

# Application Report



**Applicant Organization:** Golden Gate Regional Center  
**Project Name:** GGRC Language Access and Cultural Competency Plan 2022-2023  
**Application ID:** App-22-283  
**Funding Announcement:** FY 21/22 Regional Center Funding To Improve Language Access And Cultural Competency  
**Requested Amount:** \$727,251.00

**Project Summary:** GGRC language access and culture goals will be to increase accessibility and improve responsiveness to community needs by redesigning its website, expanding outreach efforts to diverse communities in multiple languages, building community partnerships with local leaders to better identify how to improve service delivery in linguistically and culturally competent ways.

**Authorized Certifying Official:** Amanda Pyle    apyle@ggrc.org    -

**Project Director/Manager:** Amanda Pyle    apyle@ggrc.org    -

**Project Manager/Coordinator:** Arianna Cruz-Sellu    acruzsellu@ggrc.org    415-264-3014

**Compliance/Fiscal Officer:** Lop Hou    lhhou@ggrc.org    415-832-5530

---

**Section Name:** Regional Center Profile

**Sub Section Name:** RC Organization Profile

---

## 1. Applicant Question: Description of the Cultural, Linguistic, Racial and Ethnic Diversity of the Catchment

Provide a description of your regional center that includes:

- Counties served
- Geography of the region
- Primary languages of the individuals/families
- Demographics of ethnicities and cultures
- Other relevant information to describe your communities

You may upload an attachment but you must provide a narrative here. Limit your attachments to no more than 3.

### Applicant Response:

Golden Gate Regional Center serves three counties, San Mateo, San Francisco and Marin. This is a very diverse region as it includes one of the largest, most metropolitan international cities on the West Coast, San Francisco as well as suburban beach communities and the Silicon Valley. The combination of city, suburban and more rural environments within GGRC's catchment area creates an incredibly diverse population served. The extensive ethnic diversity of the GGRC catchment area is represented by 5 American Indian or Alaskan Native individuals, 2,392 Asian, 733 Black/ African American, 2,273, Native Hawaiian or other Pacific Islander, 1,175 Other race or ethnicity / Multi-Cultural, and 2,945 white. There are over 40 languages used by people served by GGRC. The primary threshold languages being English 6,775, Spanish 1,585, Cantonese-Chinese 612, and Tagalog 168. Additionally, another pertinent aspect of the diversity represented at GGRC is the 525 individuals who experience hearing loss. In entirety, 72% of people served by Golden Gate Regional Center are either non English speaking, non-white, have hearing loss or some combination of these experiences.

---

## **2. Applicant Question:** Description of Regional Center Efforts to Increase Language Access and Cultural Competency

Provide a description of your regional center's prior and ongoing efforts to increase language access and cultural competency in your catchment area. Examples of language efforts may include but are not limited to:

- Translation(s)
- Language interpretation
- Increase Bilingual staff
- Bilingual service provider recruitment
- Resource development to support those with a primary language other than English
- Other

You may upload a document (e.g. strategic plan or internal policy etc.) but you must provide a narrative here. Limit your attachments to no more than 3.

### **Applicant Response:**

Golden Gate Regional Center takes various steps to provide services which are as accessible as possible to the extensive communities that we serve. Most public meetings are translated in Cantonese, Spanish, and American Sign Language. We are actively expanding the measures we are taking to increase meeting accessibility. In addition to annual POS demographics public meetings, smaller meetings are held with family and self-advocate groups to share the same SAE information. GGRC implemented a person-centered thinking/practice initiative with a focus on cultural responsive person centered planning. GGRC employs bilingual social workers for monolingual and multilingual individuals/families. Currently we are rolling out the reduced case load social work program which focuses on those with low to no purchase of service. GGRC's use of this program will prioritize bilingual social workers. Furthermore, we are including bilingual social workers throughout staffing increase initiatives. For the translation of organizational documents, we partner with vendorized translation services and have subsequent translated documents proofread by bilingual staff. GGRC has brochures and limited service information translated on its website.

Most recently, GGRC partnered with Equity First, a consultant company to assess GGRC's internal areas of strength and areas for improvement in being a culturally responsive agency with its staff and to impact culturally responsive service delivery.

