



Golden Gate Regional Center

Supporting people with developmental disabilities since 1966

PUBLIC MEETING NOTICE

Regional Center's Purchase of Service Disparity Data

Your voice is critical in assisting Golden Gate Regional Center to identify unmet needs and specific barriers to accessing GGRC services.

We want to hear from YOU!

Date: Wednesday March 28, 2018

Time: 6:30- 7:30 pm

Place: Support for Families
1663 Mission St, 7th Floor
San Francisco, CA 94103

Childcare will be provided

Translations in Spanish and Cantonese will be available upon request.

Please RSVP with your name, number of attendees, translation needs, childcare needs, and/or other accommodations to Hannah Said at hsaid@ggrc.org or 415-832-5776



Golden Gate Regional Center

Supporting people with developmental disabilities since 1966

AVISO DE REUNION PÚBLICA

Los Datos del Centro Regional Disparidad de Compra de Servicio

Tu voz es importante en asistir al Centro Regional de Golden Gate para identificar las necesidades insatisfechas y los obstáculos particulares para tener acceso para los servicios de GGRC.

¡Queremos oír de TI!

Fecha: Miércoles, 28 de Marzo, 2018

Hora: 6:30- 7:30 pm

**Lugar: Support for Families
1663 Mission St, 7th Floor
San Francisco, CA 94103**

El cuidado de niños será proporcionado

Traducción en Español y Cantónese será disponible a solicitud.

Por favor responde con su nombre, números de participantes, necesidades de traducción, necesidades de cuidado de niños, y/o otros acomodaciones a Hannah Said a hsaid@ggrc.org o 415-832-5776

Belong, Contribute, Thrive

www.ggrc.org

**GOLDEN GATE REGIONAL CENTER
PURCHASE OF SERVICE DISPARITY REPORT FOR 2018**

Overview

Per Section 4519.5 of the Lanterman Act, Golden Gate Regional Center (GGRC) held one meeting to discuss the data on GGRC's purchase of service authorization, utilization and expenditure, which was posted on the GGRC website on February, 23, 2018.

This meeting was held from 6:30-7:30 pm on March 28, 2018. The meeting was held in the community, at the family resource center in San Francisco, Support for Families of Children with Disabilities (SFCD). The space was fully accessible, childcare and translation services were provided.

Outreach

The meetings were advertised on the GGRC website and the notice was available in Spanish and Cantonese. Copies of the flyer were emailed to: GGRC staff (who were asked to distribute it to families), vendors including the Service Provider Advisory Committee email distribution list, Sound of Hope Radio, GGRC Board, State Council on Developmental Disabilities Bar Area email distribution, Gatepath (San Mateo Family Resource Center), Matrix (Marin Family Resource Center), Support for Families of Children with Disabilities (San Francisco Family Resource Center), San Francisco and Marin Public Libraries, the Local Office of Disability Rights California, and was distributed to all staff internally. The Public meeting was announced at the following meetings: staff supervisions, unit meetings, Service Provider Advisory Committee, GGRC's Self-Determination Local Advisory Committee, Advocats, and GGRC Board. The meeting was also posted on media platforms – Facebook, Instagram, LinkedIn, Craigslist Events, Nextdoor, Twitter, and Sound of Hope Radio.

Public Forums

The meeting was held at:

Support for Families of Children with Disabilities (SFCD), located at 1663 Mission St, 7th Floor San Francisco, CA 94103.

The meeting was conducted in:

English with translation provided upon request. There was only one person who needed translation services in American Sign Language (ASL). Interpretation was requested and provided for the duration of the meeting. Childcare was also provided but not utilized.

Attendance

Attendance was taken via sign in sheets. 30 people attended the meeting. 19 people filled out a survey. Of the 19 people that filled out the survey, 11 were GGRC Social Workers, 1 was a self-advocate, 5 were family members or parents, and 2 were community members.

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**3130 La Selva Street, Suite 202
San Mateo, CA 94403
(650) 574-9232**

**4000 Civic Center Drive, Suite 310
San Rafael, CA 94903
(415) 446-3000**

Presentation

Presenter Hannah Said provided information about GGRC's POS disparities via PowerPoint after which the floor was opened to the audience for comments.

