

**DEPARTMENT OF DEVELOPMENTAL SERVICES
REGIONAL CENTER PURCHASE OF SERVICE PUBLIC MEETINGS SUMMARY, RECOMMENDATIONS
AND PLAN TO PROMOTE EQUITY AND REDUCE DISPARITIES ANNUAL REPORT TEMPLATE**

As indicated in Welfare and Institutions (W&I) Code section 4519.5(g) and (i), regional centers are required to hold public meetings for community members within three months of posting annual purchase of service data on their websites. Regional centers submit an annual report to the Department of Developmental Services (Department) by May 31st. The Department reviews and provides feedback to the regional centers on the report, prior to its posting by August 31st. The following pages include the required components of the report. A list of questions is provided to assist regional centers when preparing the report in addition to the inclusion of regional center's public meeting notes, public comments, presentation materials and a plan with recommendations for increasing equitable access in purchase of services and supports-

Regional center name: **Golden Gate Regional Center**

Person filling out report: **Amanda Pyle**

Date of completion: **April 9, 2024**

PROPER MEETING COMMUNITY INCLUSION

W&I Code section 4519.5 (g)"...each regional center shall meet with stakeholders (community members) in one or more public meetings regarding the (purchase of service) data... consider the language needs of the community and shall schedule the meetings at times and locations designed to result in a high turnout by the public and underserved communities."

1. **How many meetings did your regional center conduct?** **2**
2. **Did your regional center hold at least one meeting by March 31st?** **Yes**
3. **How were the meetings scheduled to accommodate community participation? Select all that apply.**
 - Webinar (e.g., GoToMeeting, YouTube)
 - Virtual platform (e.g., Zoom)
 - In-person
 - Hybrid
 - Other

If "Other" selected enter here.

PROPER MEETING NOTIFICATION

W&I Code section 4519.5(g)

"...regional centers shall inform the department of the scheduling of those public meetings 30 days prior to the meeting. Notice of the meetings shall also be posted on the regional center's internet website 30 days prior to the meeting and shall be sent to individual stakeholders and groups representing underserved communities in a timely manner."

4. **Was the Department informed at least 30 days prior to ALL meetings?** **Yes**
5. **How was the Department informed? Liaison direct email**



6. Were notices of ALL meetings held, posted on the regional center's website 30 days prior to each meeting(s)? **Yes**
7. Select the best option that represents when individual community members impacted by disparities and barriers to equitable access to services and supports were informed? 30 days or more
8. What outreach efforts were utilized to inform individual community members impacted by disparities and barriers to equitable access to services and supports of the meetings(s)? Select all that apply.

- Newsletter/Eblast
- POS meeting specific email
- Public meeting
- Social media
- Community partners
- Website (e.g., event page or calendar)
- Blog post
- Everbridge or another type of automated phone recording
- Mail
- Text
- Phone call by regional center staff
- Other

If "Other" selected enter here.

CULTURALLY AND LINGUISTICALLY APPROPRIATE

W&I Code section 4519.5(g)

"The regional center shall provide participants of these meetings with the data and any associated information related to improvements in the provision of developmental services to underserved communities and shall conduct a discussion of the data and the associated information in a manner that is culturally and linguistically appropriate for that community, including providing alternative communication services."

9. What languages were offered during the meeting(s)? Select all that apply.

- English
- Spanish
- Mandarin
- Cantonese
- Hmong
- Korean
- Vietnamese
- ASL
- Other

If "Other" selected enter here.

10. Did the meeting(s) include any of the following? Select all that apply.

- Meeting(s) held in several languages
- Closed captioning provided

- Materials were provided in several languages
- Information was presented in plain language (i.e. easy to understand)
- Other

If "Other" selected enter here.

11. Describe how the cultural and linguistic needs of the communities were considered.

The top threshold languages used by GGRC community members are Spanish and Cantonese. Those were the two languages selected for interpretation rooms as part of the public meetings. Flyers announcing the public meetings were made available in both Chinese and Spanish, as were the PowerPoint presentations for the meetings. In addition, ASL interpretation was provided during the meetings. GGRC staff also collaborated with the Education and Orientation Unit to help inform community members of the meetings.

