

**FY 2019-2020 Purchase of Service Annual Report
W&I Code Section 4519.5(e)-(f)
August 31, 2021**

1) GGRC - POS Data Public Meeting

GGRC's public meeting to discuss POS data was held on March 10 and March 17, 2021 from 6pm to 8pm as a Webinar on the virtual platform Zoom. (See presentation attached to this report). The March 10th Public Meeting Webinar was conducted in English, Spanish, and with ASL interpretation, while the March 17th Public Meeting was a bilingual English and Cantonese event.

Flyers were posted and distributed 30 days before the Public Meeting date, on February 9th 2021, 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
- Posted on the GGRC Facebook page

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. The PowerPoint Presentation 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.

23 individuals RSVP'd for the March 10th Public Meeting, including 9 GGRC staff members. Of the 23 RSVP's 18 people attended in the Webinar, 10 of which were staff members. For the March 10th event, there were 6 panelists: 2 ASL interpreters, 2 Spanish-speaking interpreters, GGRC's Director of Case Management, and the Cultural Diversity Specialist. 7 people RSVP'd for the March 17th Public Meetings including one GGRC Staff member and Cantonese-speaking interpreter. There were 5 attendees total in addition to the 5 event panelists: 2 Cantonese-speaking interpreters, the GGRC Director of Management, Director of Community Services, and the Cultural Diversity Specialist. Attendees represented for both events also included parents, individuals served, service providers and Department of Developmental Services Staff.



Golden Gate Regional Center

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 16th, 2021 and at the GGRC People's Committee, a self-advocacy group on May 18th, 2021.

2) FY 2019-2020 POS Data Public Meeting Minutes

A. What is the role of the Regional Center?

- 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. Purpose of Meeting

- 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. Discuss identified unmet service needs within the GGRC Community
 - i. Unmet Needs Survey completed by GGRC case managers in 2019
- c. Gather feedback from the GGRC community stakeholders
- d. Reflect on current and developing projects
- e. Update 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. Defining Disparity & Cultural Responsiveness

- a. Disparity: *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.*



Golden Gate Regional Center

Community Based Organizations to build up generic resource partnerships;
Continue discussions across GGRC departments to inform cross agency work;
Revamp the Unmet Needs Survey for 2021!

F. GGRC's Current and Future Equity Initiatives

- a. **iCongresito Virtual! – virtual conference for Spanish-speaking families in Marin County**
 - i. Tech Access Pilot Program, a limited number of individuals served/families will be selected through a lottery to receive a Tablet¹.
- b. **FY20-21-Cultural Responsiveness: Assessing and Addressing Equity within GGRC Service Delivery** (*funding request under review*)²
 - i. Phase 1 – GGRC Culture Assessment and Staff Training
 - ii. Future requests for funding include outreach and training initiatives to include self-advocates, families and service providers to increase culturally responsive service delivery

G. 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

H. 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)

¹ This project was completed June 6th, 2021 and is in reporting stages.

² Funding request will be resubmitted Fall 2021 for Service Access and Equity Grant Cycle



Golden Gate Regional Center

- vi. School system
- vii. Contracted Services
- d. Review of Purchase of Service data by ethnicity
 - i. Comparisons of authorizations, expenditures, and utilization by Ethnicity, Ages 0 and up – see charts in presentation
 - ii. Comparison of authorized POS and expenditures for FY2019-2020 and FY2018-2019, Ages 9 and up – see charts in presentation; there has been an increase in authorizations and expenditures in FY2019-2020 compared to previous fiscal year.
 - 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. Most ethnicities showed an incremental increase in POS authorization and expenditures in FY2019-2020 compared to FY2018-2019
 - a. Authorizations: Asian (\$26,113 vs. \$22,293); Hispanic/Latin(x) (\$19,84 vs. \$17,366); Black (\$46,151 vs. \$41,165); White (\$59,369 vs. \$49,600); Native Hawaiian (\$24,850 vs. \$20,428); Multi-Cultural/Other: (23,918 vs. \$22,166)
 - iv. Individuals served identified without a POS by ethnicity, Ages 3-21
 - 1. Individuals between ages 3-21 represent 12% of the population served without a POS
 - a. Discussed how services vary across age groups. Usually individuals served within this demographic receive services from the school district and/or medical insurance.
- I. Discussion Questions:
 - a. Discussion was broken into three sections throughout the presentation, allowing attendees to ask questions and respond to the information shared immediately instead of waiting until the end. Responses can be found in the “Public Meeting Comments and Suggestions.”
 - b. Discussion 1: Unmet Service Needs
 - i. How do you make your needs known to your case manager?
 - ii. What are some challenges that you experience with accessing in-home respite services? In your opinion, what can GGRC do to make this process easier?
 - iii. What is your experience accessing other supports needs mentioned (dental services, mental health support, safety awareness, and language and communication)?
 - c. Discussion 2: Response to POS Data



Golden Gate Regional Center

- i. Considering the data presented: what role does culture and race play in your experiences with GGRC?
- ii. How does language affect your access to services?
- iii. What type of services would you like to see GGRC develop in the future?
- d. Discussion 3: Support through Covid-19 Pandemic
 - i. How has the Covid-19 pandemic affected your access to GGRC services?
 - ii. How have your support needs changed?
 - iii. What type of support would you like see from GGRC during the Shelter-in Place and when we transition to traditional service delivery?
 - iv. Service providers/Family Resource Centers: how has your service delivery method changed since the pandemic?

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

a. Discussion 1: Unmet Needs survey

i. *How do you make your needs known to your case manager?*

1. Via phone or email; most often hear from advocates or families by phone or email, will call the front desk if they are not sure who their social worker is or if their social worker is available
2. *Do you feel heard or responded to in a timely manner?*
 - a. Yes, for the most part
3. *Do you feel there are barriers in accessing your social worker?*
 - a. Occasionally, it is harder to reach social workers while they are working remotely – have to play “phone tag”

ii. *What are some challenges that you experience with accessing in-home respite services? In your opinion, what can GGRC do to make this process easier?*

1. Need for respite is greater than supply of respite due to low rates and we don't have the number of providers needed in many of the areas of the state; shortage of providers who are bilingual and providers who are trained in behavioral supports; COVID affected use of respite; offer more respite during Covid-19 and re-instate camp/out of home respite with social distancing; offer good pool of respite workers with better training – better matching system to match respite works with individuals served.

iii. *What is your experience accessing other supports needs mentioned (dental services, mental health support, safety awareness, and language and communication)?*

1. Mental health and language communication access are two needs that frequently arise; we need dental referrals who see special needs adults who need sedation; we are lucky to have good partners in this area for dental health although we need to build capacity; low rates, shortage of bilingual staff, and unfamiliarity with developmental disabilities makes access in all these are difficult; the new-ish MediCal billing for dental helps for people who need more time

b. Discussion 2: Response to POS Data



Golden Gate Regional Center

- i. Considering the data presented: what role does culture and race play in your experiences with GGRC?*
 1. Residential services – some ethnicities/communities (e.g. Hispanic/latinx, Chinese) may continue to support people living in the family home rather than moving to regional center funded residential services
- ii. How does language affect your access to services?*
 1. Lack of access to communication, phone, other tech – it can be difficult to reach regional center or other services – pre-covid, a number of individuals would come to the GRC offices rather than reaching out by phone/email, with pandemic related office closures, they no longer have this option
 2. GGRC is hoping to expand language capacity in the vendor community, including expanding vendor options for deaf community. There doesn't appear to be enough Latin(x) and Spanish speaking housing options. Increasing partnership with housing services to better support Spanish speaking communities. The cultural needs can be a challenge to accommodate even if you are familiar with the cultural. It can be difficult to know what to ask for. Many families have difficulty understanding program staff and communicating. The language barrier also affects the family.
- iii. What type of services would you like to see GGRC develop in the future?*
 1. Request for list of vendored services (list is posted on www.ggrc.org that lists all current vendors for GGRC) – would be helpful to group the list of current service providers by service provided; residential homes for individuals with down syndrome and aging/dementia; ILS/SLS that have behavior support/expertise; housing access services to help locate/secure/retain housing; community outreach in order to build relationships with existing community members – building relationships with existing community members who have relationships with individuals who are not currently using POS funded services – intersection of crossover of services provided in the community who may be in contact with people who use regional center funded services; a list of day programs meeting the standards after GGRC review; would love to see START services statewide
- c. Discussion 3: Support through Covid-19 Pandemic**
 - i. How has the Covid-19 pandemic affected your access to GGRC services?*
 1. Some services have become virtual, stopped, and some are offering alternative services.
 - ii. How have your support needs changed?*
 1. We see a disconnect between unmet needs and the actual POS utilization. With the closure of schools parents are providing more assistance with school work.
 - iii. What type of support would you like see from GGRC during the Shelter-in Place and when we transition to traditional service delivery? (Unanswered)*
 - iv. Service providers/Family Resource Centers: how has your service delivery method changed since the pandemic?*



Golden Gate Regional Center

1. During the pandemic time we see that there a lot of needs that are not being provided for behavioral problems at home. The social worker refers them to CBEM. CBEM will reach out to the provider [day service provider] to help with language needs [to help with language needs at home] due to limitations on languages supported. It is not only about the language but the cultural impact. The day program/school system they are learning to adapt to American culture but they are still using Chinese culture at home. The medical support (nutrition) it is difficult to find Chinese speaking specialists. There are not enough interpreters in the hospitals. DDS has a rate study that indicates that programs that have language capacity will have higher rates to help have services that can communicate with individuals and their families. Opportunities Unlimited launched ILS program and is looking to offer behavioral services. It is very difficult to hire bilingual staff because rates are not competitive.
2. *Covid-19 and Services Responses:*
 - a. Some services have stopped completely, others have moved to virtual platforms which can be a challenge; change to alternative services
 - b. Participant directed services and alternative services are a great resource for families and individuals and we hope these remain post-pandemic with quality checks in place
 - c. Is GGRC collecting information in the Support for Families Information Workshops? (Community Living Campaign – same building as SSF – provide free tech equip.)
 - d. Maximize relationships with other community based organization and FRCs; Outreach efforts continue and to be expanded with FRCs

4) Actions to improve Public Attendance and Participation

- a. As a result of the Covid-19 Pandemic, GGRC hosted two virtual public meetings using the Zoom Webinar platform on March 10th and March 17th 2021. This virtual platform, which included a call-in options, allowed attendees to participate in the meeting safely.
- b. Future efforts to increase attendance and participation may include but are not limited to:
 - i. While family resource centers are invited to participate in these meetings, conducting meetings in partnership with their parent 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

5) Attachments

- a. Public Meeting Flyer (available in Chinese and Spanish)
- b. PowerPoint Presentation (available in Chinese and Spanish)



Golden Gate Regional Center

Supporting Lives of Liberty and Opportunity

Notice of Public Meeting:

2/09/2021

GGRC invites you to participate in a presentation on our efforts to increase access to services. We will discuss FY 2019-2020 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 !