The following is a summary of audience's responses during the presentation:

- With respect to discussion about the definition of Per Capita/per person, there are not enough service providers to accommodate per capita needs
- Some concern that because GGRC's policy is to record the ethnicity of people who receive GGRC services by self-identification, the statistics may not be precise
- Question about what the difference is between Authorized services vs. Utilized Services; example provided by Amanda Pyle: Day Program services may be authorized for an individual receiving GGRC services but the day program may be unable to provide the support; respite may be authorized but parents unable to use due to lack of respite provider
- Noticed by all that individuals receiving GGRC services who are white use the most services by far; potential reasons for this are: 1) Non-English language barriers; 2) Lack of vendors that are of non-white cultures and/or speak other languages; 3) Use of GGRC services is more acceptable to white people while some other cultures prefer to keep matters private and at home
- Lisa Rosene, Director of Regional Center Services, answered an audience question by reporting that statistics indicate that people with autism and intellectual challenges are the groups of people that use GGRC services the most
- Information was requested about whether or not the race of people is also factored into the question of diagnoses. That information was not readily available at this time but audience members were encouraged to go to the GGRC website where in-depth statistics information is located at:
http://www.ggrc.org/storage/documents/Budget_and_Finances/POS_Demographics_FY_2016-17.pdf
- As to why more individuals who are Asian or Latino live at home in comparison to individuals who are white, Hannah Said pointed out that some of the reasons could be 1) Cultural norms; 2) Simply personal preferences not necessarily related to culture of consumer; and 3) Lack of knowledge of the regional center system

Feedback

Successes vs. Barriers

Hannah opened up the discussion to the audience and invited them to provide feedback about what, if any, successes were in place vs. barriers and suggestions for improvements.

The audience identifies two successes:

- The system works- if you know how to advocate
- Meetings are held in locations accessible to families

Barriers/Suggestions included:

- Lack of trust and inquiry about how to build trust
- Finding ways to build trust almost impossible with social worker/caseload ratios so high
- Concerns about reasons why the social worker caseload ratios are so high, and a lack of confidence that GGRC is able to reach individuals in underserved communities is possible when the ratio is so high
- A lack of a wide-array of social workers who match the wide variety of ethnic backgrounds on individuals in our catchment area
- Emphasis needed on making cultural matches for individuals receiving GGRC services; not even necessary that language the same if social worker and individual/family are of the same culture
- There exists a level of shame regarding disabilities within certain cultural groups/families
- Pointed out that Early Start Program participants receive more attention because of the nature of the program and immediate needs. The reality for consumers in, 3 years and older (Ongoing), groups may not have person to person contact for up to three years because of high social worker caseload ratios; less contact a necessity that creates a lack of connection to individuals receiving GGRC serviced
- A complaint made about regional center “jargon”; parent stated that she often has no idea what the language used means; it’s not user friendly; an average person is not able to understand what terms really mean; need more plain language
- Most individuals/families do not understand the Medicaid system

- A suggestion was made about how to go about translations into other languages: Have someone prepare the translated document through Google translate and then test it on an individual served by GGRC who reads that language to get an opinion on how understandable the translation is
- On the issue of respite care, much concern voiced about: 1) Huge gap in wages for vendors; 2) So much paperwork; 3) Difficult to access
- Globally, regional centers need to increase all kinds of services
- Lisa Rosene explained that DDS will hear the information provided by this audience but that ultimately legislation is required. In the meantime, the state is reticent to pay actual costs for services needed especially in the Bay area where costs are so high. She gave an example: GGRC is allotted \$35,000 for social worker salaries. Since that is an impossibly low and unrealistic amount, GGRC is forced to pay higher wages but then hire fewer social workers creating the high ratios
- An example of lack of vendors: ILS services are very scarce/not enough providers causing waiting lists
- One example provided by a mother: She stated that she has now been at IPP for 3 years and still has not received the services that were authorized at the IPP; she questioned if this was legal and other audience member stated it is not legal
- To make the system work for you, one must be a very strong advocate; there is a huge need for education to families so they know how to navigate within the regional center system
- The issues surrounding individuals with developmental and intellectual challenges are still not viewed as civil rights issues; more media attention needed with focus on civil rights rather than showing glamorized aspects of individual lives where ideal conditions exist
- There is not enough highlighting of the actual difficult realities of people with developmental and intellectual challenges
- One audience member described her recent attendance at City Hall where there was much discussion about drug abuse and mental health issues but when she brought up issues about people with developmental and intellectual challenges, the room was shocked
- Audience member spoke about 15 minutes advertisements that she is seeing on PBS and believes that issues pertaining to people with disabilities need to be on the 6pm news and on bus advertisements
- The system/community for people with developmental disabilities should refrain from using the word “inclusion” but should use “integration.”

