Golden Gate Regional Center

FY 2018-2019 Purchase of Service Annual Report
W&I Code Section 4519.5(e)-(f)
August 31, 2020

1) **GGRC - POS Data Public Meeting**

GGRC's public meeting to discuss POS data was held on August 31, 2020 from 6pm to 7:30pm as a Webinar on the virtual platform Zoom. (See presentation attached to this report.) While the meeting was originally scheduled for March 31st 2020 to be held at the Arc of San Francisco- located at 1500 Howard Street, San Francisco, CA- this meeting was cancelled due to Covid 19 Shelter-in-Place mandates.

Flyers were posted and distributed in English, Spanish, and Traditional Chinese. In addition to posting on GGRC's website, the flyer and information was distributed in the following ways, including but not limited to:

- Shared with All GGRC staff
- Shared with Service Provider Advisory Committee email distribution list
- Distributed to local Family Resource Centers to distribute to parent groups
- Distributed to the GGRC Board Members

Flyers provided information on how to register for the virtual event as well as instructions on how to access the Spanish and Cantonese interpretation using Zoom language channels, and ASL interpretation. Further instruction was provided during the Public Meeting prior to the start of the presentation. The presentation was conducted in English with simultaneous interpretation for Spanish, Cantonese, and ASL. The presentation also included a PowerPoint presentation with data charts; a link was shared to the attendees that allowed them to follow along with the presentation, in addition to a link to a summary page (attached). The PowerPoint and summary page has been translated in all the previously mentioned languages. The presentation was conducted in plain language and included definitions of frequently used terms. Attendee comments were typed in a Word Document for all to see during the course of the meeting after the presentation.

Handouts at the Public Meeting included: a copy of the PowerPoint presentation, "POS Disparity Public Meeting FY2018-2019 Presentation Summary," "GGRC Demographics FY2018-2019" sheet, and a link to the POS data found on the GGRC website.

23 individuals RSVP'd for the Public Meeting, including 4 GGRC staff members. Of the 23 RSVP's 12 people participated in the Webinar, 2 of which were staff members. Attendees represented also included parents, individuals served, service providers and Department of Developmental Services Staff. There were six Panelists: 2 ASL interpreters, 1 Cantonese and Spanish interpreter, and 2 GGRC staff members- the Manager of Community Services and the Director of Case Management. The

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Hosts of the webinar were the Cultural Diversity Specialist, the Director of Community Services, and the GGRC Executive Director.

Individuals that participated in the Public Meeting webinar were able to provide comments and suggestions at the end of the presentation (please see notes on public comments in this document).

In addition to the Public Meeting, the POS data and related information was presented at the GGRC Board of Directors Meeting on February 18, 2020.

2) **FY 2017-2018 POS Data Public Meeting Minutes**

A. <u>What is the role of the Regional Center?</u>
   a. Golden Gate Regional Center (GGRC) is 1 of 21 Regional Centers in California serving San Francisco, San Mateo, and Marin County. GGRC provides services and supports for people with developmental disabilities.
   b. In addition to case management, GGRC funded services include but are not limited to independent living supports, respite & personal assistance, day program, and transportation.
   c. GGRC is the "payer of last resort" –generic resources are identified and used before GGRC can authorize a service.

B. <u>Purpose of Meeting</u>
   a. History: Welfare & Institutions Code 4519.5
      i. Regional Centers will hold public meetings to review Purchase of Service (POS) Data
      ii. A review of POS data identified disparities in purchase of services based on ethnicity/race throughout all 21 Regional Centers in California
      iii. Each Regional Center's POS disparities impacts different ethnic groups
      iv. Allocated funding for each RC to hire a Culture Diversity Specialist
   b. Purchase of Service (POS) data
      i. Identify POS disparities- review differences in funding and use of POS funds based on race/ethnicity, language, age, and residence
   c. Discuss GGRC's efforts to reduce POS disparities
      i. What have we learned this year?
      ii. What are the needs in the community?
   d. Gather feedback from the GGRC community

C. <u>Defining Disparity & Cultural Responsiveness</u>
   a. <u>Disparity:</u> *Any difference in the quality of services that is NOT due to differences in needs or preferences.*

      i. Discussion of Purchase of Service (POS) disparities in this Public Meeting at GGRC refers the differences in receiving and using services between people of white descent and other racial/ethnic groups.

   b. Cultural Responsiveness: *The ability to understand and provide services to people while taking into consideration their cultural and linguistic background.*

      i. This discussion of challenges with POS disparity and service delivery addresses the challenges of individuals served and families with accessing services that truly meets their needs and supports their goals.

D. Frequently Used Terms

   a. FY: Fiscal Year (July-June)

   b. POS: Purchase of Service – the authorization for a specific service to be provided by a specific service provider or company/agency

   c. Per Capita: Per Person

   d. Authorization: cost of services approved

   e. Expenditures: cost of services that was paid for by the Regional Center

   f. Utilization: Percentage of authorized services that have been used

E. Purchase of Service Data

   a. Purchase of Services Disparities or "POS Disparities" refers to differences in amount of services approved and/or paid for from one ethnic group to another

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

      i. Age

      ii. Race and ethnicity

      iii. Language

      iv. Type of developmental disability

      v. Residence

      vi. No POS - those who are eligible, but are not receiving POS funds

   c. Purchase of Services (POS) does NOT include:

      i. Services coordinated through a generic resource

      ii. Medicare

      iii. Medi-Cal

      iv. Private insurance

      v. Supplemental Security Income (SSI)

      vi. School system

      vii. Contracted Services

F. GGRC Demographics (see data charts in attached presentation for visual representation)

a. Introduction to the individuals served by GGRC
  i. GGRC served 10,367 individuals
     1. This is 263 more individuals than in FY17-18.
     2. The largest growth is seen in GGRC's Asian (+91 people), Hispanic (+44people), Other/Multi-racial (+56) communities
  ii. The largest number of ethnicities served are White (3,281), Hispanic (2,499) and Asian (2,519)
  iii. Additionally, GGRC serves 1,210 people who identify as "other" ethnicity or multi-racial, 780 people who are Black/African American, and 71 people who are native Hawaiian/Other Pacific Islander, 7 individuals that identify as American Indian
  iv. English, Spanish, and Cantonese are the languages represented by the most number of individuals
     1. There are 30 language categories in total represented by people served

b. Review of POS Data by Age and Residence
  i. Out of the 10,367 individuals served, a total of 2,424 adults live out of the family home- See charts in presentation

c. Review of Purchase of Service data by ethnicity
  i. Comparison of authorization, expenditures and utilization – See charts in presentation
  ii. Comparison of Authorized Spending by Race, Age Comparison- See Charts in Presentation
  iii. GGRC Purchase of Service identified disparities –ages 0 and older – all services
     1. POS data for ages 0 and older show a higher rate of authorization and expenditures for people who are white and Black/African American compared to all other ethnicities.
     2. People who are Hispanic have the lowest rates of Purchase of Service Authorizations and expenditures
     3. All ethnicities showed an incremental increase in POS authorization and expenditures in FY18-19 compared to FY17-18
        a. Native Indian- had a significant increase in authorizations ($69,193 vs. $25,063)
        b. Asian, Native Hawaiian, Other, and Hispanic increase by $2,000,
        c. Blacks increase $3,000
        d. Whites increase by $5000

    d. GGRC Purchase of Services Data ages 22 and older – People Living in Family Home v. Out of the Family Home

1. 2424 individuals that are 22+ live out of home out of the total 10,367 individuals served

    a. Percentages of individuals 22 and older who live out of the family home reflect that white (68.8%) and African American (63.1%) individuals served are more likely to out of the family home. Asian (25.3%) and Hispanic (39%) are less likely to live out of the family home.

2. All ethnicities show a higher authorization rate and expenditure rate per capita that live outside of the family home and higher utilization rate than individuals 22 and older who live in the family home.

    a. All ethnicities 22 and older served out of home have utilization rates over 90%. Utilization rates are significantly higher for people who are American Indian/Alaskan Native (97.6%- it is important to note that this is for 3 individuals), Native Hawaiian/Pacific Islander (94%- 12 individuals), Asian (92.8%), and Hispanic (92%).

    b. All ethnicities 22 and older served in the home have utilization rates at 75% or below.

        i. While data does not tell us why this occurs, some possible reasons include difficulty finding available services that are most frequently used by individuals living in their family homes including but not limited to respite services and behavioral intervention/support services

e. POS Data Summary

    i. Hispanic and Asian ethnicities represent the 2nd and 3rd largest ethnic groups served by GGRC

    ii. GGRC served263 more individuals in FY2018-2019 than the previous year

        1. Of those 263 individuals, people who identify as Asian or Hispanic represent the majority of new individuals being served

    iii. POS Data shows a slight increase in authorizations and expenditures across all ethnicities

    iv. GGRC POS data shows a disparity in authorizations and expenditures.