Copy and Paste Registration Links to register for event:

Wednesday, March 10, 2021– *Spanish and ASL Interpretation*

Time: 6pm-8pm PST

Link: https://us02web.zoom.us/webinar/register/WN_VOA7iFzSTmy11eahWlvtlA

Wednesday, March 17, 2021– *Cantonese Interpretation*

Time: 6pm– 8pm PST

Link: https://us02web.zoom.us/webinar/register/WN_VOA7iFzSTmy11eahWlvtlA

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.

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

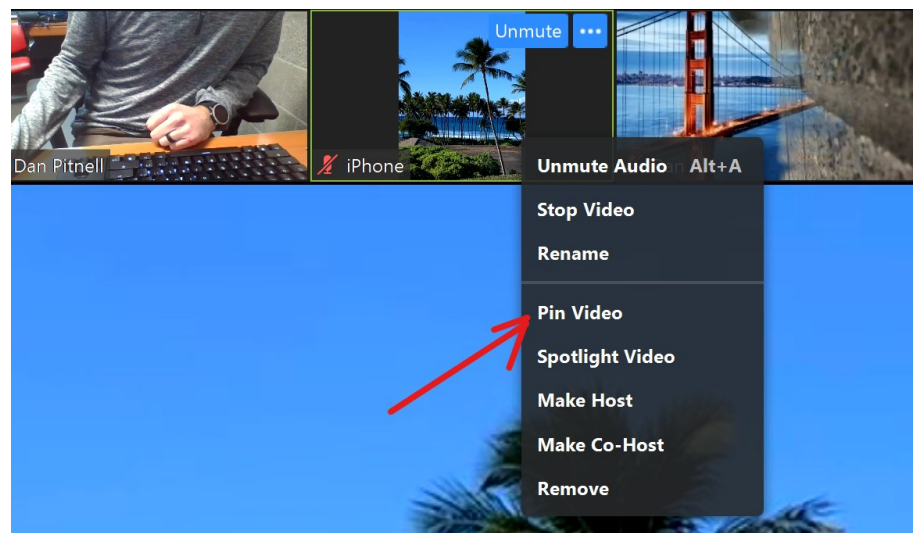
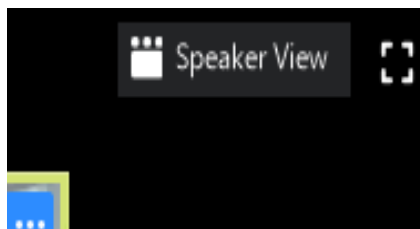
To Listen to the Spanish or Cantonese Interpretation:

1. To hear the Spanish or Cantonese translation, you must connect on a computer to zoom.us, or a tablet, iOS, or Android 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.



金門地區中心

支持享受自由和機會的人生

公眾會議通知：

2021年2月9日

GGRC 邀請您參加一次會議，內容是介紹本中心為擴大服務覆蓋人群而作出的努力。屆時本中心將討論2019-2020財政年度服務購買（POS）資料以及如何使用該資料來鑒別地區中心所資助之服務覆蓋人群及使用上的差異。GGRC還計劃藉此機會，就如何提升文化敏感型服務提供以及地區中心所資助服務之覆蓋，聽取社區的意見。

本次公眾會議將透過 Zoom 線上進行！

複製並粘貼註冊鏈接以註冊事件：

2021年3月10日，星期三-西班牙語和ASL的解釋時間：太平洋標準時間下午6點至晚上8點

網站連結：https://us02web.zoom.us/webinar/register/WN_VOA7iFzSTmy11eahWlvtlA

2021年3月17日，星期三-粵語翻譯時間：太平洋標準時間下午6時至晚上8時

網站連結：https://us02web.zoom.us/webinar/register/WN_VOA7iFzSTmy11eahWlvtlA

要聽西班牙語或廣東話翻譯，您必須使用電腦、平板、iPhone iOS 應用程式或 Android 應用程式連接至Zoom。僅電話接入者無法收聽翻譯。

依照「福利與機構法案」第4519.5條，金門地區中心將就個人接受服務時的年齡、族群、語言、住所和殘障狀況，對與服務購買的授權、利用和開支相關的資料舉行公眾會議。



金門地區中心

支持享受自由和機會的人生

語言翻譯說明： 這些說明亦會隨會議註冊確認電子郵件寄給您

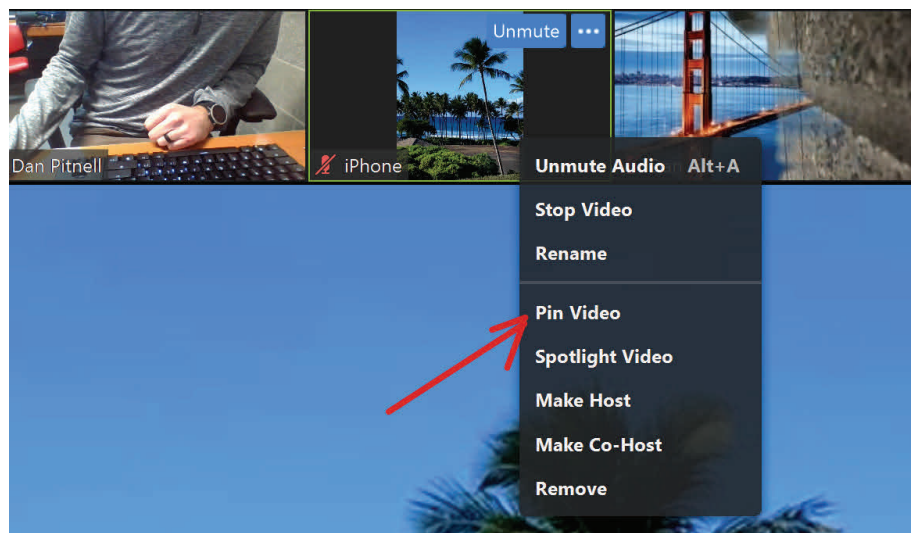
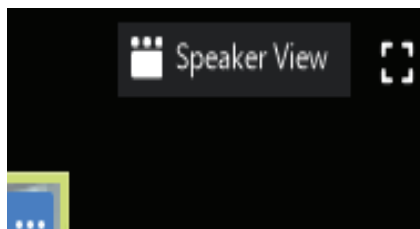
收聽西班牙文或廣東話翻譯：

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。

美國手語翻譯：發言者和美國手語譯員必須分享視訊方可。

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**」。



如您有疑問，請使用閒聊功能，鍵入您的疑問。



Centro Regional Golden Gate

Apoyamos vidas de libertad y oportunidad

Aviso de reunión pública:

9 de febrero de 2021

GGRC le invita a participar en una presentación sobre nuestras iniciativas para incrementar el acceso a los servicios. Hablaremos de los datos sobre la Compra de Servicios (POS, por sus siglas en inglés) del año fiscal 2019-2020 y cómo se utilizan para identificar diferencias en el acceso y uso de los servicios financiados por el centro regional. Asimismo, esta es una oportunidad para que el GGRC escuche ideas de la comunidad acerca de las formas de mejorar la prestación de servicios culturalmente sensibles y el acceso a servicios financiados por el centro regional.

¡Esta reunión pública se realizará como un webinar por Zoom!

Haga clic o copie y pegue el enlace de inscripción para inscribirse en la reunión:

Miércoles 10 de Marzo de 2021– Español e interpretación Lenguaje de Señas Americano

Hora: 6pm – 8pm PST

Enlace: https://us02web.zoom.us/webinar/register/WN_VOA7iFzSTmy11eahWlvtIA

Miércoles 17 de Marzo de 2021– interpretación Cantonesa

Hora: 6pm – 8pm PST

Enlace: https://us02web.zoom.us/webinar/register/WN_VOA7iFzSTmy11eahWlvtIA

Para oír la traducción al español o cantonés es necesario conectarse a Zoom con una computadora, tableta, aplicación de iPhone iOS o de Android. No se podrá oír la interpretación solo llamando.

De conformidad con el artículo 4519.5 del Código de Asistencia Pública e Instituciones, el Centro Regional Golden Gate celebrará reuniones públicas acerca de los datos relacionados con la autorización, utilización y gastos de Compra de Servicios referentes a la edad, grupo étnico, idioma, residencia y discapacidad de las personas que reciben servicios.

Instrucciones sobre la interpretación a otros idiomas:

Estas instrucciones también se enviarán por correo electrónico junto con la confirmación de la inscripción.

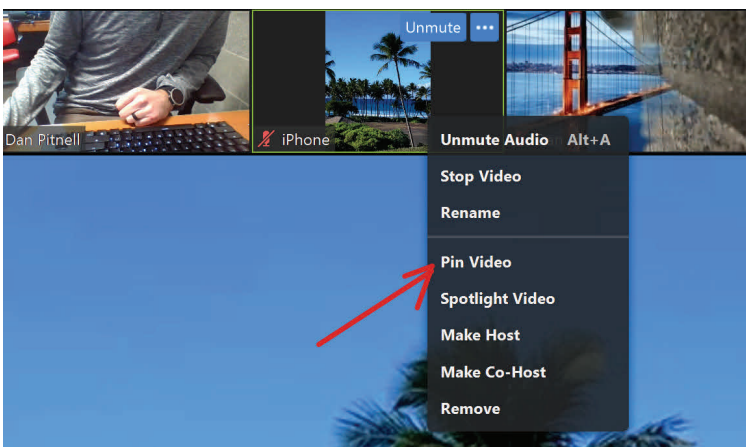
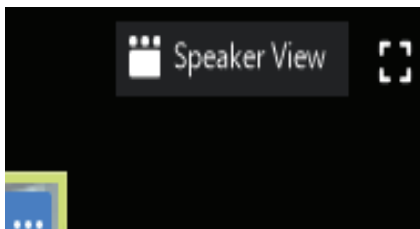
Para escuchar la interpretación al español o cantonés:

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.

Interpretación a lenguaje de señas americano (ASL): Solamente los presentadores y el intérprete de ASL compartirán la imagen en 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).



Si tiene alguna pregunta, use la función CHAT y escriba su pregunta con el teclado.

POS Disparity Public Meeting FY2019-2020



Golden Gate Regional Center

Supporting Lives of Liberty and Opportunity

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 Android 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
- Unmet Needs and GGRC Efforts to Reduce Disparities
- Open Forum – Community Feedback
- Terms & Disparity Data Breakdown

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
 - Discuss identified unmet service needs
 - Receive feedback from community stakeholders
 - Reflect on current or developing projects
 - Update on Purchase of Service (POS) Data

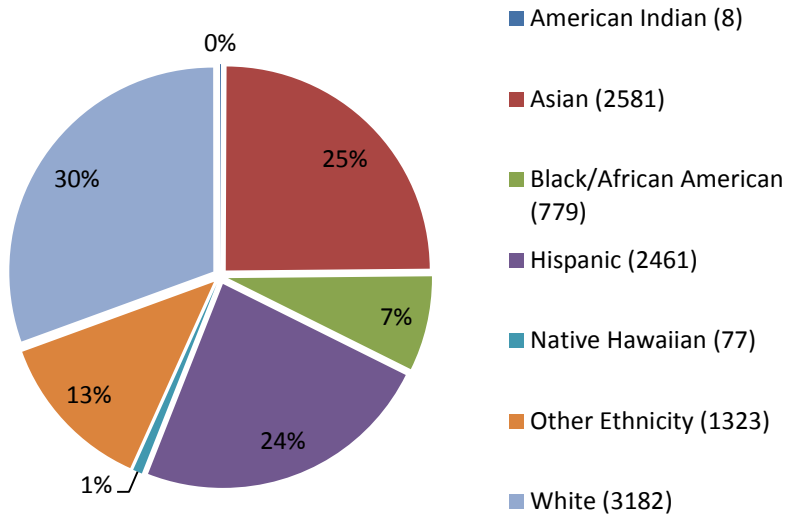
Disparity & Cultural Responsiveness

- 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 white people and people of other racial or ethnic groups.
- Cultural Responsiveness: *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.