ACTIONS TO IMPROVE PUBLIC ATTENDANCE AND PARTICIPATION

W&I Code section 4519.5(i)(1)(A)

"Actions the regional center took to improve public attendance and participation at stakeholder meetings, including, but not limited to, attendance and participation by underserved communities."

12. Was the goal or purpose of the meeting communicated? If so, describe how?

Yes, the purpose of the meeting was clearly stated in the announcements about the meeting beforehand and at the beginning of each meeting.

13. What methods were used to provide an environment that allowed attendees to feel comfortable and interact with each other? Select all that apply.

- Allowed for small group conversations
- Introduced staff in attendance
- Allowed attendees to introduce themselves
- Provided chat rooms (e.g., zoom chat function)
- Chat feature was enabled
- Opportunity for public comment
- Provided opportunities to ask questions
- Other

If "Other" selected enter here.

14. Based on attendance did you observe any of the following? Select all that apply.

- Attendees engaged in public comment
- Innovative ideas suggested by attendees
- Diverse perspectives shared by attendees
- Attendees requested additional explanation/clarification on the information shared
- Other

If "Other" selected enter here.

15. Overall, how many individuals from the public attended the meeting(s)? Select best estimate.
50-100

16. What efforts did the regional center take to improve public attendance and participation, including any new strategies? Select all that apply.

- Collaborated with community partners
- Offered focus groups
- Offered meetings in multiple languages
- Offered multiple meeting opportunities
- Outreach through group meetings
- Outreach via flyers/public service announcements/social media
- Provided translated materials
- Shared via Everbridge
- Offered meetings virtually
- Offered meetings during non-business hours or on weekends
- Not applicable
- Other

If "Other" selected enter here.

17. Who were the meeting(s) attendees? Select all that apply.

- Self-advocates
- Parents/family members
- Regional center staff
- Board members
- Community advocates
- Community based organizations
- Department staff
- Other

If "Other" selected enter here.

18. List the names of the partner agencies, community partners, and community-based organizations that participated in the meeting(s).

DRC made public comment.

COPIES OF MINUTES AND ATTENDEE COMMENTS

W&I Code section 4519.5 (i)(1)(B)

"Copies of minutes from the meeting and attendee comments"

19. Does the regional center report include a copy of the meeting minutes (notes) and a copy of the raw attendee comments? **Yes**

20. Which of the following themes reflect what attendees expressed as important, challenges and barriers faced? Select as top concern, concern or not a concern for each.

	Top Concern	Concern	Not a Concern
Regional center services satisfaction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case management satisfaction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lack of regional center knowledge/service options	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of community trainings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concern with language and cultural competency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Service coordinator/staff training concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Caseload concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communication/outreach concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of regional center trust	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Unmet needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service accessibility concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation issues	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Rates and vendorization concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Vendor concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lack of community, regional center, and other community member collaboration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Need for advocacy training and support	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

21. Were there any additional topics or themes mentioned in the meeting(s) that are not listed in question 20? Please list and indicate if they were a top concern (mentioned by multiple people).

Access and participation in Self Determination Program was discussed by several people.

IDENTIFIED DISPARITIES IN THE POS DATA

W&I Code section 4519.5 (i)(1)(C)

"Whether the data...indicate a need to reduce disparities in the purchase of services among consumers in the regional center's catchment area."

22. Did the regional center report data about number of instances when written copies of individual program plans (IPP) were provided at the request of consumers or their legal representatives more than 45 days for threshold languages and 60 days for non-threshold languages after request was made? **No**

23. Summarize the type of disparities that were identified and discussed (e.g., by race/ethnicity, primary language, residence, age, diagnosis, etc.)