        1. Data shows white ethnicity receives a higher amount funding for POS authorizations and Expenditures than other ethnic groups, with the widest gap being between White and Hispanic.

     v.   POS Data shows a decrease in overall utilization of authorized services for all ethnicities except American Indian or Alaska Native and Native Hawaiian where there are slight increases in utilization rates.

    vi.   The POS data does not identify individual service needs.

   vii.   The POS data does not identify use of contracted services, generic services or "social work" as a service.

  viii.   The POS data does not identify impact of projects to reduce POS disparity on services.

    ix.   The POS data does not identify the impact of provider challenges (e.g. staffing, rates) on authorizations and expenditures.

     x.   The POS data does not identify the impact of gaps in services in authorizations and expenditures.

G.   <u>GGRC Continued Efforts to Reduce POS Disparities</u>
   a. Continue to hire bi-lingual staff
   b. Dedicated Cultural Diversity Specialist position
   c. Interpreter and Translation services available
   d. Increasing number of vendorized translation services
   e. Increasing number of bi-lingual service providers
   f. Applying for annual disparity funding from DDS for projects focused on reducing disparities
   g. New Mission, Vision and Values that are inclusive of diverse cultures
   h. GGRC Newsletter, "Liberty" – to help keep people informed about GGRC news and activities
   i. Increased partnerships with Community Based Organizations (e.g. family resource centers)
   j. Annual Board Member training on Cultural Diversity
   k. Annual Public Meeting held to share information and get community feedback
   l. Presentation on FY2018-2019 POS Data to Board and community members in attendance
   m. Outreach to family groups for possible presentation of POS data and to gather feedback
   n. Focus groups with Families who are Spanish speaking to identify barriers to accessing services

H.   <u>GGRC Efforts to Increase Linguistic Competency</u>
   a. GGRC Informational brochures, written in plain language, translated in Chinese and Spanish
   b. Development of IPP checklist to help individuals and families pre-plan for their IPP meeting, translated in Chinese and Spanish
   c. GGRC Navigation guide to help individuals and families better understand GGRC services, translated in Spanish and Chinese

    d. Bi-lingual staff

    e. Working to increase bi-lingual service providers

I. Special Projects Funding Through DDS Disparity Funding from FY2018-2019:

    a. **Conducting Outreach to Underserved Communities**

        i. *Congresito- Outreach and Education Conference*

            1. Held in San Mateo County 1/11/2020, individuals served and families served had the opportunity to learn about GGRC services (day programs, housing, employee services etc.), participate in a panel on housing and immigration, and interact with GGRC providers and community organizations. This year there was a total of 128 attendees.

            2. Congresito for Marin County TBD

    b. *Person-Centered Thinking (PCT), Community Forums & Trainings for Staff & Providers*

        i. GGRC collaborated with Support for Families and local community organizations to host 2 community forums in each county (6 total). Providing Spanish and Chinese interpretation, families had the opportunity to provide feedback regarding their unmet needs and culturally responsive service

        ii. Certified 9 PCT Trainers who will conduct 2-day PCT Trainings throughout the GGRC community

        iii. Outcomes Training for case managers and providers to learn to develop meaningful goals

        iv. Community Forums provided an overview of Person-Centered Thinking/Planning efforts at GGRC

        v. Annual Meeting Surveys to gather feedback on service delivery

        vi. A series of Organizational Change meetings with Support Development Associates to support GGRC in becoming a more person-centered organization

    c. Training efforts to increase person centered planning utilization and to become a more person-centered organization in order to increase cultural responsiveness during the person-centered planning process.

        i. Efforts include a survey conducted through 2019 to survey individuals receiving services or their families (situation depending) to assess regional center person centered planning practices and availability of culturally responsive services.

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3) **Public Meeting Comments and Suggestions (including follow up by attendees after the meeting)**

    a. *Person-Centered Planning: What are GGRC's strengths or successes in providing culturally responsive, person centered planning?*

        i. There are Person Centered Trainers (PCT) that speaks Spanish and Portuguese. In addition, GGRC will look to expand language options. There are Social Workers that speak many different languages and there are efforts to match caseloads based on individual/family preference.

    b. *What are areas for GGRC to continue to grow and strengthen in culturally responsive person centered planning?*

        i. It would be nice to support the family unit in addition to individuals who directly receive Regional Center services.

        ii. Create more person-centered practice and training and resources geared toward families.

    c. *Access/use of GGRC funded Services: What successes have you experienced in using GGRC funded services?*

        i. The planning and collaboration efforts devoted to non-residential services restarting when service can be offered safely.

        ii. The room to connect individual goals with treatment planning is very helpful. Having the chance to connect to make sure things are individualized is important.

        iii. The feedback captured live is appreciated.

        iv. Social workers do not having enough time to develop relationships with individuals/families served prior to starting the planning process.

    d. *What barriers or challenges exist in using GGRC funded services?*

        i. The difference in the authorized service vs. what is utilized. For example in-home respite, a family may not feel comfortable with the staff coming into the home to provide services.

        ii. There may not be a provider to offer the services.

        iii. Some families are overwhelmed and may not feel ready to utilize all hours of services authorized. Being able to think with families about alternative ways to offer services to meet their needs and make it easier for them to access authorized services.

    e. *How can GGRC funded services be more culturally responsive?*

        i. As result of Covid-19, DDS has opened up Participant Directed Services to include Personal Assistance, Independent Living Skills, and Supported Employment. This may allow families to hire other family members to provide these services and address some family concerns toward having strangers in the home. Advocacy is needed to keep this option for families after Covid.

        ii. Self Determination Program, Participant Directed Services and Alternative Services are all very helpful to families in providing families flexibility to access services.

   iii. It might be helpful to initiate conversations according to families' preferences. The learning styles of parents as well as the individual served. How do individuals/families preferred to be addressed (1st names, Sur Names)? Developing the relationship early can make a big difference in terms of established comfort and rapport.

   iv. The flexibility of services to respond to the priorities of families and address their comfort levels with receiving services. There should be opportunities for providers to connect to learn from each other's creative, individualized and successful approaches.

  f. *Continued Efforts to Reduce POS Disparity: What suggestions do you have to increase access to and use of GGRC funded services?*

   i. Reviewing the POS guidelines and process for getting services. Make a renewed effort to provide this information to families and individuals.

   ii. Better explain generic resources and why they need to be utilized first.

   iii. Some families are uncertain of much service they can receive. It is important to check the family's knowledge of what services have been authorized.

   iv. The road map to services would be helpful.

   v. There are guides to receiving services posted on GGRC's website. Post the link.

   vi. GGRC should remind staff of the resources/guides that are available to them. The guides to services are in English, Chinese, and Spanish.

  g. *What types of special projects would you like to see GGRC or Community Based Organizations do to help increase awareness of GGRC services and access/use of GGRC funding services?*

   i. Past efforts include the development of cultural brokers to develop bridges and launching a radio campaign.

   ii. There will be opportunities for the community to share idea through email as well.

4) Actions to improve Public Attendance and Participation

  a. GGRC has changed the location of the public meeting over the past several years, including holding it at the GGRC office and at different provider agencies. The meeting held on August 31st, 2020 was held virtually with call in options in the evenings in attempt to make the meeting safely available to individuals served, families, and community stakeholders amidst shelter-in-place.

  b. Future efforts to increase attendance and participation may include but are not limited to:

   i. Conducting meetings in partnership with parent groups through family resource centers or other community based organizations in all three counties

   ii. Conducting meetings at a variety of times of the day to accommodate a variety of schedules

   iii. Conducting presentations at self-advocate meetings to increase feedback from people receiving services

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5) **Attachments**
   a. Public Meeting Flyer (available in Chinese and Spanish)
   b. PowerPoint Presentation (available in Chinese and Spanish)
   c. "POS Disparity Public Meeting FY2018-2019 Presentation Summary" (available in Chinese and Spanish)

Golden Gate Regional Center

Supporting Lives of Liberty and Opportunity

Notice of Public Meeting: **7/31/2020**

GGRC invites you to participate in a presentation on our efforts to increase access to services. We will discuss FY 2018-2019 Purchase of Service (POS) data and how it's used to identify differences in access and use of regional center funded services. This is also an opportunity for GGRC to hear ideas from the community on ways to improve culturally responsive service delivery and access to regional centered funded services.

This Public Meeting will be held as a Zoom Webinar !

Date: Monday, August 31, 2020

Time: 6pm– 8pm PST

Click or Copy and Paste Registration Link to register for event: https://us02web.zoom.us/webinar/register/WN_nlR4RcTnQfavM3rQSYfqAA

Meeting will be available in English, Spanish, Cantonese, and American Sign Language.

To hear the Spanish or Cantonese translation, you must connect to Zoom with a computer, tablet, iPhone iOS app or Android app. You will not be able to hear translation by calling in only.