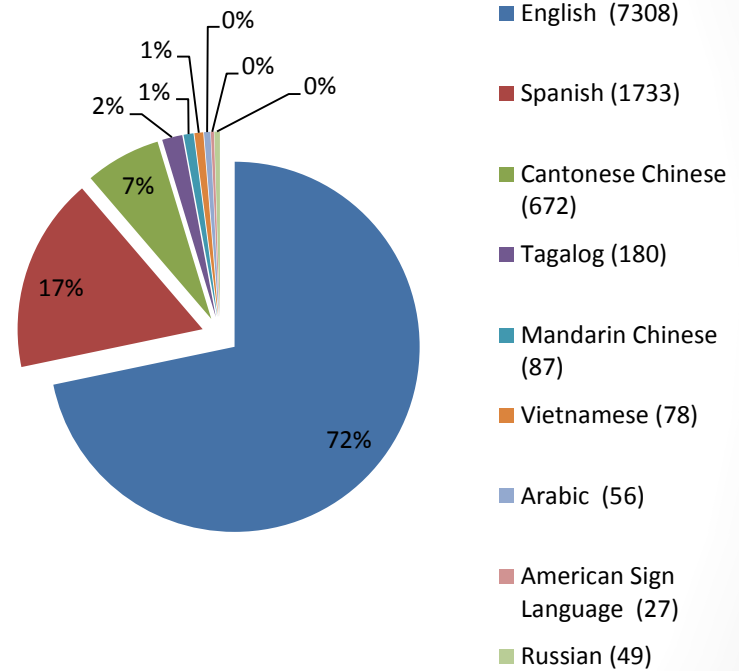
Questions?

Who do we serve?

Ethnicities Served by GGRC FY19-20



Languages Served FY19-20



Unmet Service Needs at GGRC

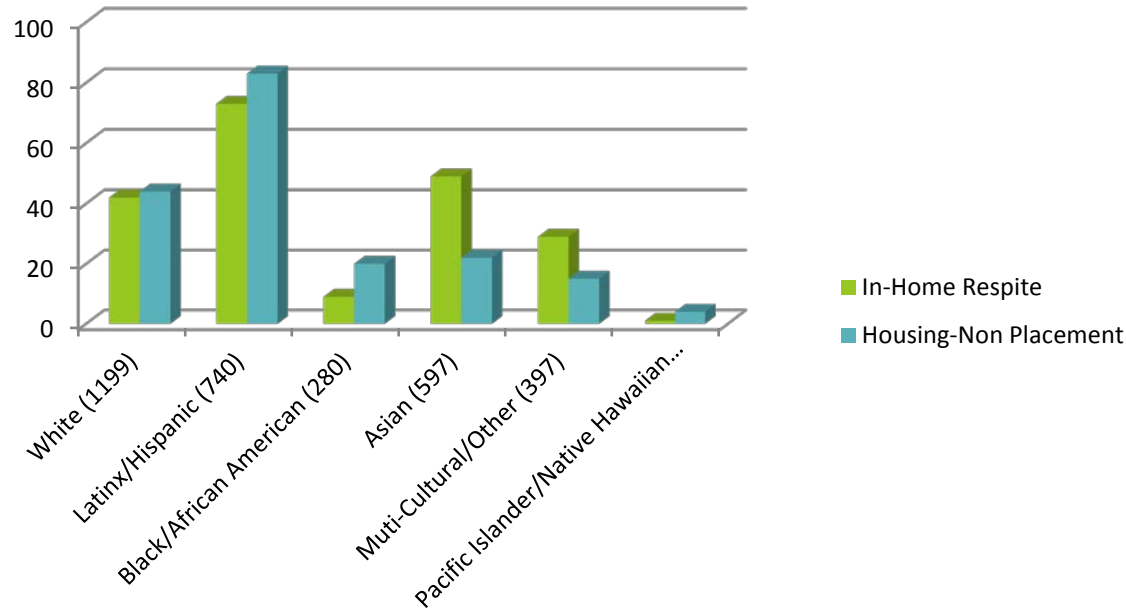
Unmet Needs Survey, completed in 2019, was an opportunity for GGRC Social Workers to provide their input by identifying unmet service needs experienced by individuals and families.

38% of Respondents had an unmet need!

County	Yes, Unmet Needs	No Unmet Needs	Total
Marin	136	164	300
San Francisco	353	386	739
San Mateo	743	1457	2200
Total	1232	2007	3239

Unmet Lanterman Service Needs by Ethnicity

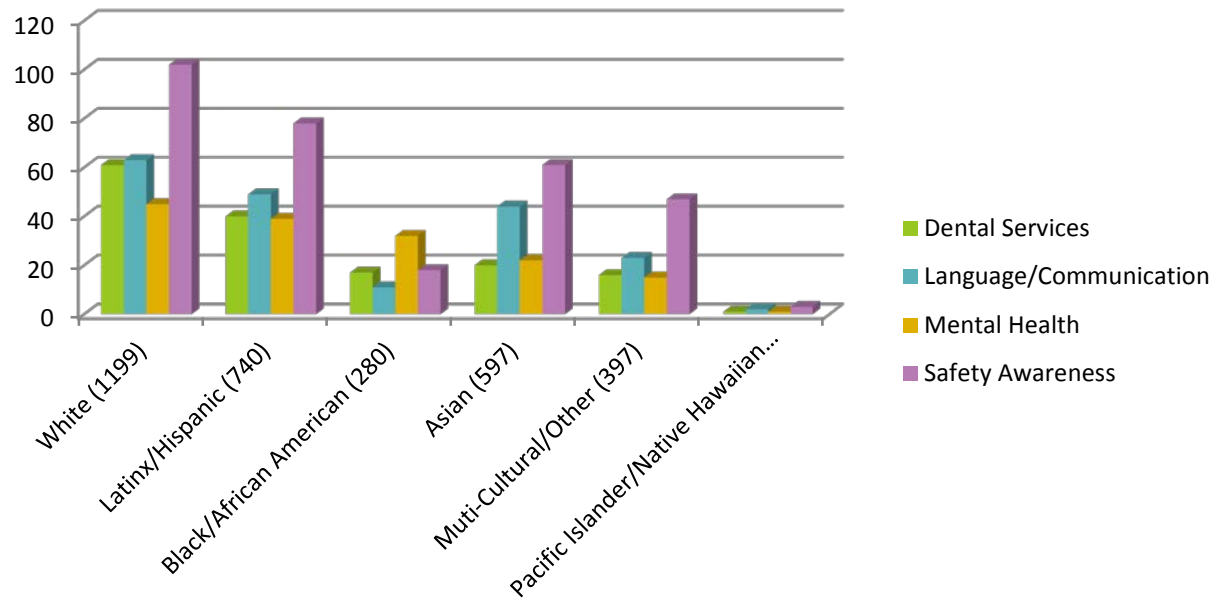
The highest Unmet Lanterman Service Needs were *In-Home Respite* and *Housing (Non-Placement)*.



Ethnicity	In-Home Respite	Housing-Non Placement
White (1199)	42	44
Latinx/Hispanic (740)	73	83
Black/African American (280)	9	20
Asian (597)	49	22
Muti-Cultural/Other (397)	29	15
Pacific Islander/Native Hawaiian (26)	1	4

Unmet Lanterman Service Needs by Ethnicity

The highest unmet additional support needs were [Safety Awareness](#), [Language and Communication](#), [Dental Services](#), and [Mental Health](#).



Ethnicity	Dental Services	Language/Communication	Mental Health	Safety Awareness
White (1199)	61	63	45	102
Latinx/Hispanic (740)	40	49	39	78
Black/African American (280)	17	11	32	18
Asian (597)	20	44	22	61
Muti-Cultural/Other (397)	16	23	15	47
Pacific Islander/Native Hawaiian (26)	1	2	1	3

What does GGRC do with this data?

- Supports Resource Development Team
- Informs Home and Community Based Services (HCBS) and Disparity Projects
- Opportunity to educate service providers in the community
- Continued relationship building and collaboration with Community Based Organizations to build up generic resource partnerships
- Continue discussions across GGRC departments to inform cross agency work
- Revamp the Unmet Needs Survey for 2021!

Current and Future Initiatives!

- **¡Congresito Virtual! – virtual conference for Spanish-speaking families in Marin County**
 - Tech Access Pilot Program, a limited number of individuals served/families will be selected through a lottery to receive a Tablet with mobile data/wifi
- **FY20-21-Cultural Responsiveness: Assessing and Addressing Equity within GGRC Service Delivery** (*funding request under review*)
 - Phase 1 – GGRC Culture Assessment and Staff Training
 - Future requests for funding include outreach and training initiatives to include self-advocates, families and service providers to increase culturally responsive service delivery

Discussion 1:

- How do you make your needs known to your case manager?
- What are some challenges that you experience with accessing in-home respite services? In your opinion, what can GGRC do to make this process easier?
- What is your experience accessing other supports needs mentioned (dental services, mental health support, safety awareness, and language and communication)?