Reviewed data about expenditure and authorization disparities across race/ethnicity and primary language groups as well as utilization rates. Also looked at changes in disparities over the past several years along with the differences in disparities based upon age groups and residence.

REGIONAL CENTER'S RECOMMENDATIONS AND PLANS TO PROMOTE EQUITY AND REDUCE DISPARITIES

W&I Code section 4519.5 (i)(1)(C)

"...If the data do indicate that need, the regional center's recommendations and plan to promote equity, and reduce disparities, in the purchase of services."

24. What other venues were utilized, in addition to holding the POS annual meetings, to gather information to develop the regional center's recommendations and plan¹ to promote equity and reduce disparities?

Select all that apply.

- Other regional center meetings
- Feedback requested from support groups
- Recommendations from focus groups
- Surveys
- Call for public input (e.g., social media, eblasts, website)
- Other

If "Other" selected enter here.

25. Does the regional center's attached report include how the prior year's recommendations and plan were implemented? **Yes**

REPORTS POSTED ON INTERNET WEBSITES

W&I Code section 4519.5 (c)(1)(B)

"...Commenting December 31, 2023, each regional center shall post its data uniformly with all other regional centers, using the same criteria, format, and organization."

26. Did the regional center post its data as provided by the Department on December 19, 2023? **Yes**

W&I Code section 4519.5 (i)(1)(C)(2)

¹ Regional center to attach recommendations and plan.

"Each regional center and the department shall annually post the reports required by paragraph (1) ²on its website by August 31."

- 27.** Did the regional center post on its website the report developed from public meetings and all its required elements pursuant to W&I Code section 4519.5(i)(C)(1)? **Yes**

² W&I Code section 4519.5(i)(C)(1)

GGRC Plan for Reducing POS Disparity:

- Listening Sessions for Latin/x/Hispanic, Black, Native American and Asian identities.
- Outreach Events for Latin/x/Hispanic, Black, Native American and Asian identities.
- Deaf+ and Spanish Language Conference
- Structuring Language interpretation
- Education and Orientation Social Work and curriculum development

Golden Gate Regional Center has various upcoming projects to address the disparities that are made clear by the Purchase of Service Disparity data. In discussing the work being done to address disparities it must also be said that there are limits to the Purchase of Service Disparity data. Recently we hosted an LGBTQIA+ Listening Session, to engage community members in discussions of how we can better address needs. Additionally, we have hosted 4 Deaf+ Community Roundtables, with 82 participants to date. While the need for the projects is not made clear by the POS Disparity data, they still are necessary in addressing service disparities. We are looking to schedule more listening sessions for members of underserved communities. Some examples of marginalized identities we will be looking to engage in feedback are Latin/x/Hispanic, Black, Native American and Asian identities. Our GGRC Outreach and Engagement Unit has been building capacity since adding the three positions of Outreach and Engagement Manager, Outreach Specialist, and Administrative Assistant. This capacity building helps to ensure that we can truly address disparities sustainably. This sustainability will allow us to organize more outreach events for Latin/x/Hispanic, Black, Native American and Asian community members. Another way we will be building sustainability is through a more comprehensive structure for language interpretation and translation. Part of this work will also include expanding our interpretation service partners and holding interpreters to a standard that will ensure interpretation efficacy. The Education and Orientation Unit, led by the Supervising Social Worker, have begun their work this fiscal year. They are actively working towards engaging underserved community members in understanding the services that they have a right to. The Supervisor position is built in support for social workers and also lead curriculum development.