- The regional centers need to be known better; they need more visibility; many people have never heard of them
- There needs to be activities created for individuals with developmental disabilities that are integrated with people who do not have disabilities; this should include physical activities; what we all understand is that there is a universal need to socialize and not be alone
- Hannah Said pointed out that another barrier specific to Latinos is ICE; it is a very real fear for this community which keeps them from participating in events and engaging with organizations that are otherwise available to them
- There is a need to outreach to non-disabled people in order to have them also become advocates for the people with disabilities
- When asked what is being done to empower non-disabled communities to learn about people with developmental disabilities, that such communities even exist, one of the answers was: There needs to be significant outreach to vendors to ensure sensitivity to consumers' needs and desires
- Observation made by an audience member: The Lanterman Act mandates rights to consumers and obligations to implement those rights. However, because of all the shortcomings in funding, staffing and resources, policies end up short-cutting the mandates. While it may be a necessary reality it is also absolutely a violation of the Lanterman Act
- People need to be taught how to advocate effectively; many don't know how and don't even know what is already available to them, and how to go about obtaining those services
- People need to learn how to write effectively to legislators
- Some consumer and families/caretakers don't understand that they are being discriminated against
- Suggestion that we should stop "re-inventing ineffective wheels" by providing plain language information to everyone across the board that is all the same, and which provides easy-to-use definitions, explanations on meanings of words and concepts, and how to navigate through the system
- One person offered to send GGRC information about meetings and resources in the East Bay that focus on teaching the non-disabled communities to learn about the disabled communities.

- An observation was made that while all of this discussion is helpful and enlightening, the conversation had morphed into general issues affecting all regional center consumers that places them in a marginalized group. The POS disparities pertain to the further marginalized groups of people with the regional center systems.
- Don Cornejo offered this information: As the population of California becomes more diverse over time, DDS's long standing cost containment strategies are exacerbating disparities within our system. For example, new applicants wanting to become vendors must comply with strict limits that vendors long ago did not have to comply with such as the 15% limit upon administrative expenses and the lowest median rate limit. It's simply now more difficult to develop a viable service provider business because of these and other cost-containment strategies. This burden falls upon an applicant pool that is much more diverse than in the past. These limits keep people from becoming vendors at all. So it directly limits the prevalence of language and cultural competencies among services that are available to the people with developmental disabilities.
- Amanda Pyle informed that all of the information that was being captured at these meetings would be reported to DDS and posted on the GGRC website. Some audience members voiced frustration around this and questioned if the information would really be considered by DDS in a meaningful way. Amanda also informed that that a recent Trailer Bill is providing more resources to develop financial community based services. Regional Centers are required to submit proposals about what needs to be developed, based on stake holder feedback. Once the process for obtaining stakeholder feedback for new community resources is defined, GGRC will send out information regarding the process. In the meantime, Amanda Pyle provided her email address (apyle@ggrc.org) and encouraged people to send ideas of community service needs they would like to have considered.

Ongoing and Planned Action to Reduce Disparities

- Continue translating and provide easy to understand print materials and signage
- Translate newly developed forums, information to Spanish and Cantonese
- Continue hiring bilingual/bicultural staff
- Inform all individuals of the availability of language assistance in their preferred language
- Increase person centered planning tools during Individualized Program Planning (IPP)
- Sponsor and hold Spanish language specific conferences - Congresito
- Build partnerships within the disability field and outside
- Outreach to community stakeholders, with an emphasis on Latino and Asian groups
- Continue using Cultural Brokers to bridge the gap between the regional center and Latino/ Asian communities
- Use Radio Broadcasting to increase awareness of GGRC services/ programs to the Chinese and Spanish speaking communities in the San Francisco Bay Area
- GGRC Staff appear on Spanish, Cantonese, and Mandarin- language radio
- Discuss the development and makeup of a Culture and Diversity Taskforce or Committee
- Include cultural sensitivity in Person Centered Planning and Thinking

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POS Disparity Public Meeting

Overview of Today's Meeting

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- Why We're Here
- System Breakdown
- Terminology
- Disparity Data Breakdown
- GGRC Efforts to Reduce Disparities
- Open Forum – Community Feedback

Goal of Today:

- Discuss the use of GGRC services
- Identify undeserved communities
- Discuss ways to increase access and use of services among these underserved communities

Why are We Here?

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- CA State Department of Developmental Disabilities (DDS) found disparities in purchase of services based on race throughout all 21 Regional Centers (RC)
 - Response by DDS:
 - Allocated funding for each RC to hire a Culture Diversity Specialist
 - Allocated 22 million to culture and diversity projects
- Welfare and Institutions Code Section 4519.5 - each Regional Center shall meet with stakeholders in public meetings regarding the data.