Purchase of Services (POS) Data

Terms:

- FY: Fiscal Year (July-June)
- POS: Purchase of Service – the authorization for a specific service to be provided by a specific company
- Per Capita: Per Person
- Authorization: Cost of services approved
- Expenditures: Cost of services that was paid for by the Regional Center
- Utilization: Percentage of authorized services that have been used

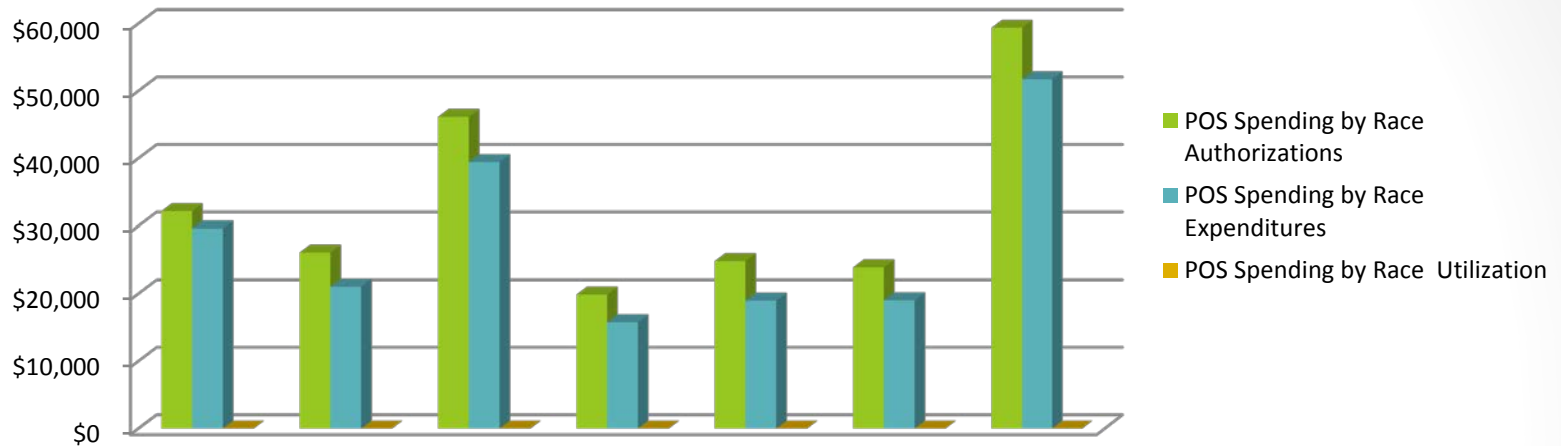
Purchase of Services (POS) Data

- 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

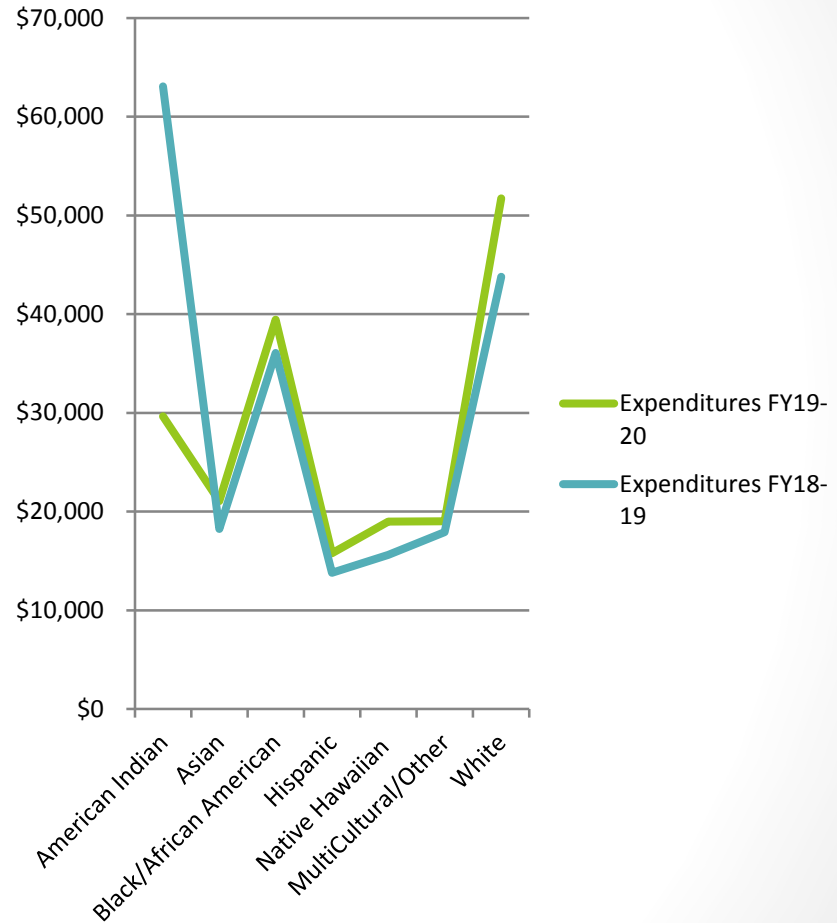
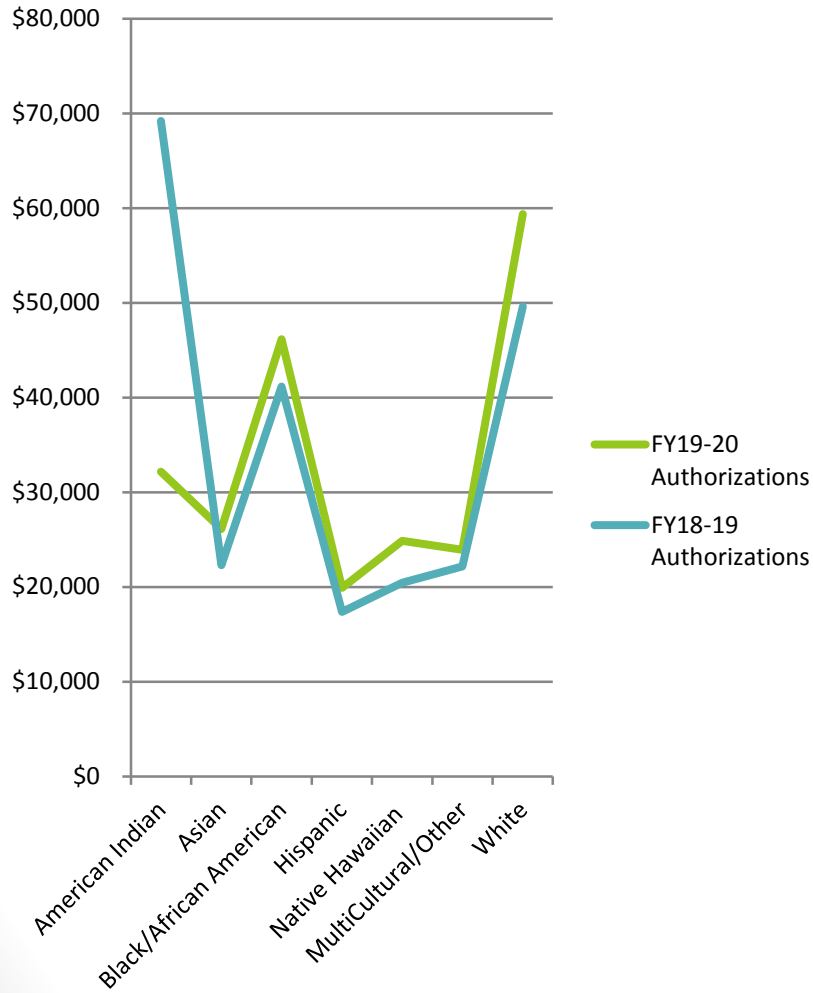
- Purchase of Services (POS) does NOT include:
 - Services coordinated through a generic resource
 - Medicare
 - Medi-Cal
 - Private insurance
 - Supplemental Security Income (SSI)
 - School system
 - Contracted Services
 - Social work as a service

Authorizations vs. Expenditures FY2019-20, Ages 0 and up



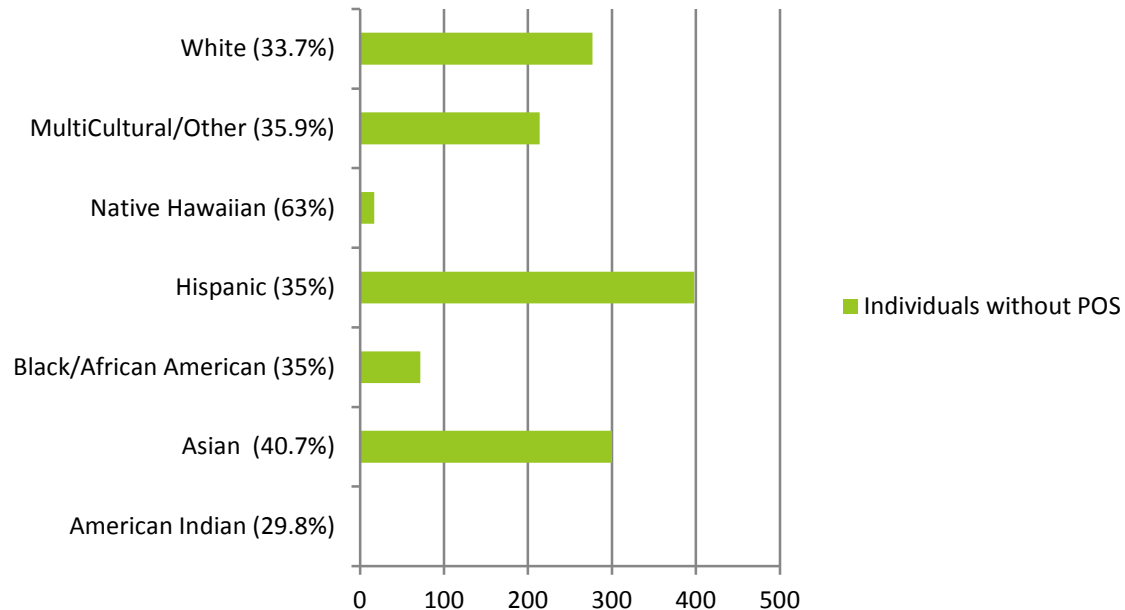
	American Indian	Asian	Black	Hispanic	Native Hawaiian	Multi-Cultural/Other	White
Authorizations	\$32,173	\$26,113	\$46,151	\$19,884	\$23,918	\$23,918	\$59,369
Expenditures	\$29,640	\$21,045	\$39,440	\$15,772	\$18,979	\$19,033	\$51,738
Utilization	91.10%	80.60%	85.50%	79.30%	76.40%	79.60%	87.1%

Authorized POS & Expenditures: **FY 2019 - 2020** & **FY2018 -2019**, *Ages 0 and up*



Individuals Served without a POS, *Ages* *3-21*

Individuals without a POS Ages 3-21



1,278 People served at GGRC do not have a Purchase of Service

Discussion 2:

- Considering the data presented: what role does culture and race play in your experiences with GGRC?
- How does language affect your access to services?
- What type of services would you like to see GGRC develop in the future?

Discussion 3:

- How has the Covid-19 pandemic affected your access to GGRC services?
- How have your support needs changed?
- What type of support would you like see from GGRC during the Shelter-in Place and when we transition to traditional service delivery?
- Service providers/FRC's: how has your service delivery method changed since the pandemic?

Thank you!

Imani Pardue-Bishop, *Cultural Diversity Specialist*

1355 Market Street, Suite 220

San Francisco, CA 94103

Main phone: 415-546-9222x: 5776

- iparduebishop@ggrc.org

Website: <http://www.ggrc.org>



2019-2020財政年度 服務購買差異公眾會議



語言口譯說明

廣東話口譯

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。

西班牙語口譯

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 Android 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.