In accordance with Section 4519.5 of the Welfare & Institutions Code, Golden Gate Regional Center will hold public meetings regarding data relating to Purchase of Service authorization, utilization and expenditures with regards to the individuals' served age, ethnicity, language, residence, and disability.

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Supporting Lives of Liberty and Opportunity

Language Interpretation Instructions: *these instructions will also be e-mailed with your registration confirmation*

To Listen to the Spanish or Cantonese Interpretation:

1. To hear the Spanish or Cantonese translation, you must connect on a computer to zoom.us, or a tablet, iOS, or Andriod with the Zoom App. *You will not be able to hear the translation by telephone alone.*

2. Click on the globe icon when prompted with "English/ Spanish/ Cantonese Interpretation Available."

3. Select your preferred language.

4. You can mute the English version by clicking "Mute Original Audio" here.

ASL interpretation: Only the presenters and ASL interpreter will be sharing video.

Participants who require ASL interpretation should pin the ASL interpreter's video in the live session to view the interpreter larger. To do this:

1. Make sure you are in speaker view (one large video feed with smaller video feeds above it, this should be the layout by default). If not in speaker view, click "Speaker View" icon (picture).

2. Right-click on interpreter's video and select "Pin Video."
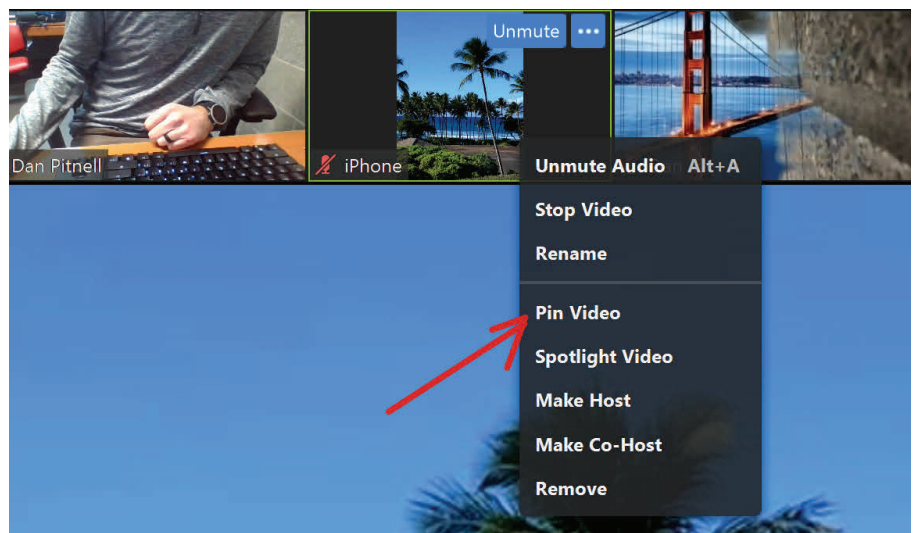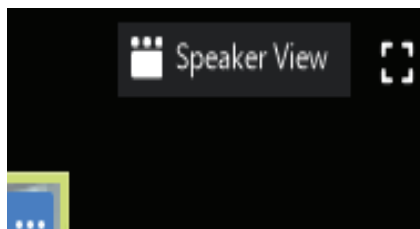
If you have a question, please use the CHAT feature and type out your question.

POS Disparity Public Meeting FY2018-2019

Golden Gate Regional Center
Supporting Lives of Liberty and Opportunity

GGRC Public Meeting 2020

Language Interpretation Instructions

Cantonese Interpretation

1. 要收聽西班牙文或廣東話翻譯，您必須使用電腦連線至網站 **zoom.us**，或使用裝有**Zoom**應用程式的平板、**iOS** 電話或 **Android** 電話。*僅電話接入者無法收聽翻譯。*

2. 看到「**English/ Spanish/ Cantonese Interpretation Available**」後，按一下地球圖示。

3. 選擇您需要的語言。

4. 按一下「**Mute Original Audio**」（關閉原始音訊），可關閉英文版。

Spanish Interpretation

1. Para oír la interpretación al español o cantonés es necesario conectarse a zoom.us por computadora o mediante una tableta, iOS o Android con la aplicación de Zoom. No se podrá oír la interpretación solo por teléfono.

2. Haga clic en el ícono del globo terráqueo cuando se indique "English/ Spanish/ Cantonese Interpretation Available" ("Interpretación disponible de inglés a español y cantonés)".

3. Seleccione el idioma de su preferencia.

4. Podrá silenciar la versión en inglés haciendo clic en "Mute Original Audio" ("Silenciar audio original") aquí.

1. To hear the Spanish or Cantonese translation, you must connect on a computer to zoom.us, or a tablet, iOS, or Andriod with the Zoom App. You will not be able to hear the translation by telephone alone.

2. Click on the globe icon when prompted with "English/ Spanish/ Cantonese Interpretation Available."

3. Select your preferred language.

4. You can mute the English version by clicking "Mute Original Audio" here.

ASL Interpretation Instructions:
Only the presenters and ASL Interpreters will be sharing video

Participants who require ASL interpretation should pin the ASL interpreter's video in the live session to view the interpreter larger. To do this:

1. Make sure you are in speaker view (one large video feed with smaller video feeds above it, this should be the layout by default). If not in speaker view, click "Speaker View" icon (picture).

2. Right-click on interpreter's video and select "Pin Video."

Los participantes que requieran interpretación a ASL deberán destacar el video del intérprete de ASL en la sesión en vivo para poder verlo en primer plano. Para hacer esto:

1. Asegúrese de estar en la modalidad de Speaker View (Ver al orador activo), es decir, una señal de video grande con señales de video más pequeñas por encima de ella; esta debe ser la configuración predeterminada. Si no está en la modalidad de Speaker View, haga clic en el ícono de "Speaker View", cuyo símbolo figura en la imagen inferior.

2. Haga clic con el lado derecho en el video del intérprete y seleccione "Pin Video" (Destacar video).

與會者如需要美國手語翻譯,在會議過程中應釘選美國手語譯員的視訊,以檢視更大的譯員視訊。釘選方法:
1. 確保您處於發言者視圖(有一個大視訊,上方是較小的視訊畫面;這應該是默認配置)。如不處於發言者視圖,請按一下「Speaker View」圖示(圖片)。
2. 以滑鼠右鍵按一下譯員的視訊,選擇「Pin Video」。

Overview of Today's Meeting

- What is the Regional Center?
- Purpose of the Public Meeting
- Terms
- Disparity Data Breakdown
- GGRC Efforts to Reduce Disparities
- Open Forum – Community Feedback

What is the Regional Center?

- Golden Gate Regional Center (GGRC) is 1 of 21 Regional Centers in California serving San Francisco, San Mateo, and Marin County. GGRC provides services and supports for people with developmental disabilities.

- In addition to case management, GGRC funded services includes but are not limited to independent living supports, respite & personal assistance, day program, and transportation.

- GGRC is the "payer of last resort" –generic resources are identified and used before GGRC can authorize a service.

Purpose of the Public Meeting

- Lanterman Act- Welfare and Institutions Code 4519.5
  - Update on Purchase of Service (POS) Data
    - We will review differences in funding and use of POS based on race/ethnicity, language, age, and residence
  - Reflect on current or developing projects-
    - What have we learned this year?
    - What are the needs in the community?
  - Receive feedback from community stakeholders

Disparity & Cultural Responsiveness

- <u>Disparity:</u> *Any difference in the quality of services that is NOT due to differences in needs or preferences*
  - Discussion of Purchase of Service (POS) disparities in this Public Meeting at GGRC refers the differences in receiving and using services between people of white descent and other racial/ethnic groups.

- <u>Cultural Responsiveness:</u> *The ability to understand and provide services to people while taking into consideration their cultural and linguistic background*
  - This discussion of POS disparity addresses the challenges of individuals served and families have with accessing services that truly meets their needs and supports their goals.

Goode T.D., Carter-Pokras O.D., Horner-Johnson W., Yee S. Parallel tracks: Reflections on the need for collaborative health disparities research on race/ethnicity and disability. Med. Care. 2014;52:3–8. doi: 10.1097/MLR.0000000000000201.