Regional Centers

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- There are 21 Regional Centers throughout the State of California
 - ▣ Collectively serve over 300,000 people collectively
- 65% of people supported identify as nonwhite
 - ▣ Over 60,000 people supported speak a primary language other than English
- Responsible for:
 - ▣ Coordinating the Individual Program Plan (IPP) process
 - ▣ Securing services and supports

Golden Gate Regional Center 2016-2017

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Individuals Served by GGRC

Age	Consumer Count
0-2	1,629
3-21	3,459
22 +	4,712
Total	9,800

GGRC

- Serves 9,800 individuals with D.D.
- Span: San Francisco, San Mateo, Marin Counties

Terms

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- Disparities
- Cultural Competency
- Consumer Count
 - ▣ Race/ Ethnicity
 - ▣ Language
 - ▣ Age
- Purchase of Services (POS) Data

Disparities

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- Disparities:
 - Lack of similarity or equality; inequality; difference

- When we talk about disparities at GGRC we are referencing:
 - The differences in receiving and using services between people of white decent and other racial groups

Cultural Competency

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The ability to provide services or supports that are responsive to:

- ▣ Beliefs- cultural, social, etc
- ▣ Interpersonal styles
- ▣ Attitudes
- ▣ Language

Of the individual whose being supported

Consumer Count

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Race/ Ethnicity

- Hispanic/ Latino
- Native Hawaiian or Other Pacific Islander
- Other Ethnicity or Race/ Multicultural
- American Indian or Alaska Native
- Asian
- Black/ African American
- White
- Based on Federal Classifications
 - The Federal Office of Management and Budget (OMB) issued Revisions to the Standards for the Classification of Federal Data on Race and Ethnicity.

Age

- 0 to 2 (Early Start)
- 3-21 (Ongoing)
- 22 + (Ongoing)

Purchase of Services (POS) Data

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- Per Capita: Per Person
- Authorization: What has been approved
- Utilizations: What has been used
- Expenditures: What the Regional Center paid for
- No Purchases: No services used

Purchase of Services (POS) Data

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Purchase of service data shows rates of authorization, utilization, and expenditure is based on:

- ▣ Age
- ▣ Race and ethnicity
- ▣ Language
- ▣ Type of developmental disability
- ▣ Residence
- ▣ No POS - those who are eligible, but are not receiving POS funds