手語翻譯說明：

僅演講人和手語翻譯人員分享視訊

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**」。

今日會議概覽

- 金門地區中心簡介
- 公開會議的目的
- 未滿足的需求及 **GGRC** 為減少差異作出的努力
- 開放論壇 - 社區反饋
- 術語和差異資料明細

金門地區中心簡介

- 金門地區中心 (GGRC) 為三藩市、聖馬特奧和馬林縣服務，是加州的 21 個地區中心之一。GGRC 向有發育障礙者提供服務和支援。
- 除了個案管理以外，GGRC 資助服務包括但不限於獨立生活支援、暫代照護及個人協助、白天照管計劃和交通出行。
- GGRC 是「不得已手段的付款人」- 在 GGRC 授權服務之前，須尋找和使用一般性資源。

公眾會議的目的

- Lanterman 法案 - 福利與機構法案第 4519.5 條
 - 討論明確的未滿足服務需求
 - 聽取社區利益相關者的反饋
 - 反思目前或進行中的專案
 - 更新服務購買 (POS) 資料

差異和文化回應

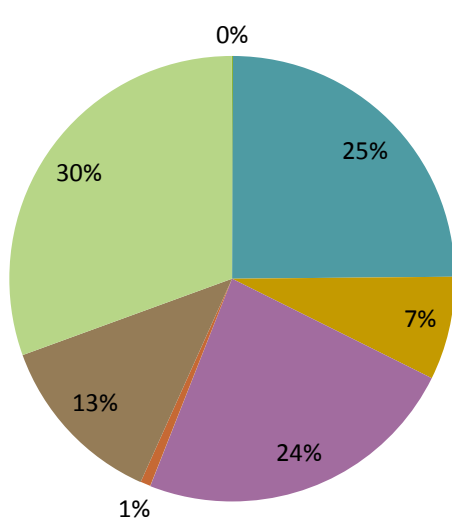
- 差異：並非由需求或喜好差異而導致的任何服務品質差異
 - GGRC 這次公開會議討論的服務購買 (POS) 差異是指白人與其他種族/族群在獲取和使用服務方面的差異。
- 文化回應：理解和考慮您所支持或服務對象的文化和語言背景的能力
 - 此次 服務購買差異討論涉及的是獲得服務的個人及家庭在獲得真正滿足自身需求並貼合其目標的服務方面的挑戰。

有問題嗎？

我們的服務對象是誰？

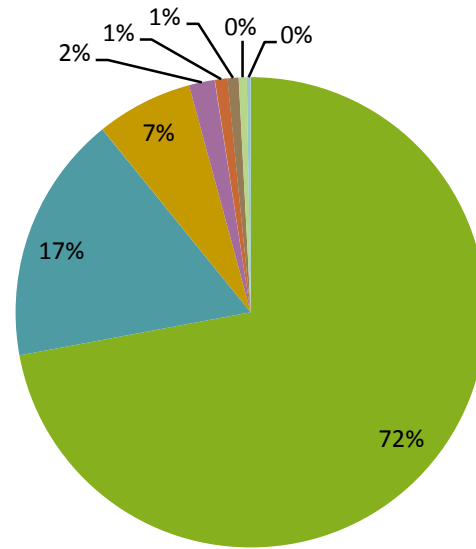
19-20財政年度 GGRC 服務

人群的種族



- 美國印第安人 (8)
- 亞裔 (2581)
- 黑人/非裔美國人 (779)
- 拉丁裔 (2461)
- 夏威夷原住民 (77)
- 其他種族 (1323)
- 白人 (3182)

19-20財政年度 服務人群使用的語言總計



- 英語 (7308)
- 西班牙語 (1733)
- 廣東話 (672)
- 塔加拉族語 (180)
- 中文廣東話 (87)
- 越南語 (78)
- 阿拉伯語 (56)
- 美國手語 (27)

GGRC 的未滿足的服務需求

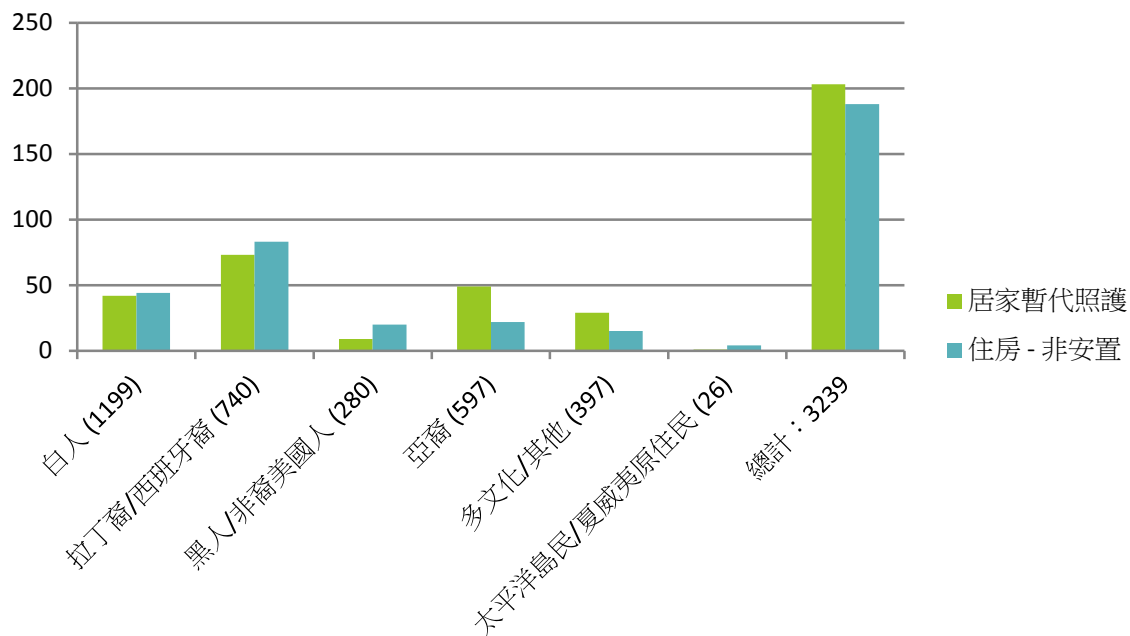
2019 年完成的未滿足的需求調查是 GGRC 社工透過明確個人和家庭經歷的未滿足服務需求來提供反饋的機會。

38%的調查對象有未滿足需求！

縣	是，有未滿足的需求	無未滿足的需求	總計
馬林	136	164	300
舊金山	353	386	739
聖馬特奧	743	1457	2200
總計	1232	2007	3239

各族裔的未滿足 Lanterman 服務需求

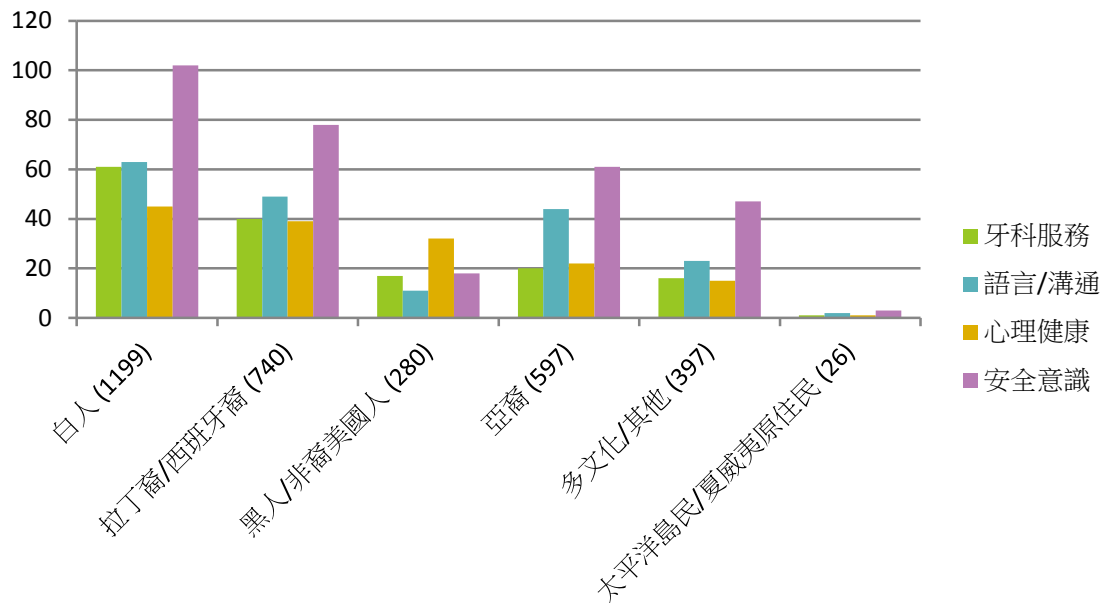
最高的未滿足 Lanterman 服務需求是居家暫代照護和住房(非安置)。



種族	居家暫代照護	住房 - 非安置
白人 (1199)	42	44
拉丁裔/西班牙裔 (740)	73	83
黑人/非裔美國人 (280)	9	20
亞裔 (597)	49	22
多文化/其他 (397)	29	15
太平洋島民/夏威夷原住民 (26)	1	4

各族裔的未滿足 Lanterman 服務需求

最高的未滿足額外支援需求是安全意識、語言和溝通、牙科服務和心理健康。



種族	牙科服務	語言/溝通	心理健康	安全意識
白人 (1199)	61	63	45	102
拉丁裔/西班牙裔 (740)	40	49	39	78
黑人/非裔美國人 (280)	17	11	32	18
亞裔 (597)	20	44	22	61
多文化/其他 (397)	16	23	15	47
太平洋島民/夏威夷原住民 (26)	1	2	1	3

GGRC 利用這些資料做什麼？

- 為資源開發團隊提供支援
- 通報家庭和社區服務 (HCBS) 和差異專案
- 是指導社區服務提供商的機會
- 繼續與社區組織建立關係並協同合作，以增強一般性資源合作夥伴關係
- 繼續在 GGRC 部門之間展開討論，以通報跨部門工作
- 用來改進 2021 年未滿足的需求調查！

目前和未來方案！

- **¡Congresito Virtual! – 馬林縣西班牙語家庭虛擬會議**
 - 技術接入試點計劃，有限數量的服務個人/家庭透過搖號的方式選中，獲得一台可使用行動資料/wifi 的平板電腦
- **20-21年度 - 文化響應：評估和解決 GGRC 服務提供中的公平問題 (資金申請正在審核中)**
 - 第 1 階段 – GGRC 文化評估和員工培訓
 - 未來的資金申請包括將獨立倡導者、家庭和服務提供商納入其中的外展和培訓方案，以提供能夠在文化方面靈活回應的服務

討論：

- 您如何讓您的個案經理了解您的需要？
- 您在使用居家暫代照護服務時會遇到哪些挑戰？您認為，**GGRC** 可以採取什麼措施來讓此流程更容易？
- 您在獲取提到的其他支援需求方面 (牙科服務、心理健康支援、安全意識以及語言和溝通) 體驗如何？

服務購買 (POS) 資料

術語：

- FY: 財政年度 (7月 - 6月)
- POS: 服務購買 –由特定公司提供的特定服務之授權
- 人均：人均
- 授權金額：經核准的服務成本
- 支出：由地區中心支付的服務成本
- 利用率：獲授權服務的使用百分比