Purchase of Services (POS) Data

- <u>FY</u>: Fiscal Year (July-June)

- <u>POS</u>: Purchase of Service – the authorization for a specific service to be provided by a specific company

- <u>Per Capita</u>: Per Person

- <u>Authorization</u>: Cost of services approved

- <u>Expenditures</u>: Cost of services that was paid for by the Regional Center

- <u>Utilization:</u> Percentage of authorized services that have been used

Purchase of Services (POS) Data

- 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

- Purchase of Services (POS) does <u>NOT</u> include:

- Services coordinated through a generic resource

  - Medicare

  - Medi-Cal

  - Private insurance

  - Supplemental Security Income (SSI)

  - School system

  - Contracted Services

- Social work as a service

    Refer to handout "GGRC Demographics FY2018-2019
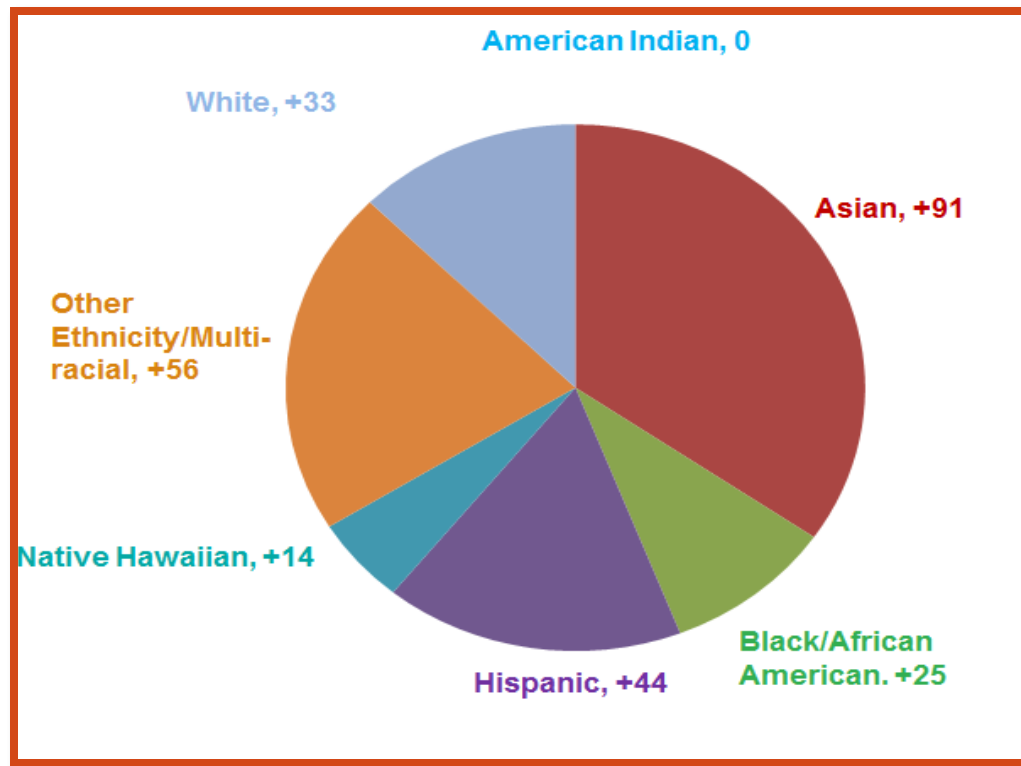
GGRC Demographics- Quick Facts!

FY18-19 GGRC served 10,367 individuals- 263 more individuals than last year!
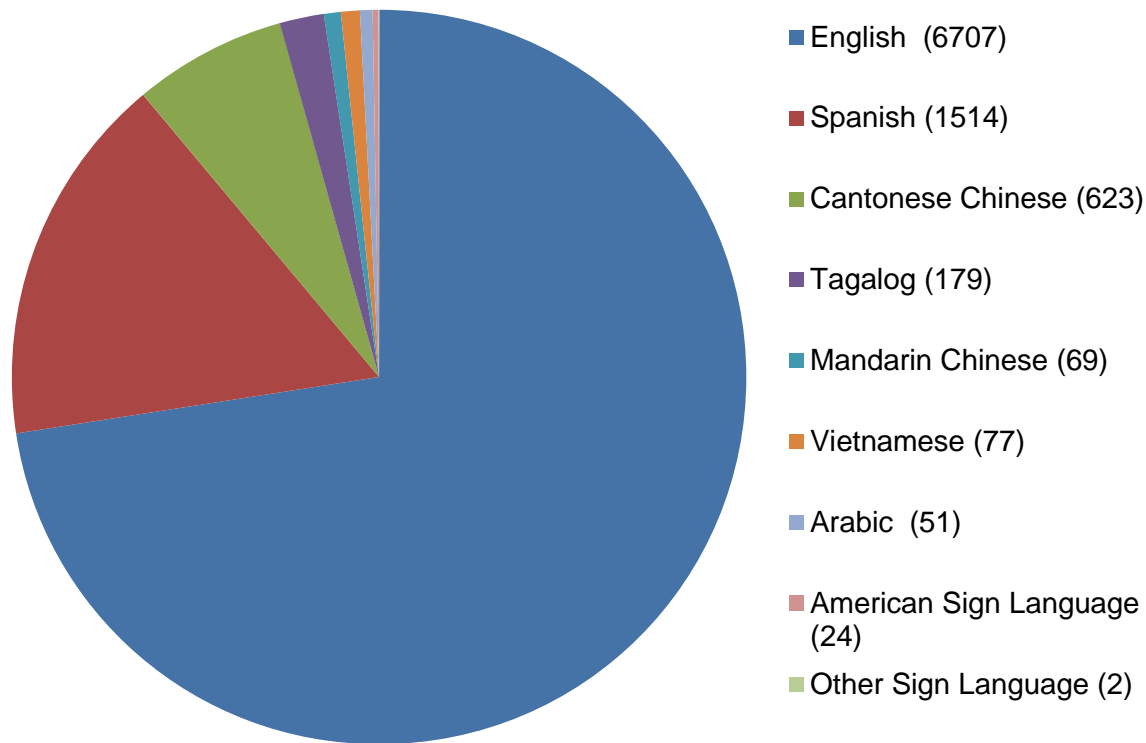
Ethnicities Served by GGRC
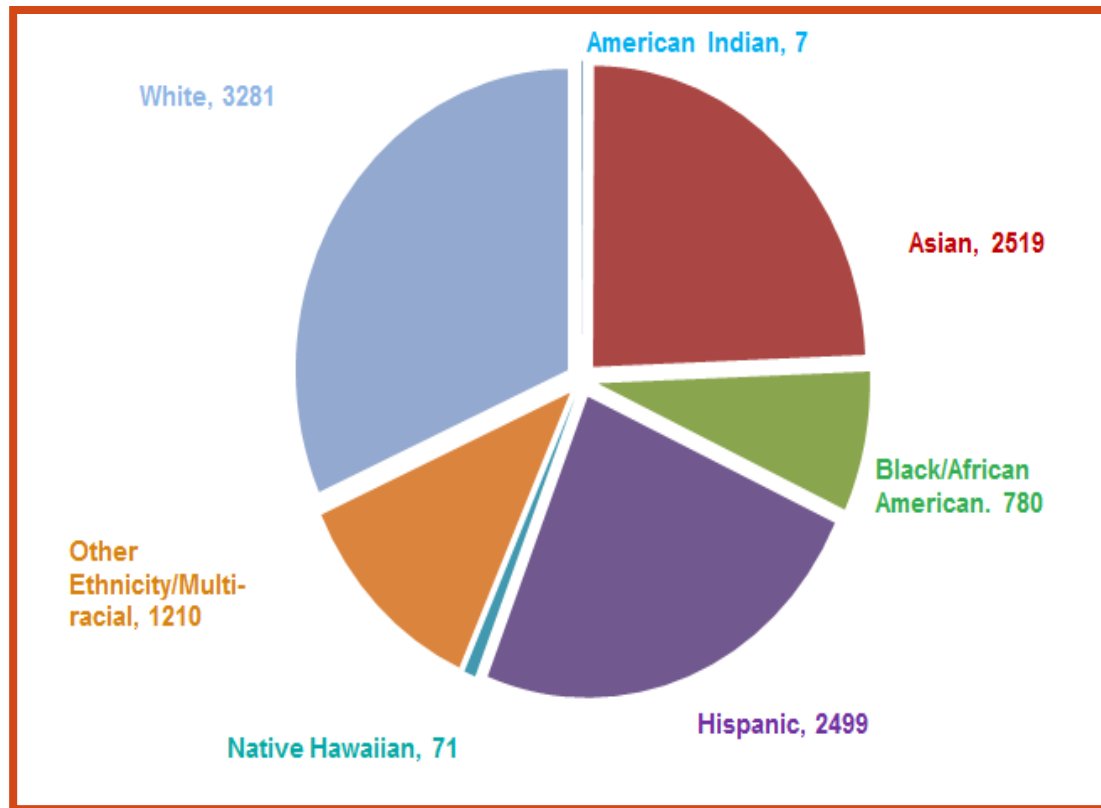
Growth in Ethnicities Served by GGRC

The largest growth can be seen in Asian, Hispanic and Multi-Racial communities.

Languages Spoken at GGRC

- ■ English (6707)
- ■ Spanish (1514)
- ■ Cantonese Chinese (623)
- ■ Tagalog (179)
- ■ Mandarin Chinese (69)
- ■ Vietnamese (77)
- ■ Arabic (51)
- ■ American Sign Language (24)
- ■ Other Sign Language (2)

The three largest language groups at GGRC are English, Cantonese, and Spanish.