Purchase of Services (POS) Data

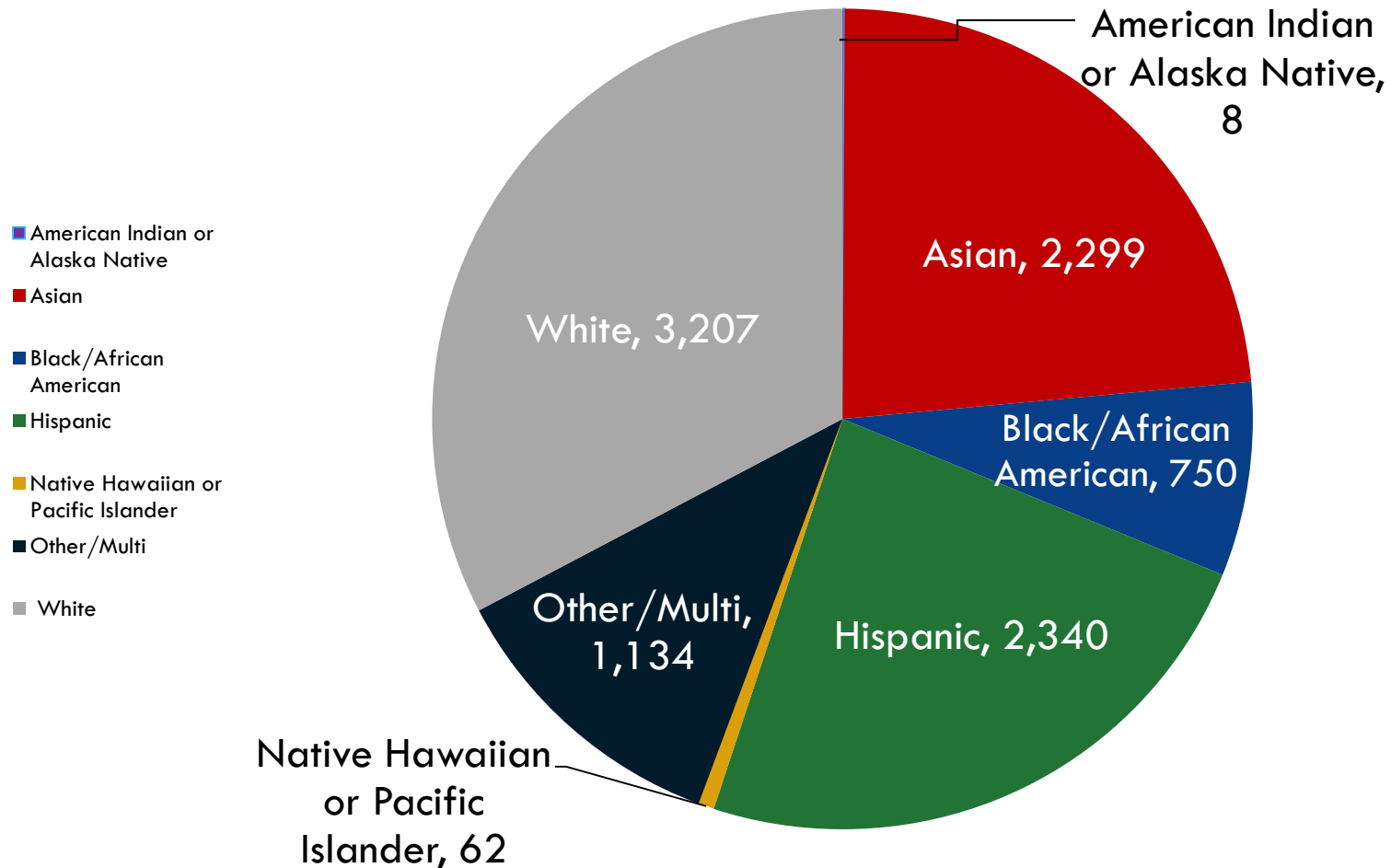
12

Purchase of Services (POS) does NOT include:

- Services coordinated through a generic resource
 - ▣ Medicare
 - ▣ Medi-Cal
 - ▣ Private insurance
 - ▣ Supplemental Security Income (SSI)
 - ▣ School system
- Services provided through a contract
 - ▣ Transportation