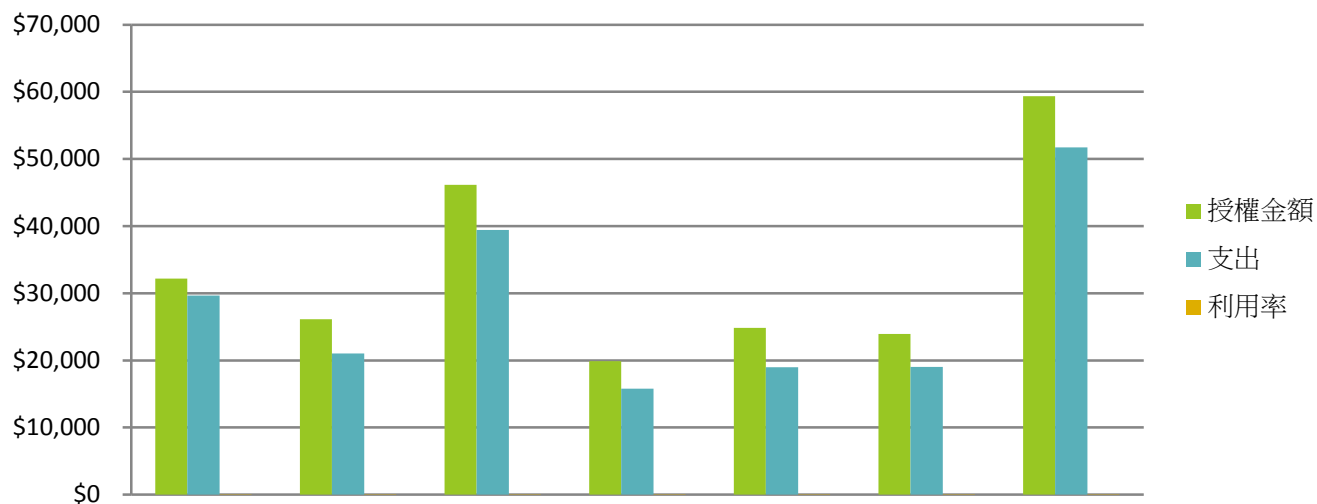
服務購買 (POS) 資料

- 服務購買資料顯示按下列因素分類的授權、利用和支出：
 - 年齡
 - 種族和族裔
 - 語言
 - 發育殘障的種類
 - 住所
 - 無服務購買- 合資格但未領取服務購買資金者

服務購買 (POS) 資料

- 服務購買 不包括：
 - 透過一般性資源協調的服務
 - 聯邦醫療保險
 - 加州醫療保險
 - 私人保險
 - 補充社安金
 - 學校系統
 - 外包服務
 - 社工服務

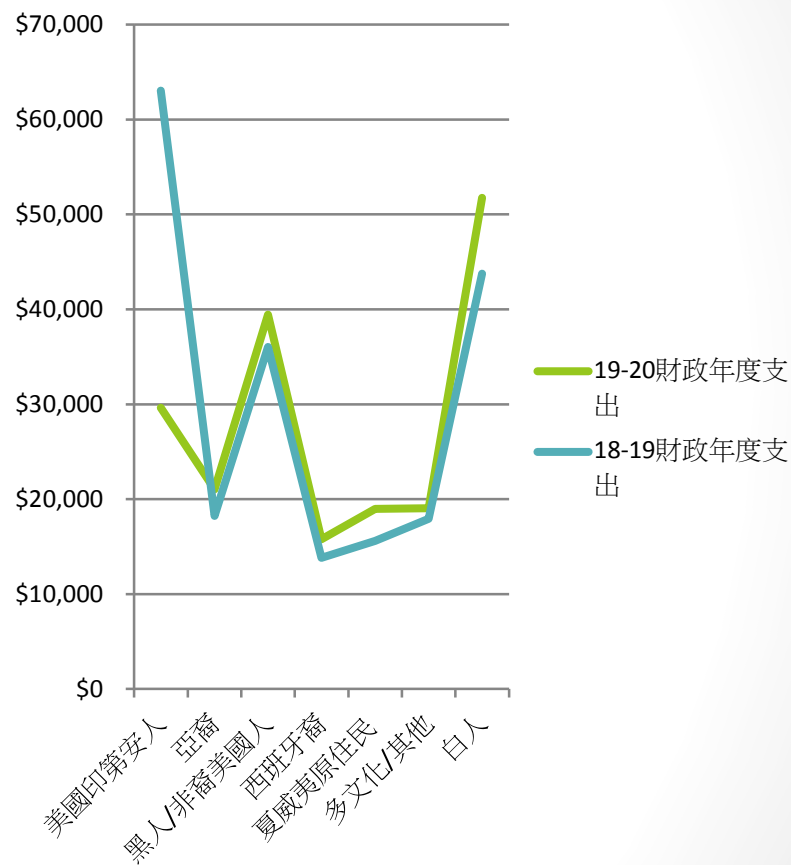
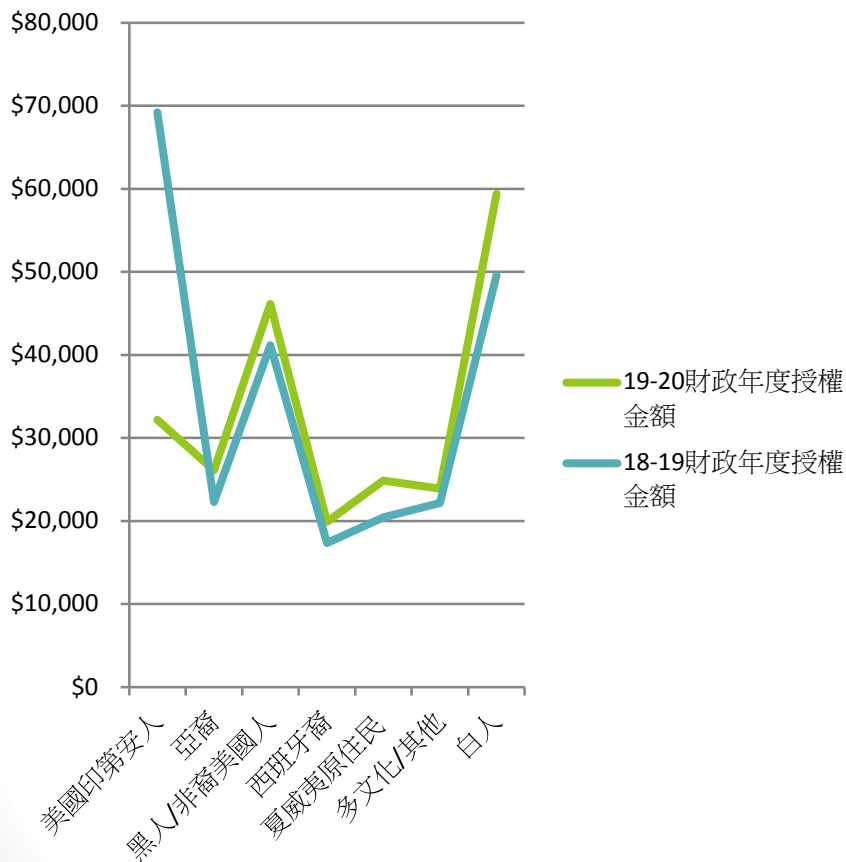
2019-20財政年度 授權金額與開支，0歲及以上



	美國印第安人	亞裔	黑人	西班牙裔	夏威夷原住民	多文化/其他	白人
授權金額	\$32,173	\$26,113	\$46,151	\$19,884	\$23,918	\$23,918	\$59,369
支出	\$29,640	\$21,045	\$39,440	\$15,772	\$18,979	\$19,033	\$51,738
利用率	91.10%	80.60%	85.50%	79.30%	76.40%	79.60%	87.1%

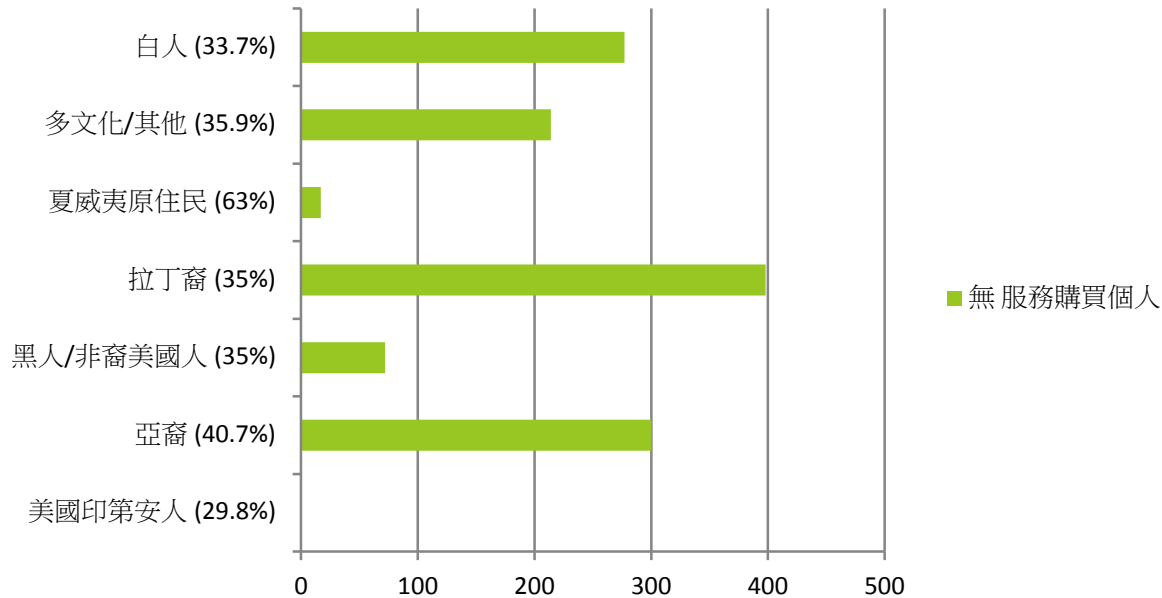
授權服務購買與開支：2019-2020 與 2018

-2019財政年度，0歲及以上



無服務購買的受服務個人，3-21 歲

3 - 21 歲無 POS 個人



有 1,278 名在 GGRC 接受服務的人沒有服務購買

討論：

- 考慮呈現的資料：文化和種族在您與 **GGRC** 的經歷中發揮什麼作用？
- 語言對您獲得服務由何影響？
- 您希望看到 **GGRC** 未來開發何種服務？

討論：

- 新冠疫情您對獲得 **GGRC** 服務有何影響？
- 您對支援的需求發生了怎樣的變化？
- 您希望 **GGRC** 在就地隔離期間以及我們過渡到正常服務提供時提供何種支援？
- 服務提供商/**FRC**：自疫情以來，您的服務提供方式發生了什麼變化？

謝謝！

Imani Pardue-Bishop, 文化多元化專員

1355 Market Street, Suite 220

San Francisco, CA 94103

主要電話：415-546-9222x: 5776

• iparduebishop@ggrc.org

網站：<http://www.ggrc.org>



Reunión pública sobre la disparidad de las compras de servicios (POS) en el año fiscal 2019-2020



Centro Regional Golden Gate

Apoyamos vidas de libertad y oportunidad

Instrucciones para la interpretación en otros idiomas

Interpretación en cantonés

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。

Interpretación en español

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 Android 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.