---

**Section Name:** Language Assessment

**Sub Section Name:** Language Access and Culture Plan

---

### **1. Applicant Question:** Language Data Review

Explain how your regional center will review, consider, and incorporate data provided by the Department on April 6th in your language assessment process. Examples of data analysis and consideration may include:

- Review data within the organization/staff
- Review with Board Members
- Review with families, community, and stakeholders
- Steps to improve data
- Steps to broadly share data
- Outreach/In-reach efforts to share data

### **Applicant Response:**

The data provided by the department will be reviewed with staff and board members to inform cultural competency and language accessibility. This data will also inform what communities are targeted within the various stakeholder input strategies used. This data will also be used to inform the language translation services provided across the organization. GGRC is currently assessing data regarding the Deaf + community to ensure accurate data is maintained. Golden Gate Regional Center also has an upcoming cultural assessment review and report from Equity First. This will be internally based but will further provide a base for understanding the culture of GGRC and how to make it as culturally accessible as possible.

---

### **2. Applicant Question:** Gathering Stakeholder Input

To better understand the language needs of your community, select what strategies your regional center will implement to gather stakeholder input. Check all that apply. Provide details for each selected strategy in the textbox. If you selected "Other", please identify what that will be.

#### **Applicant Response:**

- Listening sessions
- Outreach events
- Public meetings

#### **Applicant Comment:**

Listening Sessions - 4 listening sessions to diverse communities and diverse languages & 4 sessions to deaf community to assess service access issues and linguistically responsive service needs

Outreach Events - 1 day Conference (Deaf Community) - with RCEB; 10 monthly roundtable discussions in ASL for the Deaf+ community; outreach to Native American community with RCEB partnership

Public Meetings, aligned w/T17 & with transl.

---

### **3. Applicant Question:** Listening Sessions and Public Meetings

One strategy to build trust with your community and learn about the language needs of individuals and families served by your regional center is to host listening sessions and/or public meetings. Check all of the types of listening sessions and/or meetings you plan to host to gather input on language needs. Detail may be added for each selected strategy in the textbox below. If you selected "Other", please identify what that will be.

#### **Applicant Response:**

- Host listening session(s) with self-advocates
  - Host listening session(s) with family members
  - Partner with CBOs to host a community meeting
-

**Applicant Comment:**

Topics - Language and Cultural Barriers to accessing services and thought partners for change

Listening Sessions - 4 listening sessions to diverse communities of diverse languages & 4 sessions to deaf community to assess service access issues and linguistically responsive service needs; anticipated attendees self-advocates and family members/circle of support members with stipends for attendees

CBO partnerships to host meetings to communities/services that intersect with regional center services

---

**4. Applicant Question:** Language Focus in Listening Sessions

If your language assessment includes hosting listening sessions or community meetings, identify the language(s) focus for each session planned. Check all that apply. If you selected "Other", please identify what that will be.

**Applicant Response:**

- Cantonese Chinese
  - Tagalog
  - Spanish
  - American Sign Language
- 

**5. Applicant Question:** Survey Recipients

Surveying is one method to learn more about the needs of your community. Select individuals and/or group(s) your regional center will survey. Choose all that apply.

Regional centers including this in their plan will be required to include standardized survey questions that will be provided by the Department. Detail may be added for individuals and/or group(s) selected in the textbox below. If you selected "Other", please identify what that will be.

**Applicant Response:**

- Other

**Applicant Comment:**

N/A

---

**6. Applicant Question:** Development of Survey

Explain how you will create the survey and include what steps you will take to store data received from the survey. Examples of steps to develop a survey:

- Review language data
  - Use professional language translation
-

- For quality assurance, review draft language translations with community organizations, universities, and other community partners
- Identify distribution list

**Applicant Response:**

N/A

---

**7. Applicant Question:** Distribution of Survey

Select what method(s) you will use for distributing the survey. Choose all that apply. If you select "Other", please identify what that will be.

**Applicant Response:**

- Other

**Applicant Comment:**

N/A

---

**8. Applicant Question:** Surveys - Language Focus

For surveys developed into videos or translated into Non-English languages, identify the language(s) your regional center will focus. Check all that apply. If you selected "Other", please identify what that will be.

**Applicant Response:**

- Other

**Applicant Comment:**

N/A

---

**9. Applicant Question:** Coordinating with Other Regional Centers

If you plan to coordinate with another regional center(s) who serve(s) a common diverse population (e.g., Cambodian, Hmong, and/or Slavic, etc.) or if you will consolidate efforts to meet common cultural needs within your catchment, state what steps you will take to coordinate efforts.