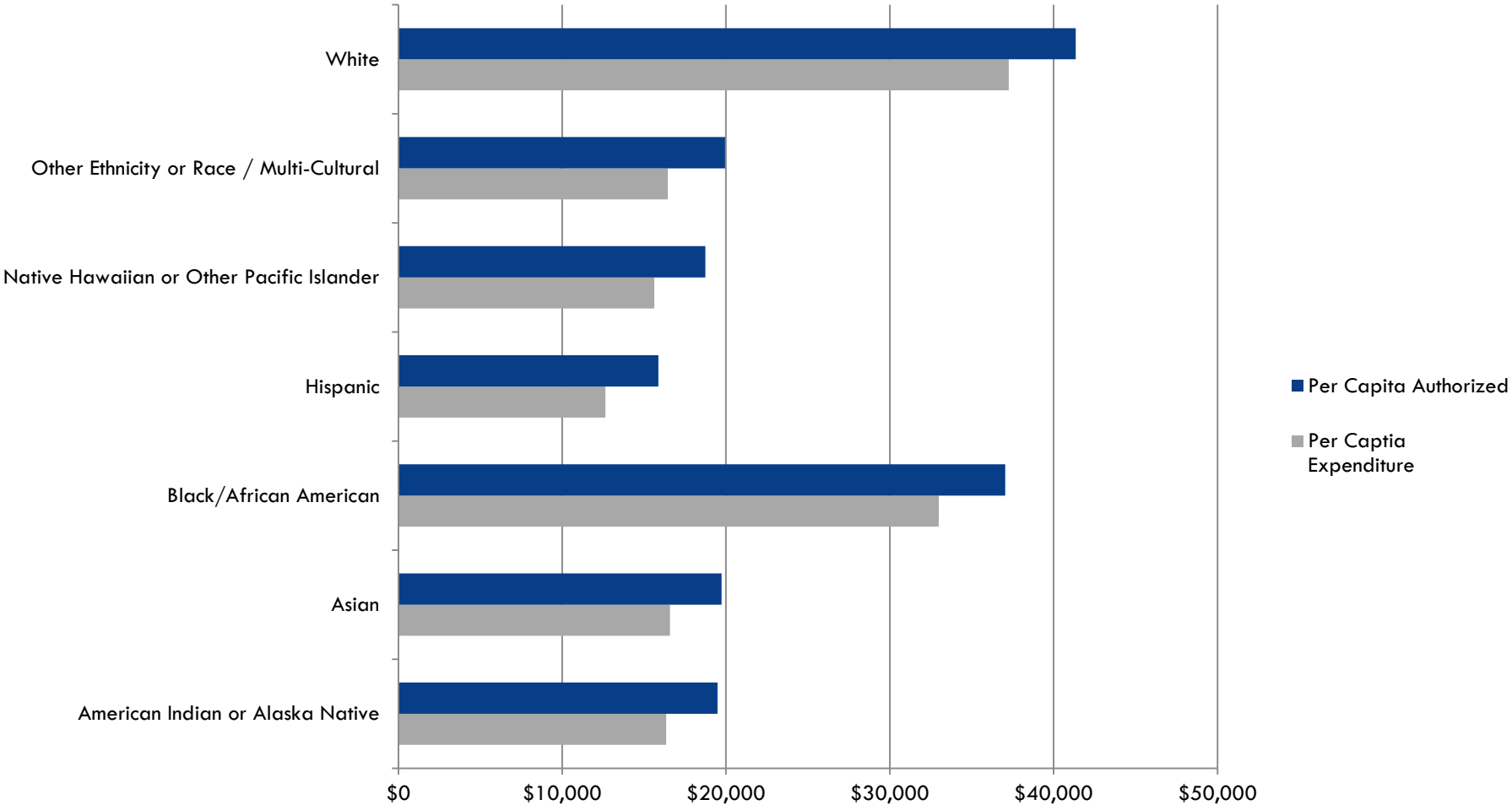
Race 2016-2017

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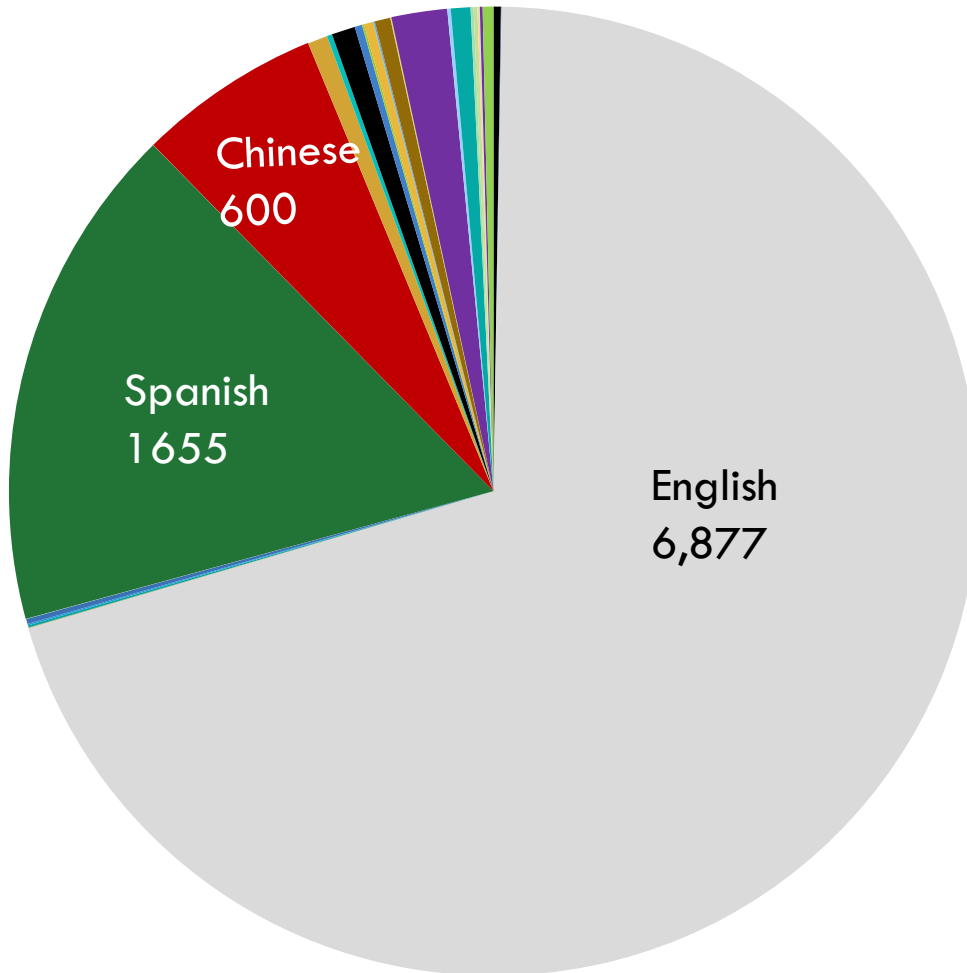
Race 2016-2017