Adult Individuals Served by GGRC, Ages 22 and Older

| Ethnicity	Ethnicity & Total # of Adults	% Served in Home	% Served Out of Home
American Indian	3	0%	100%
Asian	1152	74.7%	25.3%
Black	534	36.9%	63.1%
Hispanic	784	73.7%	26.3%
Native Hawaiian	35	65.7%	34.3%
Other/Multi-Racial	365	57.5%	42.5%
White	2061	31.1%	68.9%

Out of the 10,367 individuals served, a total of 2,424 adults live out of the family home.

# Authorizations vs. Expenditures FY2018-19, *Ages 0 and up*

Per Capita Authorized FY18-19

Per Capita Expenditures FY18-19
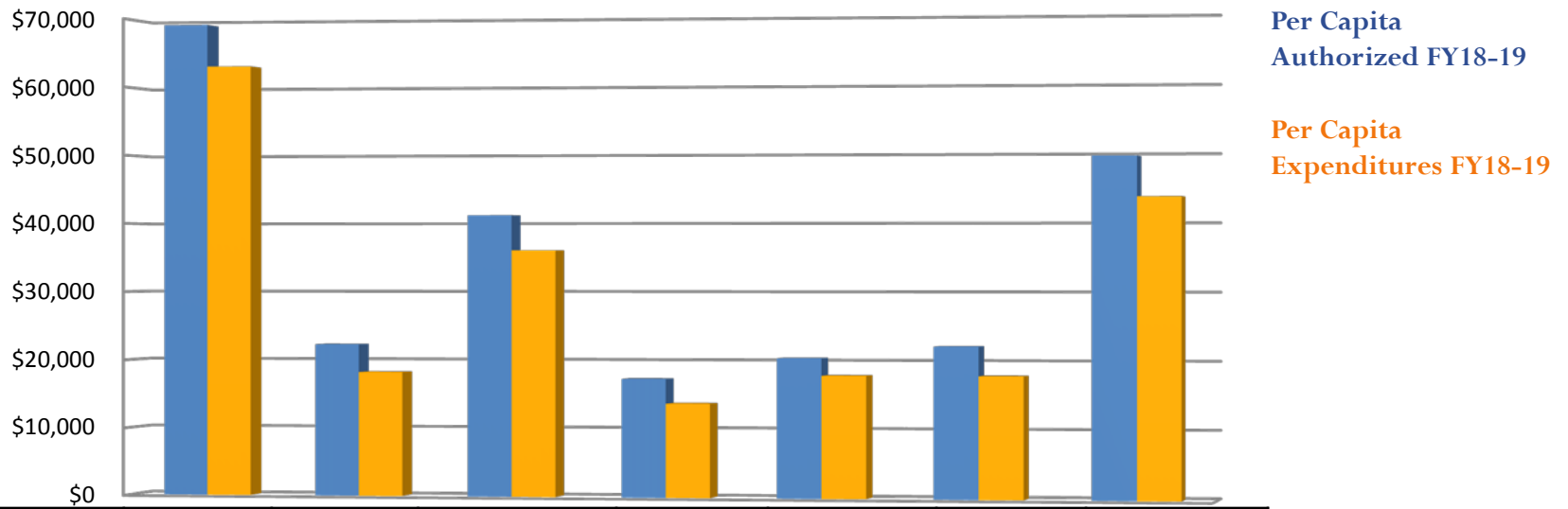
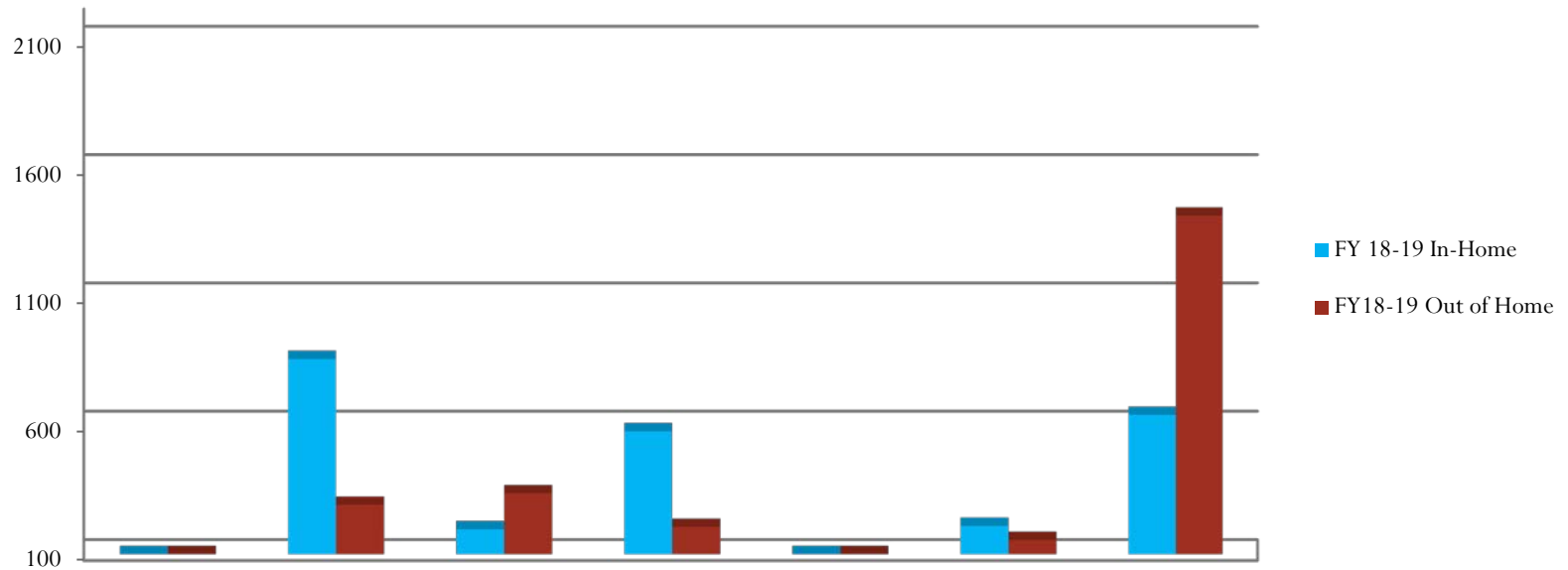|	American Indian	Asian	Black/African American	Hispanic	Native Hawaiian	Other Ethnicity	White
Expenditures	$63,059	$18,244	$36,054	$13,807	$17,928	$22,166	$49,600
Authorizations	$69,193	$22,293	$41,165	$17,366	$20,428	$17,928	$43,768
Utilization	91.10%	81.80%	87.60%	79.50%	76.40%	80.90%	88.20%