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FY 2022-2023 POS Data – Public Meetings

- A. Introductions
- B. Language interpretation instructions
 - a. Must have computer, tablet or zoom app
 - b. Click globe and select your preferred language
 - c. Mute original audio
- C. 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.
- D. 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 the GGRC’s Public Meeting refers to the differences in receiving and using services between white people and people of other racial or ethnic groups.
 - b. Equity: the quality of being fair or impartial, providing services which meet community members where they are
 - c. Cultural Competency: the ability to understand and provide services to people while taking into consideration their cultural and linguistic background
 - i. Image used to illustrate the difference between Equality, Equity and the potential Justice that comes without barriers that limit either
- E. What does GGRC do with data?
 - a. Informs Home and Community Based Services (HCBS), Language Access & Cultural Competency (LACC) and Service Access and Equity (SAE) Projects and other services developed by the Regional Center
 - b. Opportunity to educate service providers in the community and work with service providers to address unmet needs and areas of growth in programs



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- c. Continued relationship building and collaboration with Community-Based Organizations to build up generic resource partnerships
 - d. Continue discussions across GGRC departments to inform cross-agency work
- F. GGRC Demographics (see data charts in attached presentation for visual representation)
- a. Introduction to the individuals served by GGRC
 - i. GGRC served 11,212 individuals
 - 1. This is 161 more individuals than in FY 21-22
 - 2. Total growth of 845 individuals over the past five years
 - ii. The largest numbers of individuals served by racial/ethnic groups are White (3,186), Hispanic (2,918) and Asian (2,799)
 - iii. English, Spanish and Cantonese are the three most common preferred languages for individuals served
 - 1. There have been sizable increases over the past three years in individuals whose language preference is English or Spanish
 - 2. It is important to note there is not a direct correlation between language and ethnicity
 - iv. The chart includes languages with 50 or more individuals who self-report the language as their primary language
 - 1. This is important in looking at how GGRC approaches language translation and community services
 - v. There are also 46 individuals who primarily communicate through sign language
 - 1. American Sign Language was included in the chart because it has seen significant growth over the past few years and GGRC has been specifically targeting outreach to Deaf Plus communities
- G. Purchase of Service Data
- a. What does POS data track?
 - i. Purchase of service (POS) data show rates of authorization, utilization, and expenditure are based on:
 - 1. Age
 - 2. Race and ethnicity
 - 3. Language
 - 4. Type of developmental disability
 - 5. Residence



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6. No POS – those who are eligible, but are not receiving POS funds
- b. What does POS data not track?
 - i. These are identities that are not currently tracked with data but may give insight on who is being underserved by current services)
 1. Gender identity
 2. Sexual orientation
 3. Diagnoses unrelated to qualifying factors
 4. Income (familial or individual)
 5. Documentation status (eligibility for regional center services is not impacted by income level or documentation status, while this is information that is not tracked by regional centers it is important to keep in mind that it may affect someone's access – for example, fear and/or shame around accessing services)
 - ii. Services coordinated through a generic resource:
 1. Medicare
 2. Medi-Cal
 3. Private insurance
 4. Supplemental Security Income (SSI)
 5. School system
 6. Contracted Services
 - iii. Social work as a service
 - c. Terms
 - i. FY: Fiscal Year (July 1 – June 30)
 - ii. POS: Purchase of Service – the authorization for a specific service to be provided by a specific company
 - iii. Per Capita: per person
 - iv. Authorization: cost of services approved
 - v. Expenditures: cost of services that was paid for by the Regional Center
 - vi. Utilization: percentage of authorized services that have been used
- H. Review of Purchase of Service Data – Authorizations vs. Expenditures (see data charts in attached presentation for visual representation)
- a. Per capita expenditures continued to fall short of authorizations for FY 2022-23
 - b. There is considerable disparity in per capita authorized services and expenditures when broken down by ethnicity or race. Authorized services and expenditures are highest for White individuals (\$81,455 / \$65,393), followed by Black / African American individuals (\$64,005 / \$51,009).



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Funding levels for Hispanic individuals are the lowest (\$25,559 / \$19,535), with per capita authorized services and expenditures less than one-third the amounts reported for White individuals.