Per Capita Authorized vs. Expenditure by Race



Language

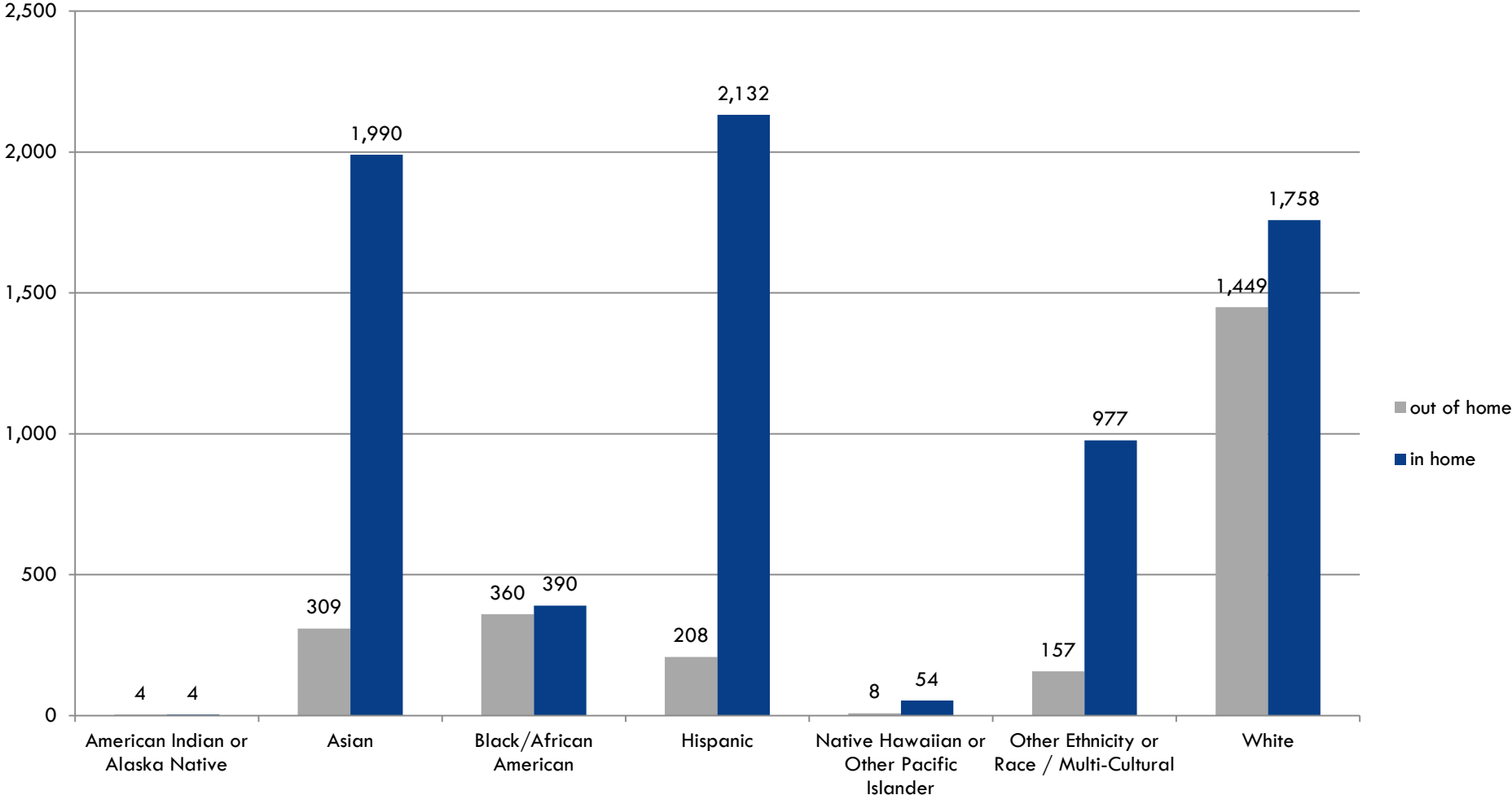
Population by Language



- ASL (American Sign Language)
- Other Sign Language
- English
- Armenian
- Amharic
- French
- Italian
- Portuguese
- Spanish
- Cantonese Chinese
- Mandarin Chinese
- Japanese
- Vietnamese
- Korean
- Laotian
- Cambodian
- Other Asian
- Dutch
- German
- Thai
- Russian
- Other Uralic-Slavic Languages
- Samoan
- Tagalog
- Other Pacific Island
- Arabic
- Farsi (Persian)
- Hindi (Northern India)
- Urdu (Pakistan India)
- Other Indo-Iranian Language
- Danish
- All Other Languages

