development of Residential and or ILS type services that are culturally and linguistically congruent in new communities.

14) Continue efforts to address disparities that result from geographical isolation, especially in East and Far East Contra Costa County

15)Continue to work with service provider to make Family Home services available to consumers who communicate in ASL as well as to consumers who speak Vietnamese and Cantonese

16) Specifically look at bias in the policies/practices of the regional center and how these may impact services. Consider updates to policies and procedures and training for staff.