Instrucciones para la interpretación en ASL:

Solo compartirán el video los presentadores y los intérpretes de ASL

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」。

Resumen de la reunión de hoy

- ¿Qué es el Centro Regional?
- Propósito de la reunión pública
- Necesidades no cubiertas e iniciativas del GGRC para reducir disparidades
- Foro abierto – Opiniones y comentarios de la comunidad
- Desglose de términos y de los datos sobre disparidad

¿Qué es el Centro Regional?

- El Centro Regional Golden Gate (GGRC) es uno de los veintiún centros regionales de California al servicio de los condados de San Francisco, San Mateo y Marin. El GGRC presta servicios y apoyos a personas con discapacidades del desarrollo.
- Además de la administración de casos, el GGRC financia, entre otros, servicios tales como apoyos para vivir de modo independiente, asistencia personal y cuidado de relevo, programas diurnos y transporte.
- El GGRC es la “entidad de pago de última instancia”, lo cual significa que se identifican y usan recursos genéricos antes de que el GGRC pueda autorizar un servicio.

Propósito de la reunión pública

- Ley Lanterman - Art. 4519.5 del Código de Asistencia Social e Instituciones
 - Analizar las necesidades no cubiertas que se han identificado
 - Recibir opiniones y comentarios de los miembros de la comunidad
 - Reflexión sobre proyectos actuales o en desarrollo
 - Actualización sobre los datos de compra de servicios (POS)

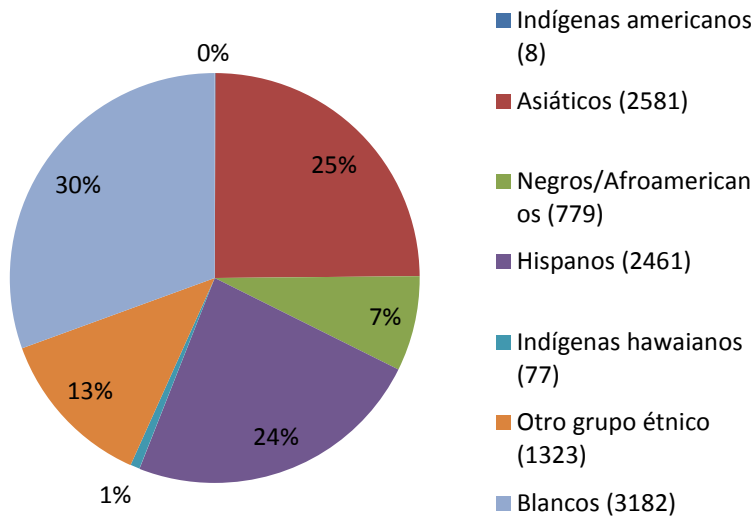
Disparidad y sensibilidad cultural

- Disparidad: *Cualquier diferencia en la calidad de los servicios que NO se deba a diferencias en necesidades o preferencias*
 - En esta reunión pública del GGRC la discusión sobre disparidades en la compra de servicios (POS) hace referencia a diferencias en la obtención y uso de servicios entre personas de ascendencia blanca y otros grupos raciales o étnicos.
- Sensibilidad cultural: *La capacidad de entender y prestar servicios a las personas teniendo en cuenta sus características culturales y lingüísticas*
 - Esta discusión sobre la disparidad en la compra de servicios aborda los retos de las personas que reciben servicios, así como sus familias, a la hora de tener acceso a servicios que cubran realmente sus necesidades y apoyen sus metas.

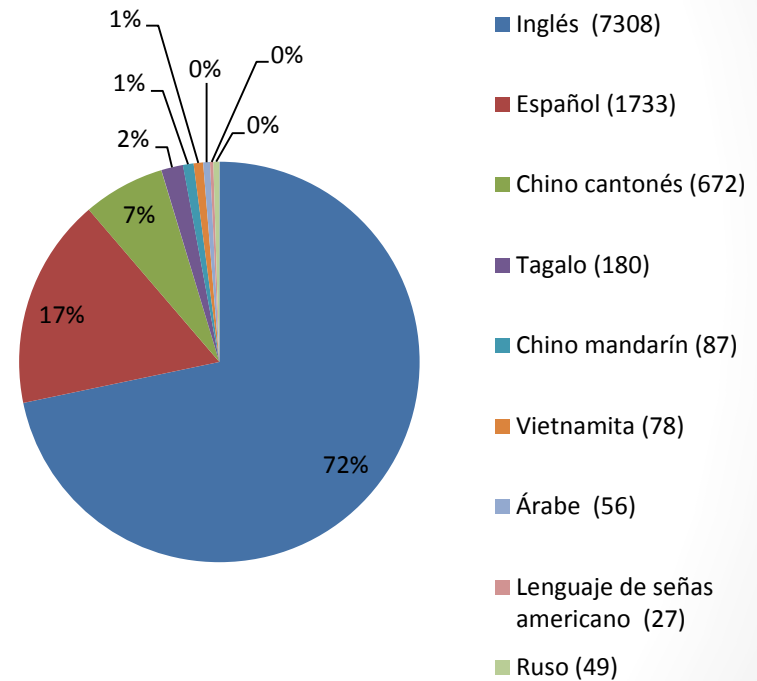
¿Alguna pregunta?

¿A quién prestamos servicios?

Grupos étnicos que reciben servicios del GGRC, AF19-20



Idiomas utilizados en AF19-20



Necesidades de servicios no cubiertas en el GGRC

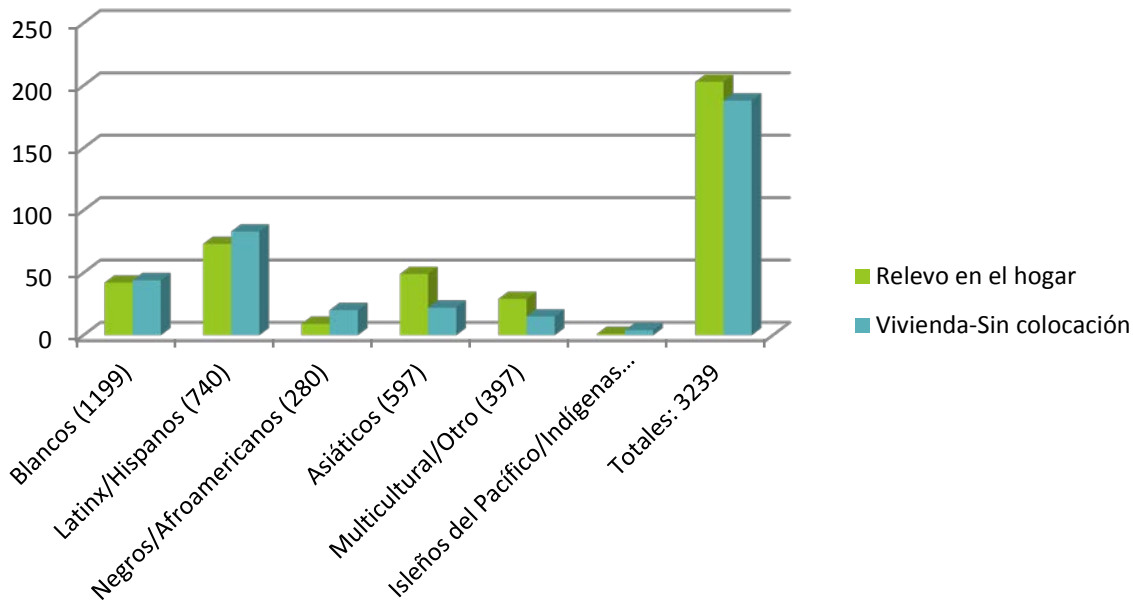
La encuesta sobre necesidades no cubiertas, realizada en 2019, ofreció a los trabajadores sociales del GGRC la oportunidad de dar su aportación al identificar aquellas necesidades de servicio no cubiertas expresadas por personas y familias.

¡El 38% de los encuestados tenía una necesidad no cubierta!

Condado	Sí, necesidades no cubiertas	Todas las necesidades cubiertas	Total
Marin	136	164	300
San Francisco	353	386	739
San Mateo	743	1457	2200
Total	1232	2007	3239

Necesidades de servicios Lanterman no cubiertas por grupo étnico

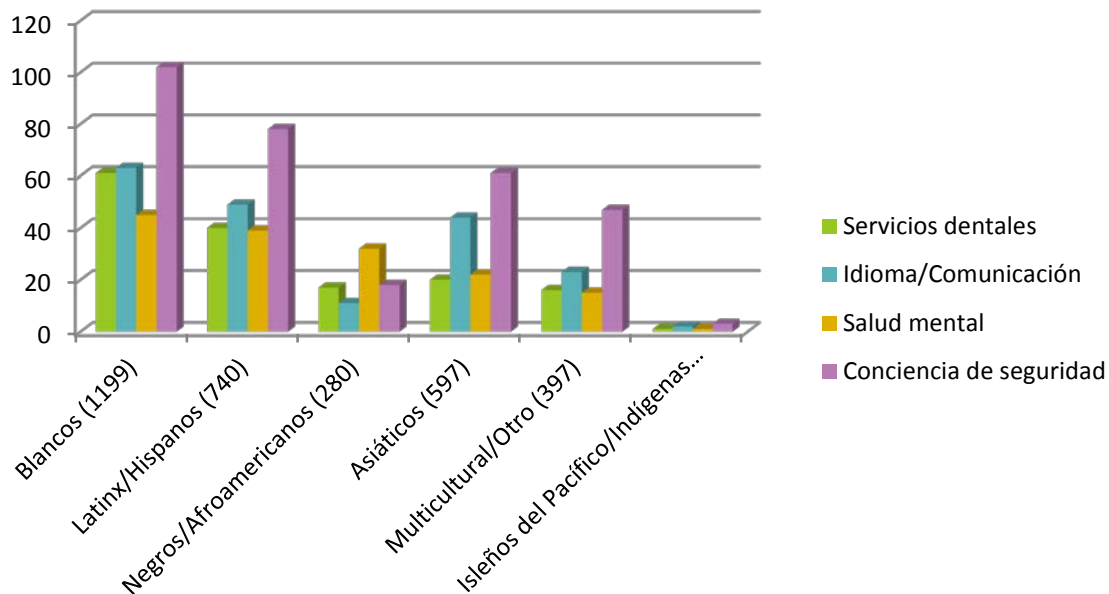
El mayor número de necesidades de servicios Lanterman no cubiertas fueron en Relevo en el hogar y Vivienda (Sin colocación).