### **Applicant Response:**

GGRC and RCEB will collaborate on outreach to 2 Communities:

1. Deaf/Deaf + Community
  1. Host a joint RCEB/GGRC 1 day Conference in Alameda County, accessible by public transport. The conference focuses on RC Services and Community resources. Efforts will be made to prioritize presenters who know ASL with interpreters provided for hearing attendees who do not know ASL.
  2. 10 Monthly virtual discussion groups for people in the deaf/deaf+ community with interpreters made available
  
1. Native American Community
  1. A number of local Native American CBOs serve people living in the wider SF Bay area. GGRC/RCEB will meet with community leaders of CBOs serving Native American people to discuss partnership opportunities culturally responsive efforts to build knowledge of regional center services. Outreach will include local tribes and local members of tribes outside of CA.

Workgroups of key regional center staff will support implementation of these efforts.

---

**Section Name:** Cultural Competency Assessment

**Sub Section Name:** Cultural Competency Assessment

---

### **1. Applicant Question:** Culture, Ethnicity and Race Data Review

Explain how your regional center will review, consider, and incorporate data provided by the Department on April 6th in your cultural competency assessment. Examples of data analysis and consideration may include:

- Review data within the organization/staff
- Review with Board Members
- Review with families, community, and stakeholders
- Steps to improve data
- Steps to broadly share data
- Outreach/In-reach efforts to share data

### **Applicant Response:**

Department of Developmental Services data will be used by Cultural Diversity Specialist and Deaf Access Specialist to expand understandings of needs, especially what communities need to further access. Data will also be utilized to inform community sessions and ensure accurate representation. This data will provide opportunities to share knowledge with people served and their families to further access and cultural competency. All community meetings and listening sessions will correlate directly with a currently underserved population, including but not limited to: underserved ethnicities and languages, disability groups, LGBTQIA+, etc. Efforts will be made to hold meetings at various times throughout the week, inclusive of the weekend to help accommodate participation. All listening sessions will offer translations and stipends will be given to all participants. As Golden Gate Regional Center focuses on the need to update the website and further accessibility the data provided by DDS will help to ensure changes will reflect the needs of our community.

Information gathered through listening sessions, paired with data gathered, will be compiled in a service provider presentation designed to work with service providers to help brainstorm solutions to service delivery access issues.

Additional data analysis will be a cross reference of cities in with lower socio-economic status and corresponding POS rates to assess for disparities commonly seen in other fields (eg healthcare).

---

## **2. Applicant Question:** Gathering Stakeholder Input

To better understand community needs related to cultural competency, cultural humility, and/or cultural sensitivity etc., identify what strategies your regional center will implement to gather stakeholder input. Check all that apply. Provide details for each selected strategy in the textbox. If you selected "Other", please identify what that will be.

### **Applicant Response:**

- Listening Sessions
- Outreach Events
- Public meetings

### **Applicant Comment:**

Listening Sessions - 4 listening sessions to diverse communities and diverse languages & 4 sessions to deaf community to assess service access issues and linguistically responsive service needs

Outreach Events - 1 day Conference (Deaf Community) - with RCEB; 10 monthly roundtable discussions in ASL for the Deaf+ community; outreach to Native American community with RCEB partnership

Public Meetings, aligned w/T17 & with transl.

---

## **3. Applicant Question:** Listening Sessions and Public Meetings

One strategy to build trust with your community and to learn about the cultural competency needs of your catchment area is to host listening sessions and/or public meetings. Check all that apply. Provide details for each selected strategy in the textbox. If you selected "Other", please identify what that will be.

### **Applicant Response:**

- Host listening sessions with self-advocates
- Host listening sessions with family members
- Partner with local CBOs to host a community meeting
- Host listening sessions with community organizations

### **Applicant Comment:**

Topics- Language and Cultural Barriers to accessing services and thought partners for change

Listening Sessions- 4 listening sessions to diverse communities of diverse languages & 4 sessions to deaf community to assess service access issues and linguistically responsive service needs; anticipated attendees self-advocates and family members/circle of support members with stipends for attendees

CBO partnerships to host meetings to communities/services that intersect with regional center services

---

## **4. Applicant Question:** Ethnicity Focus in Listening Sessions

If your cultural competency assessment includes hosting listening sessions or community meetings, identify the ethnicities and/or culture(s) for each session planned. Check all that apply. For example, if you will focus on the Middle Eastern community, check Other Ethnicity or Race/Multi-Cultural and provide detail of your efforts in textbox below.