- c. Except for a slight decline in expenditures for FY 2021-22 for individuals identifying as Other / Multicultural and White, there has been broad-based, meaningful growth in per capita authorized services and expenditures over the past three fiscal years across all races and ethnic groups
 - d. While overall authorizations and expenditures have increased year over year for the past three years, the utilization rate has fallen slightly each year (81.8% to 78.6%)
- I. Review of Purchase of Service Data – Utilization Rates Across Race/Ethnicity and Language Groups (see data charts in attached presentation for visual representation)
- a. There is significantly less disparity in per capita expenditures and the utilization rate of authorized services for younger individuals (Birth to 2 years and 3 years to 21 years); at the same time, utilization rates are much lower at younger ages
 - b. There is a substantial increase in per capita expenditures for adults (individuals 22 years and older) whose preferred language is English when compared with other language groups, while utilization rates remain fairly consistent across all language groups
 - c. Black / African American individuals have one of the lowest per capita expenditure numbers for individuals living in licensed residential facilities / ILS-SLS but the highest per capita expenditure number for individuals living at home
 - d. Similar to other trends, overall per capita expenditures have increased over the past three years for individuals living at home and for those living in licensed residential facilities, while the utilization rate of authorized services for those living at home has slowly declined over the same period
- J. Successes and Challenges
- a. Increased GGRC Employment Opportunities and Decreased GGRC Employment Vacancies
 - i. (+) More Social Workers/Service Coordinators (+82 from January 2023 - March 2024)
 - ii. (+) Decreased Social Worker/Service Coordinator caseloads
 - iii. (-) Need to ensure time for learning the position and day to day responsibilities
 - b. Community Outreach Team



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- i. (+) LACC funds provide funding for GGRC staff dedicated to community outreach and engagement
- ii. (-) Need to ensure time for learning the position and regional center services
- iii. (-) Competitive job market for applicants
- c. Continued Return to In Person Services by Vendors/Service Providers
 - i. (+) Almost all service providers have returned to full or modified in person service delivery
 - ii. (-) Nationwide Direct Support Staff shortage experienced in SF Bay Area causing staff shortages at services
 - iii. (-) Increase in community safety concerns impacting vendorized service provisions in different locations, looking at ways to increase the number of providers in certain geographic areas
 - iv. (-) DDS Service Provider fiscal year 2024-2025 Rate Increase delay proposed, opportunity for advocacy

K. Language Access and Cultural Competency Plan Highlights

- a. Website Redesign
 - i. Contracted with HeartSpark as web design firm
 - ii. Conducting focus group sessions (beginning April 2024)
 - iii. Coordinating Community Advisory Board to help inform the process
 - iv. Contracting with group for End User Testing focused on accessibility and compatibility with assistive technology
 - v. New website anticipated September 2025
- b. Language Access
 - i. Community needs assessment around AAC
 - ii. Translation of GGRC documents including intake and assessment paperwork
 - iii. Transparency section added to existing website
- c. Deaf+ Community Outreach
 - i. Regional Centers recently focused on hiring service coordinators to help support the Deaf+ community - meetings with families, developing community resources, developing understandings of the needs of individuals who are deaf and also have developmental disabilities
 - ii. Co-hosted Deaf+ Conference in December 2023 with Regional Center of the East Bay (RCEB)
 - iii. Cohosted (with RCEB) monthly roundtable discussions focused on access to services for the Deaf+ community
 - iv. Conducted trainings on deaf culture for GGRC staff



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- d. Other Highlights
 - i. Listening sessions with the community to look at future services planning – family planning needs, Deaf+ community, LGBTQIA+ community
 - ii. GGRC Information Table at events including: First 5 Marin, Asian/Pacific Islander Conference, North Bay Regional Center Native American outreach
 - iii. GGRC staff participating in document accessibility training