Grupo étnico	Relevo en el hogar	Vivienda – Sin colocación
Blancos (1199)	42	44
Latinx/Hispanos (740)	73	83
Negros/Afroamericanos (280)	9	20
Asiáticos (597)	49	22
Muticultural/Otro (397)	29	15
Isleños del Pacífico/Indígenas hawaianos (26)	1	4

Necesidades de servicios Lanterman no cubiertas por grupo étnico

El mayor número de necesidades de apoyo adicional no cubiertas fueron en conciencia de seguridad, idioma y comunicación, servicios dentales y salud mental.



Grupo étnico	Servicios dentales	Idioma/Comunicación	Salud mental	Conciencia de seguridad
Blancos (1199)	61	63	45	102
Latinx/Hispanos (740)	40	49	39	78
Negros/Afroamericanos (280)	17	11	32	18
Asiáticos (597)	20	44	22	61
Muticultural/Otro (397)	16	23	15	47
Isleños del Pacífico/Indígenas hawaianos (26)	1	2	1	3

¿Qué hace el GGRC con estos datos?

- Presta apoyo al Equipo de Desarrollo de Recursos
- Conformar los Servicios en el Hogar y en la Comunidad (HCBS) y los Proyectos de Disparidad
- Oportunidad para educar a los proveedores de servicios en la comunidad
- Sigue forjando relaciones y colaboraciones con organizaciones comunitarias para crear asociaciones de recursos genéricos
- Continúa las discusiones en los distintos departamentos del GGRC para conformar el trabajo entre agencias
- ¡Actualiza la Encuesta de Necesidades No Cubiertas para 2021!

¡Iniciativas actuales y futuras!

- **¡Congresito Virtual! – Congreso virtual para familias hispanohablantes en el Condado de Marin**
 - Programa piloto de acceso tecnológico – Se seleccionará por lotería un número limitado de personas que reciben servicios/familias para recibir una tableta con datos móviles/wifi
- **Sensibilidad cultural en AF20-21: Evaluar y abordar la equidad en la prestación de servicios del GGRC (*solicitud de financiación bajo estudio*)**
 - Fase 1 – Capacitación de personal y evaluación de la cultura en el GGRC
 - Las solicitudes futuras de financiación incluyen iniciativas de capacitación y alcance comunitario para incluir autogestión, proveedores de servicios y familias con el fin de aumentar la prestación de servicios culturalmente sensibles

Discusión:

- ¿Cómo comunica sus necesidades a su administrador de casos?
- ¿Qué retos tiene para tener acceso a servicios de relevo en el hogar? En su opinión, ¿qué puede hacer el GGRC para facilitar este proceso?
- ¿Cuál ha sido su experiencia a la hora de tener acceso a otras necesidades de apoyo mencionadas (servicios dentales, apoyo de salud mental, conciencia de seguridad, e idioma y comunicación)?

Datos sobre compra de servicios (POS)

Términos:

- AF: Año fiscal (julio-junio)
- POS: Compra de servicios – la autorización para que una compañía específica proporcione un servicio específico
- Per cápita: Por persona
- Autorización: El costo de los servicios aprobados
- Gastos: El costo de los servicios que pagó el Centro Regional
- Utilización: Porcentaje de servicios autorizados que han sido usados

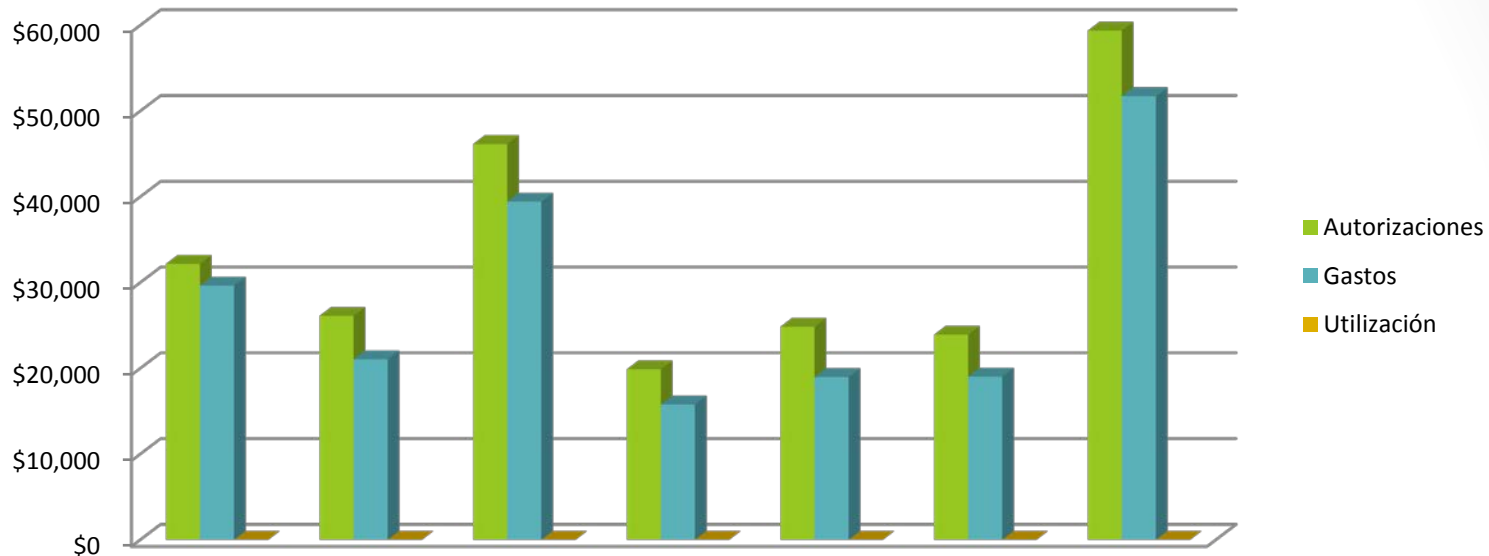
Datos sobre compra de servicios (POS)

- Los datos sobre compra de servicios muestran índices de autorización, utilización y gastos basados en:
 - Edad
 - Raza y grupo étnico
 - Idioma
 - Tipo de discapacidad del desarrollo
 - Residencia
 - No POS – aquellos que califican pero no están recibiendo fondos para la compra de servicios

Datos sobre compra de servicios (POS)

- La compra de servicios (POS) NO incluye:
- Servicios coordinados a través de un recurso genérico
 - Medicare
 - Medi-Cal
 - Seguro médico privado
 - Ingresos suplementarios del Seguro Social
 - Sistema escolar
 - Servicios contratados
- Trabajo social como un servicio

Autorizaciones vs. Gastos en AF2019-20, *Edades 0 en adelante*

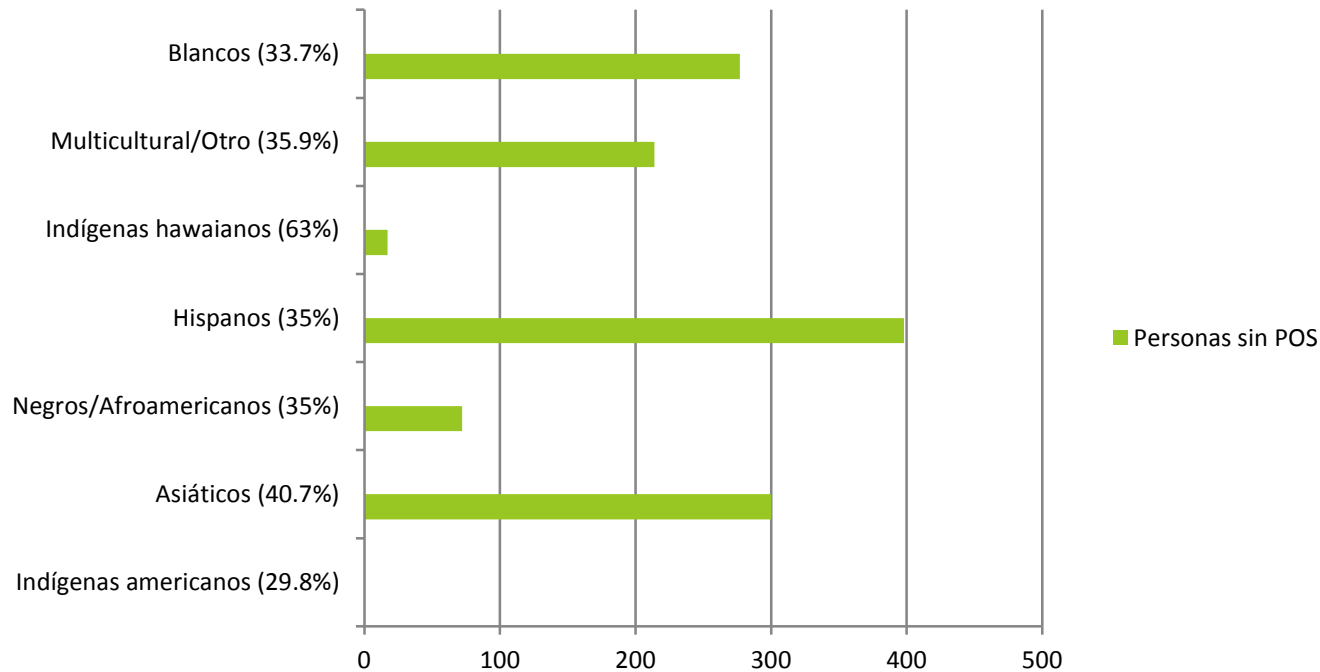


	Indígenas americanos	Asiáticos	Negros/ Afroamericanos	Hispanos	Indígenas hawaianos	Multicultural /Otro	Blancos
Autorizaciones	\$32,173	\$26,113	\$46,151	\$19,884	\$23,918	\$23,918	\$59,369
Gastos	\$29,640	\$21,045	\$39,440	\$15,772	\$18,979	\$19,033	\$51,738
Utilización	91.10%	80.60%	85.50%	79.30%	76.40%	79.60%	87.1%

POS y gastos autorizados: **AF2019 -2020** y **AF2018 -2019**, *Edades 0 en adelante*



Personas que reciben servicios sin una POS, *Edades 3 a 21*



1,278 personas que reciben servicios en el GGRC no tienen una compra de servicios

Discusión:

- Considerando los datos presentados, ¿qué papel juegan la cultura y la raza en sus experiencias con el GGRC?
- ¿Cómo afecta el idioma a su acceso a los servicios?
- ¿Qué tipo de servicios desea que el GGRC desarrolle en el futuro?

Discusión:

- ¿Cómo ha afectado la pandemia del Covid-19 su acceso a los servicios del GGRC?
- ¿Cómo han cambiado sus necesidades de apoyo?
- ¿Qué tipo de apoyo desea que ofrezca el GGRC durante el confinamiento y cuando pasemos a la prestación tradicional de servicios?
- Proveedores de servicios/FRC: ¿Cómo ha cambiado su método de prestación de servicios desde que comenzó la pandemia?

¡Gracias!

Imani Pardue-Bishop, *Especialista en diversidad cultural*

1355 Market Street, Suite 220

San Francisco, CA 94103

Teléfono principal: 415-546-9222x: 5776

- iparduebishop@ggrc.org

Sitio web: <http://www.ggrc.org>