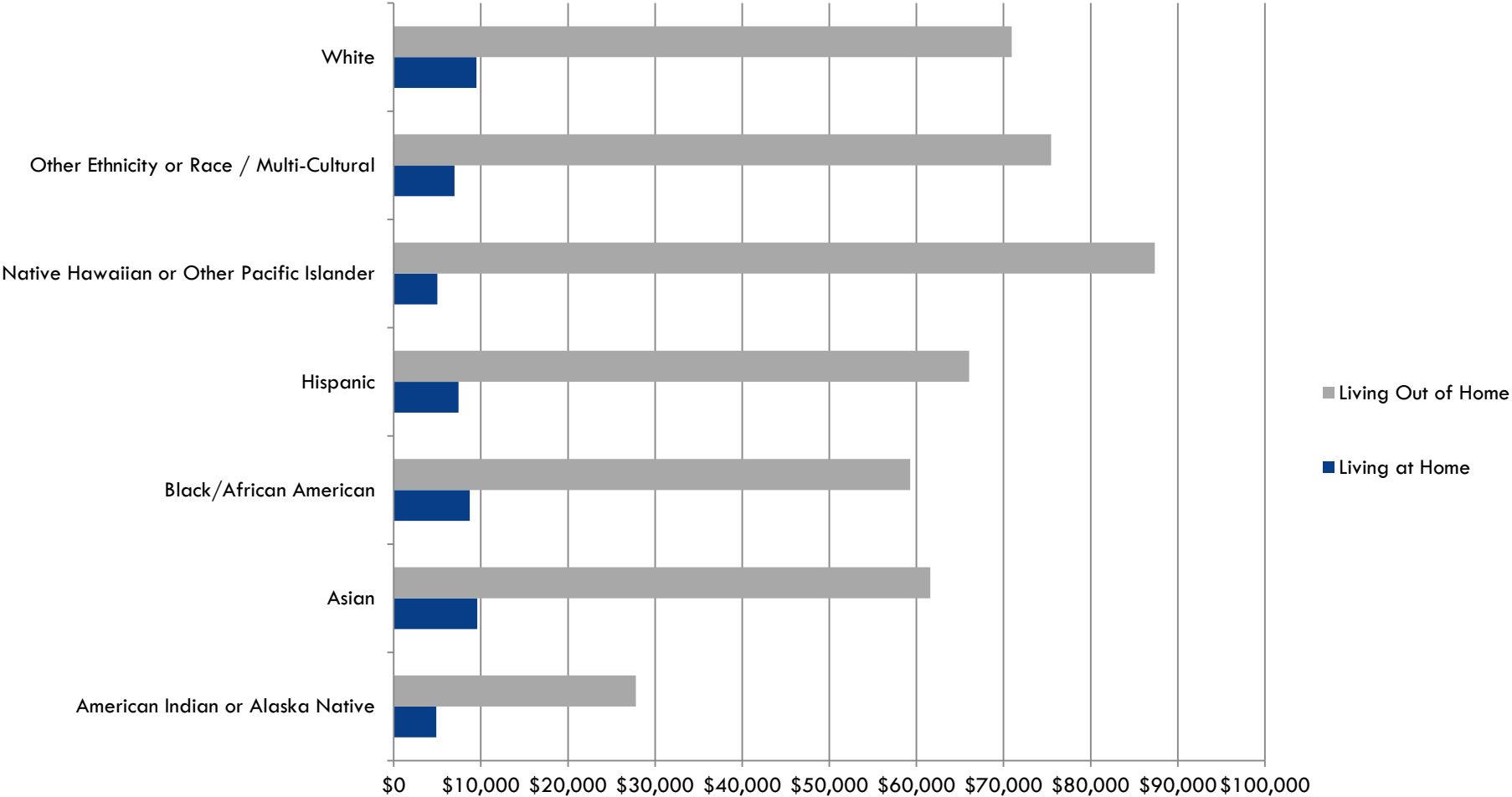
Residence

Residents Living at Home vs. Out of Home by Ethnicity



Residence

Per Capita Expenditure Comparison



Summary of Data

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- Data shows:
 - Differences in funding and use of POS by race/ethnicity

- Data does NOT show:
 - Barriers to accessing and/or using services
 - The why?

ABX2-1 Funding

- Funding received for diversity projects to help underserved communities increase their access and use of GGRC funded services:
 - Radio Outreach
 - Cultural Brokers
 - Person Centered Planning and Thinking

Increasing Cultural Competency

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Conducting Outreach to Underserved Communities

- Radio Outreach (Sound of Hope + KIQI)
- Public Forums (Community Feedback)

Becoming More Person Centered

- What is important to and for the individual

Designing Cultural Competent Programs

- Cultural Broker

GGRC's Efforts to Increase Cultural Competency

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Communication and Language Assistance

- Inform all individuals of the availability of language assistance in their preferred language
- Translate and provide easy to understand print materials and signage
- Continue hiring bilingual staff
- Increase person centered planning tools during Individualized Program Planning (IPP)

Feedback

- Have you found success with GGRC, programs, services, etc?
 - ▣ Do you have any examples of success and ways we can do better?
- Do you experience barriers or challenges to accessing services? If so, what are the barriers and challenges?
 - ▣ What are solutions you suggest to overcome these barriers



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