---

**Applicant Response:**

- Deaf and Hard of Hearing
  - Hispanic
  - Asian
  - LGBTQ+
  - American Indian or Alaska Native
  - Other Ethnicity or Race / Multi-Cultural
  - Black/African American
- 

**5. Applicant Question:** Survey Recipients

Surveying is one method to learn more about the needs of your community. Select individuals and/or group(s) your regional center will survey to complete your cultural competency assessment. Choose all that apply. Provide details for selected individuals and/or group(s) in the textbox. If you selected "Other", please identify what that will be.

**Applicant Response:**

- Other

**Applicant Comment:**

N/A

---

**6. Applicant Question:** Development of Survey

Explain how you will create the survey and include how you will store data received from the survey. Examples of steps to develop a survey:

- Culture, ethnicity and race data
- Identify distribution list
- Use professional language translation
- For quality assurance, review draft language translations with community organizations and partners

The Department will review all surveys before distribution.

**Applicant Response:**

N/A

---

**7. Applicant Question:** Distribution of Survey

Select what method(s) you will use for distributing the survey. Choose all that apply. If you select "Other", please identify what that will be.

---



**Applicant Response:**

- Other

**Applicant Comment:**

N/A

---

**8. Applicant Question:** Surveys - Language Focus

For surveys developed into videos or translated into Non-English languages, identify the language(s) your regional center will focus on. Check all that apply. If you select "Other", please identify what that will be.

**Applicant Response:**

- Other

**Applicant Comment:**

N/A

---

**9. Applicant Question:** Coordinating with Other Regional Centers

If you plan to coordinate with another regional center(s) who serve a common diverse population (e.g., Cambodian, Hmong, and/or Slavic, etc.) or if you will consolidate efforts to meet common cultural needs within your catchment, state what steps you will take to coordinate efforts.

**Applicant Response:**

GGRC and RCEB will collaborate on outreach to 2 Communities:

1. Deaf/Deaf + Community

1. Host a joint RCEB/GGRC 1 day Conference in Alameda County, accessible by public transport. The conference focuses on RC Services and Community resources. Efforts will be made to prioritize presenters who know ASL with interpreters provided for hearing attendees who do not know ASL.
2. 10 Monthly virtual discussion groups for people in the deaf/deaf+ community with interpreters made available

1. Native American Community

1. A number of local Native American CBOs serve people living in the wider SF Bay area. GGRC/RCEB will meet with community leaders of CBOs serving Native American people to discuss partnership opportunities culturally responsive efforts to build knowledge of regional center services. Outreach will include local tribes and local members of tribes outside of CA.

Workgroups of key regional center staff will support implementation of these efforts.

---

**10. Applicant Question:** Culturally Competent Language Interpretation

Describe how your Regional Center will provide consistent and culturally competent language interpretation in individual

---

planning meetings and public meetings (e.g., Self-Determination Program, Local Advisory Committee meetings and activities etc.).

**Applicant Response:**

Individual Planning meetings are conducted in the person's chosen language, with a bilingual social worker or a translator.

GGRC will create a process that defines type of translation/interpreters for Public Meeting facilitation, document translation, and details to consider regarding publicizing, hosting location, days/times of meetings and a corresponding resource list of translation and interpreter companies.

GGRC staff facilitating the LACC plan will meet with the SDLAC team to assess and respond to translation needs.

Additionally, Golden Gate Regional Center will be purchasing equipment to provides real time language translation in person so the regardless of the way the pandemic shifts the precedent of simultaneous translation can continue. This upcoming year will be used to grow and build new partnerships with more translation and Interpreter services who have the awareness of the specificity of the vocabulary used within Golden Gate Regional Center and related human services.

**Section Name:** Language Access and Culture Plan

**Sub Section Name:** Language Access and Culture Plan

**1. Applicant Question:** Regional Center Staffing

Funding for regional center staffing shall not exceed 50% of the total allocation received. If you plan to hire regional center staff to implement your Language Access and Culture Plans, explain what they will do and how they will support your efforts to improve language access and culture in your catchment. Include staffing in your budget.