Authorized Spending by Race FY2018 - 2019, *Age Comparison*
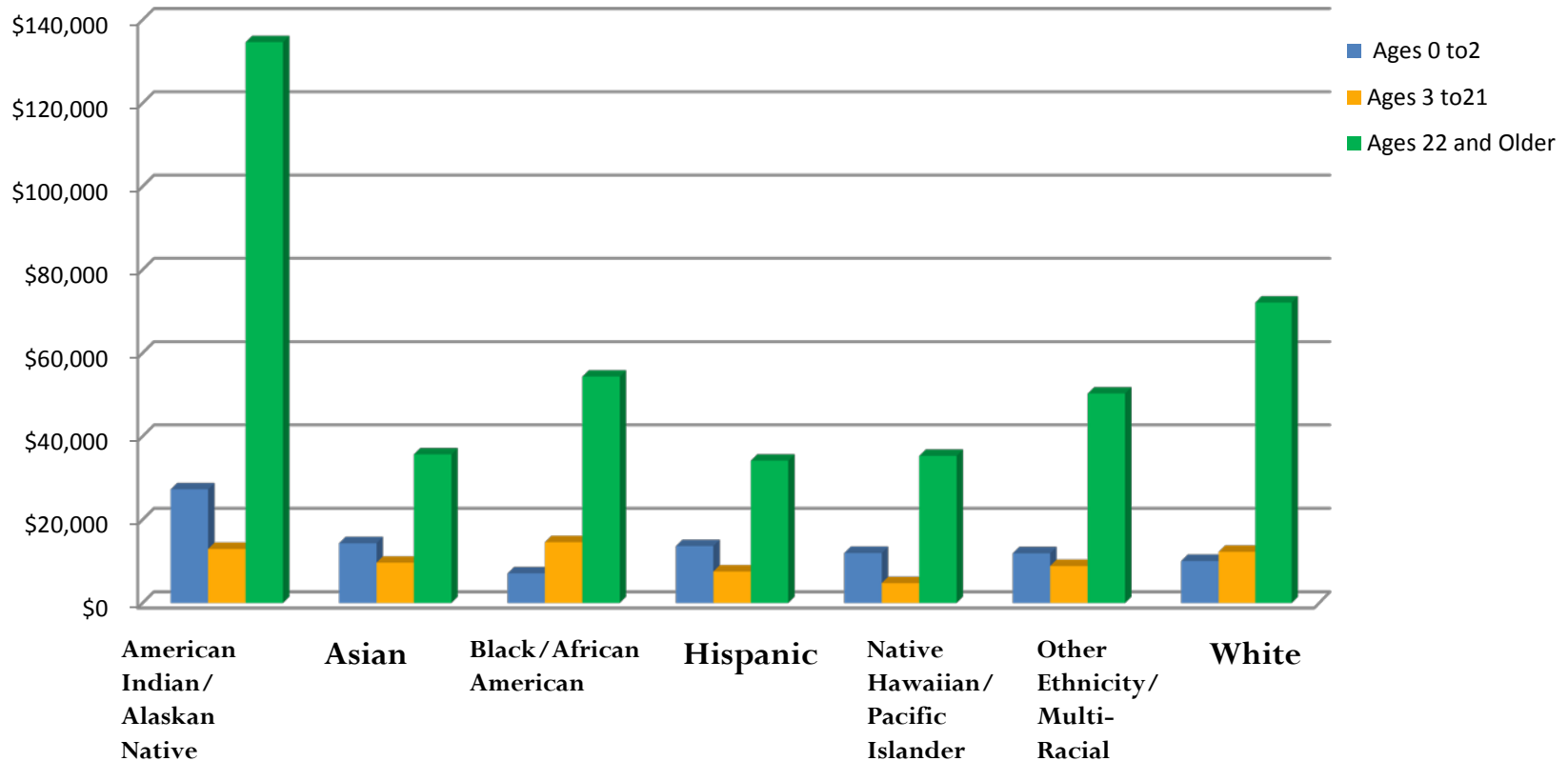
# Authorized POS: FY 2017 -2018 & FY2018 -2019, *Ages 0 and up*
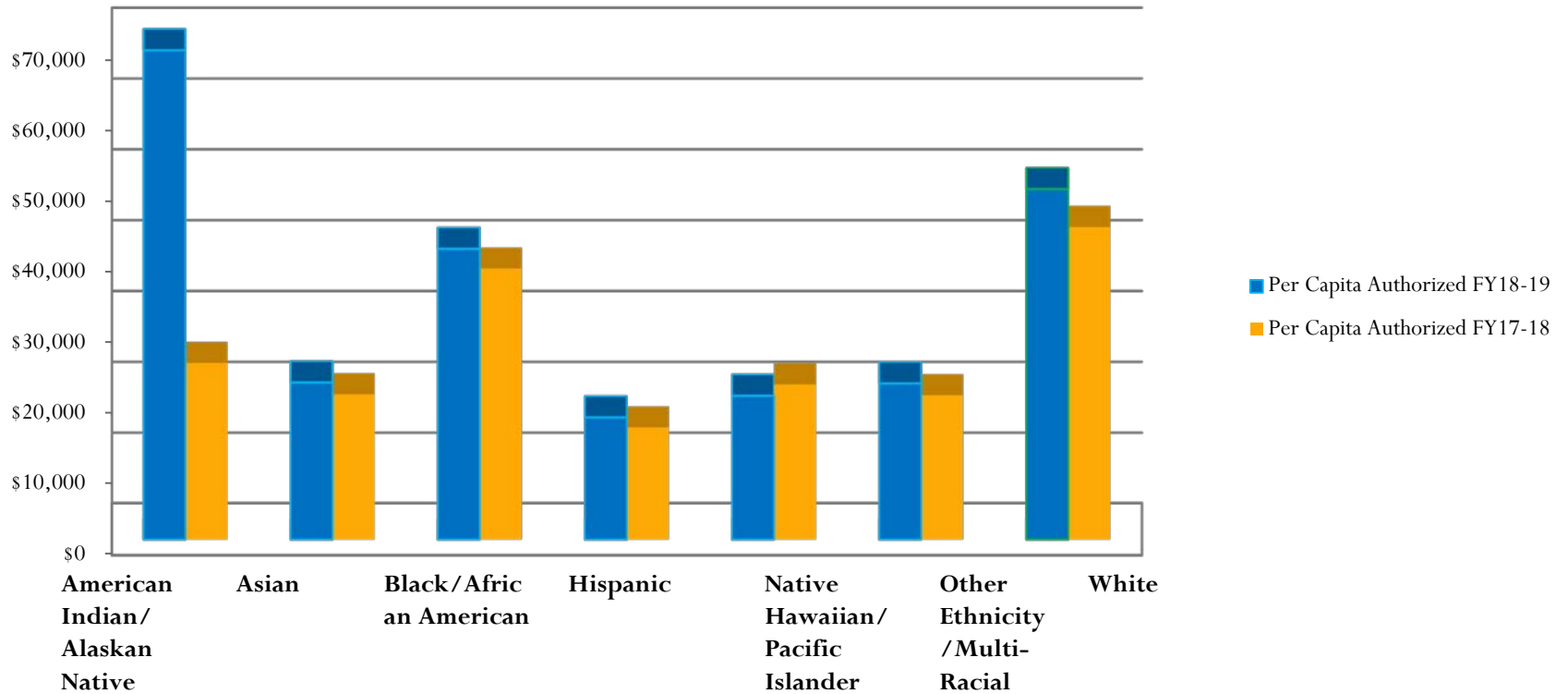
Residential Setting Comparison- a Closer Look, *Ages 22 and Older*

	American Indian/Native Alaskan	Asian	Black/African American	Hispanic	Native Hawaiian	Other Ethnicity/ Multi- Racial	White
Served In- Home	0	860	197	578	23	210	642
Served Out of Home	3	292	337	206	12	155	1419

Residential Setting Comparison- In Home vs. Out of Home, *Ages 22 and Older*

GGRC Authorization & Expenditure Comparison – In Home (ages 22 and older)
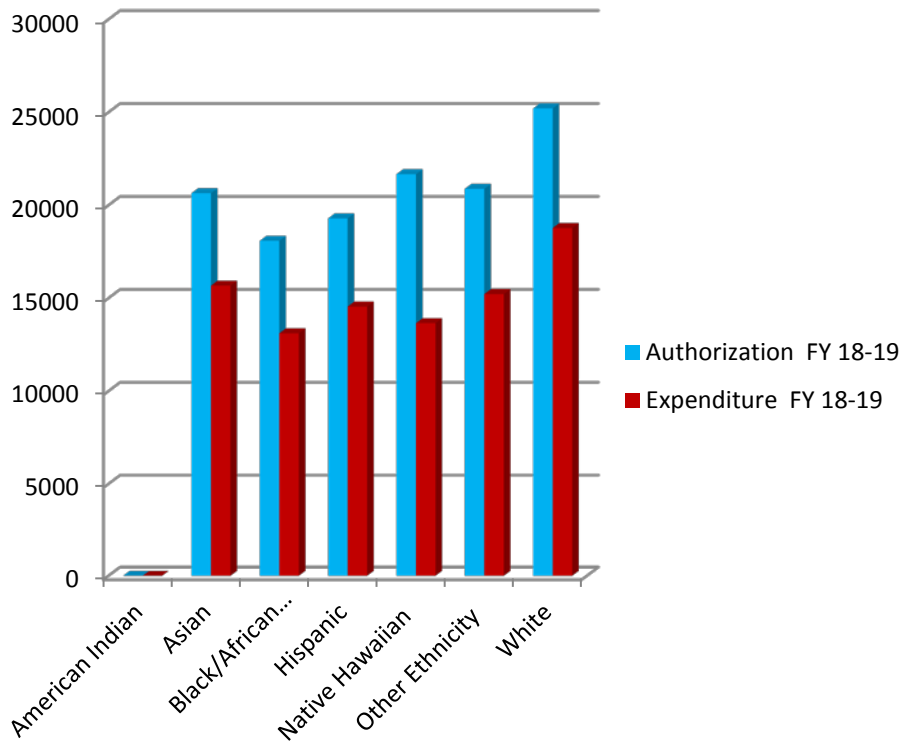
GGRC Authorization & Expenditure Comparison – Out of Home (ages 22 and older)
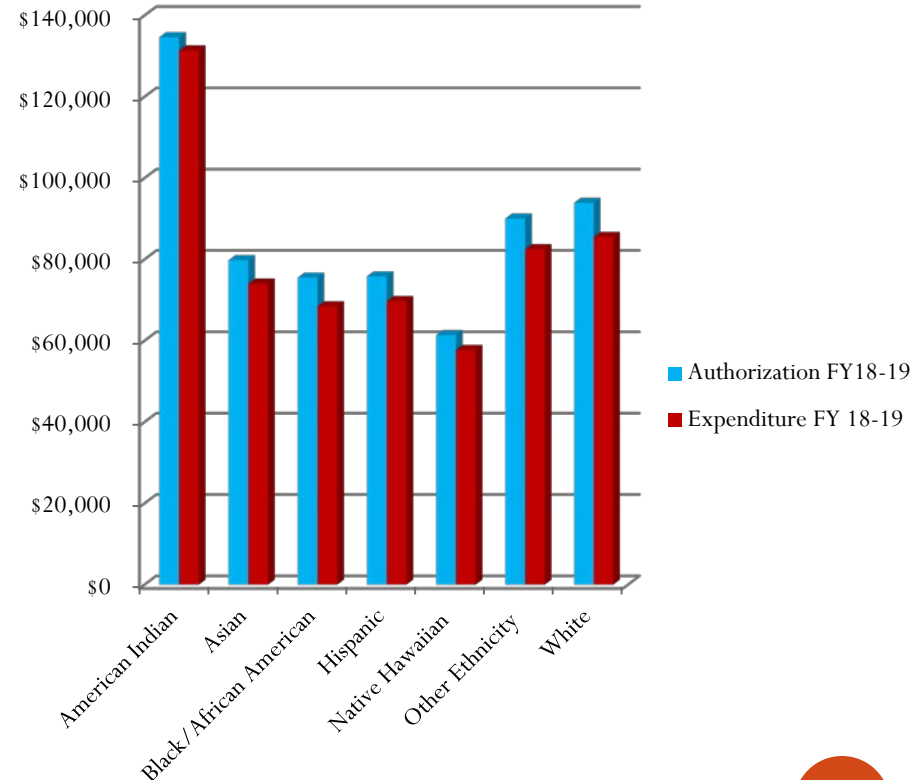
Summary of Data

- Data shows:
  - Differences in funding and use of POS based on race/ethnicity
  - Comparisons of spending and use of services according to language, residence, and ethnicity
- Data does NOT show:
  - Social work as a "service"
  - Use of generic resources
  - Contracted Services
  - Barriers to accessing and/or using services
    - The Why?

Outreach Initiatives

Conducting Outreach to Underserved Communities

- *Congresito- Outreach and Education Conference*
  - Held in San Mateo County 1/11/2020, individuals served and families served had the opportunity to learn about GGRC services (day programs, housing, employee services etc.), participate in a panel on housing and immigration, and interact with GGRC providers and community organizations. This year there was a total of 128 attendees.
  - Congresito for Marin County TBD

- *Person-Centered Thinking, Community Forums*
  - GGRC collaborated with Support for Families and local community organizations to host 2 community forums in each county (6 total). Providing Spanish and Chinese interpretation, families had the opportunity to provide feedback regarding their unmet needs and culturally responsive service delivery.

Person-Centered Practices to Reduce POS Disparity Project

- ❏ Certified 9 PCT Trainers who will conduct 2-day PCT Trainings throughout the GGRC community
- ❏ Outcomes Training for case managers and providers to learn to develop meaningful goals
- ❏ Community Forums provided an overview of Person-Centered Thinking/Planning efforts at GGRC
- ❏ Annual Meeting Surveys to gather feedback on service delivery
- ❏ A series of Organizational Change meetings with Support Development Associates to support GGRC in becoming a more person-centered organization

What we learned from the PCT Project...

What we learned:

- Determined unmet service needs with the goal of finding appropriate providers that can meet these needs.

- Allows GGRC to determine future initiatives to observe what generic resources are used

- Individuals/Family served would like more opportunities to participate in GGRC organized events and information sessions
  - Opportunities to build relationships between families
  - Relationship building with individuals served /families and understanding what's important to them prior to addressing service needs

- Feedback that will structure staff trainings around cultural responsive service delivery

What individuals & families had to say:

- *Social Worker Improvements:*
  - Ensure that families are heard during their Annual Meeting
  - Be transparent about services that are available- with disclaimers about the processes
  - Consistency with using PCT practices
  - Improve communication- increase clarity and frequency

- *Culture/Diversity:*
  - Be considerate of all cultures
  - Consider the family unit when providing services – ask exploratory questions about how decisions are made
  - "Disability Culture"- reconsider the use of the word disabled and shape services around strengths and talents
  - GGRC needs more diverse staff- match individuals with staff with similar background

Discussion & Feedback

1. *Person-Centered Planning:*

    I. What are GGRC's strengths or successes in providing culturally responsive, person centered planning?

    II. What are areas for GGRC to continue to grow and strengthen in culturally responsive person centered planning?

2. *Access/use of GGRC funded Services:*

    I. What successes have you experienced in using GGRC funded services?

    II. What barriers or challenges exist in using GGRC funded services?

    III. How can GGRC funded services be more culturally responsive?

3. *Continued Efforts to Reduce POS Disparity:*

    I. What suggestions do you have to increase access to and use of GGRC funded services?

    II. What types of special projects would you like to see GGRC or Community Based Organizations do to help increase awareness of GGRC services and access/use of GGRC funding services?

Accessing GGRC Disparity Data

www.ggrc.org

(About Us/Transparency & Accountability/POS Demographics)

http://www.ggrc.org/storage/documents/Budget_and_Finances/POS_Demographics_FY_2018-19.pdf

Notes will be available on www.ggrc.org

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Golden Gate Regional Center
Supporting Lives of Liberty and Opportunity

POS Disparity Public Meeting FY2018-2019–
Presentation Summary

Role of the Regional Center:
Golden Gate Regional Center (GGRC) is 1 of 21 Regional Centers in California serving San Francisco, San Mateo, and Marin County. GGRC provides services and supports for people with developmental disabilities. In addition to case management, examples of GGRC funded services includes but are not limited independent living supports, respite & personal assistance, day program, and transportation. GGRC is the "payer of last resort" – generic resources are identified and used before GGRC can authorize a service.

Purchase of Service (POS) Disparity:
Disparity: Any difference in the quality of services that is NOT due to differences in needs or preferences.
Discussion of Purchase of Service (POS) disparities in this Public Meeting at GGRC refers the differences in receiving and using services between people of white decent and other racial/ethnic groups.

Cultural Responsiveness: The ability to understand and consider the cultural and linguistic background of people to which you support or provide services. This discussion of the challenges of POS disparity and service delivery addresses the challenges of individuals served and families with accessing services that truly meets their needs and supports their goals.