All staffing requests must be approved by the Department. DDS will review and approve staffing requests within the GrantVantage system.

**Applicant Response:**

Community Outreach Manager - supervise the Cultural Diversity, Deaf Access, Health and Safety (Non-English Speaker), Rights Advocate, HCBS work; conduct outreach to underserved community and community leaders in marginalized communities , oversee implementation of goals in LAC plan; work with the Low/No POS Sup. to assess services needed, implement family groups/support groups (partnership with CBOs); supervise DEIB initiatives to people served/families

Low/No POS Supervisor (not funded with low/no POS social work funding)- assess POS rates; supervise low/no POS social workers; support outreach efforts above, educate on SDP to underserved individuals/families; implement RC education to all newly eligible individuals/families; support unmet services identification

Admin. Asst. - coordinate translation/interpreters for documents/meetings, track LAC plan, provide admin support for RC orientation outreach to bilingual families; admin support for sdp outreach to under-represented communities

**2. Applicant Question:** Consultants

If your regional center proposes consultants to complete your assessment, planning process and/or implementation, provide a brief narrative as to the minimum qualifications of the consultant, provide a scope of work, and a budget. Include consultants in your budget.

All consultant requests must be approved by the Department. DDS will review and approve staffing requests within the GrantVantage system.

### **Applicant Response:**

- Web Designer-design website for accessibility, including language translation & ADA accessible (inc'l ASL videos); previous non-profit web design experience preferred; ideally experience with ADA design and plain language - in absence of this experience, will identify supporting consultant for ADA/Accessibility (see next bullet)
  - Web ADA/Accessibility Consultant - identify characteristics needed for accessible, ADA compliant, linguistically responsive and culturally responsive web sites; previous experience assessing and developing linguistically responsive, plain language content
  - Project Manager (PT, web site redesign activities) - oversee/coordinate activities of web designer, ADA/Accessibility Consultant, key GGRC staff to ensure timely web site redesign inclusive of accessible and transparent content (eg policies and information); experience- project management, digital marketing
  - Community Advisors-people served, families, CBO reps - feedback on marketing, web content; LACC activities
- 

### **3. Applicant Question:** Language Access and Cultural Goals

Timelines for completion of your language assessment and the development of your Language Access and Culture Plan will include short-term and long-term goals that may extend beyond a fiscal year. Provide at least one long-term goal and at least 2 short-term goals. All RC Language Access and Cultural Competency Plans and reports will be due as follows:

- Language Access and Culture Plan to be submitted by June 15
- Semi-Annual Progress Report due by October 1
- Semi-Annual Progress Report due by April 1

### **Applicant Response:**

1. Create/implement an outreach/response plan inclusive of LAC Plan activities by 5/31/23.
    1. Hire LAC funded positions by 9/1/22.
    2. Create an outreach plan to diverse communities inclusive of listening sessions/community leader relationship building by 10/31/22.
    3. Conduct 4 listening sessions in multiple languages by 1/15/2023.
    4. Conduct 9 outreach meetings to diverse community leadership and/or CBO leadership to discuss collaboration/ partnership by 3/15/23.
    5. Collaborate with RCEB to plan/implement shared outreach activities to the Deaf + community and local Native American communities by 3/15/23.
  2. Redesign website aligned with ADA, accessible, linguistically responsive for a min. of 3 threshold languages/plain language, including document translation/reviewed by a community panel by 5/31/23.
    1. Identify consultants/conduct assessment of current website by 10/31/22.
    2. Identify Community Advisory panelists by 12/31/22.
    3. Translate documents and web content by 3/15/23.
    4. Conduct community advisory panel review by 4/30/23.
  3. Assess offices for accessibility and develop/implement response plan by 5/31/23.
    1. Identify/install needed emergency response/ communication equipment to ensure access to individuals (deaf/deaf+).
    2. Review, update, post Linguistically Accessible signage by 3/15/23.
  4. Improve language access to the community by 5/31/23.
    1. Identify expectations for translation/interpreter meeting use by 10/31/22.
    2. Create Deaf Access Spec. interpreter plan by 3/15/23.
    3. Increase Translation/Interpreter agencies by 3/15/23.
-