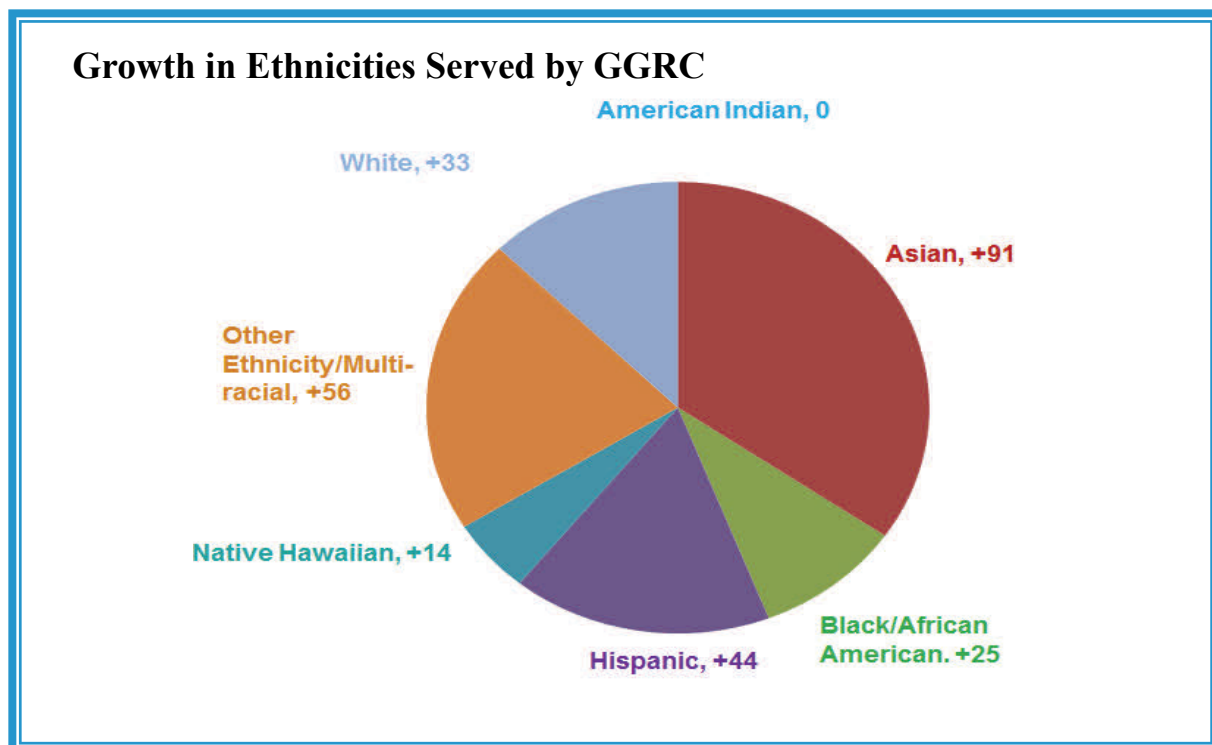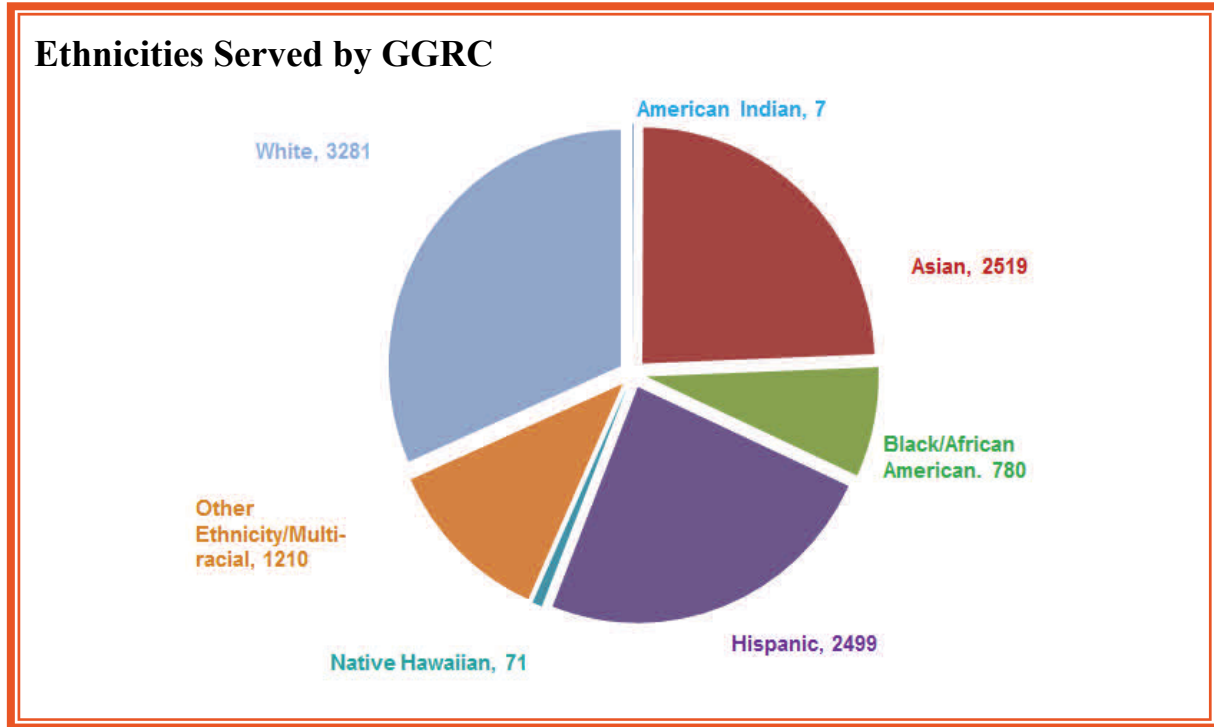| What POS Data Shows:	What POS Data does NOT Show:
Rates of authorization, utilization, and expenditures based on: ♦ Age ♦ Race and Ethnicity ♦ Language ♦ Type of developmental disability ♦ Residence ♦ No POS– those who do not use services	Services coordinated through a generic resource: ♦ Medicare/ Medi-Cal ♦ Private Insurance ♦ Supplemental Security Income ♦ School System ♦ Contracted Services ♦ Social Work as a service ♦ Barriers to accessing and/or using services

Outreach Initiatives:
Congresito– Outreach and Education Conference: Held in San Mateo County 1/11/2020, individuals served and families served had the opportunity to learn about GGRC services (day programs, housing, employee services etc.), participate in a panel on housing and immigration, and interact with GGRC providers and community organizations. This year there was a total of 128 attendees.

Person-Centered Thinking, Community Forums: GGRC collaborated with Support for Families of Children with Disabilities and local community organizations to host 2 community forums in each county (6 total). Providing Spanish and Chinese interpretation, families had the opportunity to provide feedback regarding their unmet needs and culturally responsive service delivery.
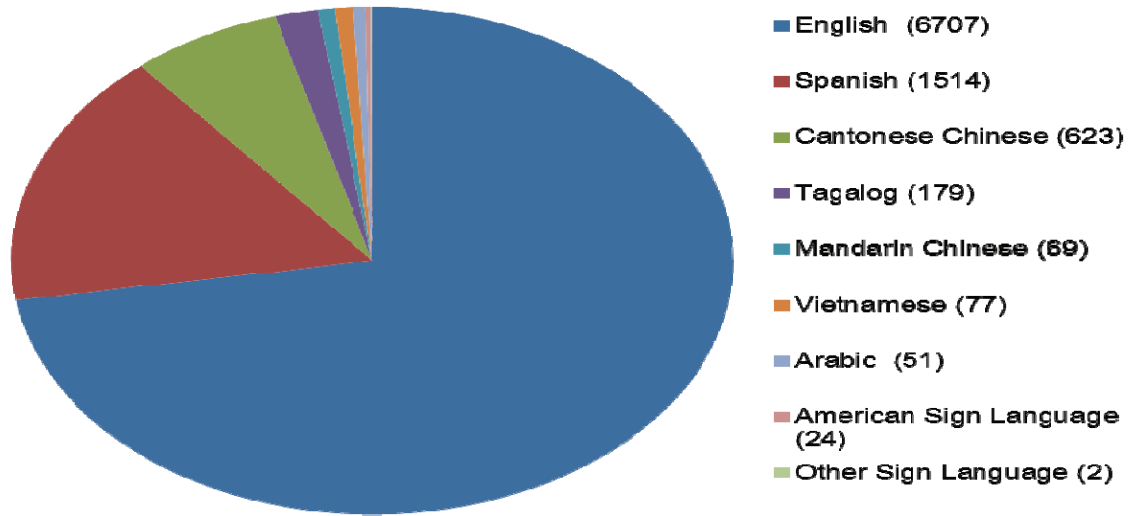
Person-Centered Practices to Reduce POS Disparity Project: Funding for this project included 6 components, including: Certified 9 Person Centered Thinking (PCT) Trainers who will conduct 2-day PCT Trainers throughout the GGRC community; Outcomes Training for case managers and providers to learn how to develop meaningful goals; Community Forums provided an overview of Person-Centered Thinking/Planning efforts at GGRC; Annual Meeting Surveys to gather feedback on service delivery and Unmet Needs Surveys completed by Case Management team; A series of Organizational Change meetings with Support Development Associates to support GGRC in becoming a more person-centered organization.

"POS Demographics FY2018-19" can be found at http://www.ggrc.org/storage/documents/Budget_and_Finances/POS_Demographics_FY_2018-19.pdf

Golden Gate Regional Center
Supporting Lives of Liberty and Opportunity

GGRC Demographics FY2018-2019

During FY18-19 GGRC served 10,367 individuals, which is 263 individuals more than last year!

Ethnicities Served by GGRC

- White, 3281
- American Indian, 7
- Asian, 2519
- Black/African American. 780
- Hispanic, 2499
- Native Hawaiian, 71
- Other Ethnicity/Multi-racial, 1210

Growth in Ethnicities Served by GGRC

- White, +33
- American Indian, 0
- Asian, +91
- Other Ethnicity/Multi-racial, +56
- Native Hawaiian, +14
- Hispanic, +44
- Black/African American. +25

Languages Spoken at GGRC

- English (6707)
- Spanish (1514)
- Cantonese Chinese (623)
- Tagalog (179)
- Mandarin Chinese (69)
- Vietnamese (77)
- Arabic (51)
- American Sign Language (24)
- Other Sign Language (2)

Adult Individuals Served by GGRC, Ages 22 and Older

Out of the 10,367 individuals served, a total of 2,424 adults live out of the family home.

Ethnicity & Total # of Adults	% Served in Home	% Served Out of Home
American Indian –3	0%	100%
Asian–1152	74.7%	25.3%
Black– 534	36.9%	63.1%
Hispanic- 784	73.7%	26.3%
Native Hawaiian– 35	65.7%	34.3%
Other/Multi-Racial– 365	57.5%	42.5%
White– 2061	31.1%	68.9%

Ethnicity	# Served in Home	# Served Out of Home
American Indian	0	3
Asian	860	292
Black	197	337
Hispanic	578	206
Native Hawaiian	23	12
Other/Multi-Racial	210	155
White	642	1419