- L. Review of Purchase of Service Data – No POS (see data charts in attached presentation for visual representation)
 - a. No POS has grown by 2.8% over the past year
 - b. 23% of Hispanic individuals have no POS vs. 17% of White individuals
 - c. To understand why there are differences in how many people receive purchase of service (POS), it's important to look at many different factors. These factors include things like culture, language, how systems are set up, and how much money people have. So, it's a good idea to look at all these things together to get a better understanding of why some people might not be getting the services available.
 - d. DDS has created Service Access Grants to help address disparities – Enhanced Service Coordination at GGRC. Program goals:
 - i. Addressing POS disparities by increasing outreach, education, and engagement with GGRC
 - ii. Understanding cultural needs by gaining knowledge about the cultural and linguistic needs of individuals served
 - iii. Offering enhanced case support - 1:40 SW to Individual ratio with quarterly contact
 - iv. Creative service acquisition: explore alternative approaches such as SDP, Community Navigation Program, and Health and Safety Waivers
 - v. Curriculum includes 8 educational modules, workshops, surveys, and data collection
 - vi. Measurable goals to increase POS expenditures, utilization of generic resources, and time spent working with individuals and families
 - vii. Non-Measurable goals include building rapport, trust, and gathering qualitative (narrative) data on barriers to service access

Public Meeting Questions and Public Comment

Public comment on behalf of the client's rights advocate. The gap continues to widen between non-white and white authorizations/expenditures.



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Asian authorizations

FY 20-21 - \$41,489 less

FY 21-22 - \$41,125 less

FY 22-23 - \$47,462 less

Black / African American authorizations

FY 20-21 - \$17,559 less

FY 21-22 - \$14,631 less

FY 22-23 - \$17,450 less

Hispanic authorizations

FY 20-21 - \$48,069 less

FY 21-22 - \$48,652 less

FY 22-23 - \$55,896 less

Asian expenditures

FY 20-21 - \$35,369 less

FY 21-22 - \$34,784 less

FY 22-23 - \$38,970 less

Black / African American expenditures

FY 20-21 - \$14,726 less

FY 21-22 - \$12,421 less

FY 22-23 - \$14,384 less

Hispanic expenditures

FY 20-21 - \$41,085 less

FY 21-22 - \$41,185 less

FY 22-23 - \$45,858 less

We would also like to express our concern that minutes from previous meetings have not been posted online.

- ⇒ Thank you for the comments. We recognize that it is difficult to make general numbers actionable. It is important to note that disparities narrow for those living outside the home, which highlights the need to develop more services with better access to those individuals living at home.

What is being to increase access to services for those in the Hispanic community and have less disparity?

- ⇒ When looking at the development of Coordinated Family Services, we've asked that those service providers are able to provide services in multiple languages, so that is one step being taken, and one that we hope will help identify gaps in services. From a long-range perspective, we are working to make sure that each individual coming out of eligibility will be able to go through the Education and Orientation Unit



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program which will help educate people about services available through the Regional Center regardless of language. As soon as we have approval from DDS on updated POS Guidelines, we will be sending copies of guidelines to every individual served by the Regional Center (and conservators if applicable) in their preferred languages.

Individual Public Comment. I think I understood the information as it was laid out in the presentation. Something I want to highlight is the fact that I feel GGRC is not doing nearly enough to let folks know about the Self Determination Program. There are only a few families that know about it, and the ones that do are clamoring for it to be accessible, widespread and easy to navigate. The Self Determination Program offers a beam of hope for all of the clients who have struggled to get services in the past. I really do think this will be the game-changer that helps GGRC address client needs in the 21st century. Thank you.

- ⇒ GGRC will pass this feedback on to our Self Determination Unit and local advisory committee in order to look at ways to get the word out and especially look at language access when they are promoting the program. GGRC is actively serving 114 individuals in our SDP program. It is a very complex program to onboard, we have a local advisory committee that meets once a month, and we are encouraging everyone to attend those meetings. They are on the 4th Thursday of every month at 4pm and people are available to answer questions. DDS has recently put in funding differentials for the fiscal management service providers that are required for non-English speaking individuals, so we hope that will be helpful as well.

Does POS data indicate level of severity of cases?

- ⇒ No, POS data does not indicate level of severity, and that is important to point out since services are based on individual need.

Does GGRC provide daycare services?

- ⇒ Yes, daycare services can be paid for through the Regional Center. For children ages 3+ years, contact your social worker and request an IPP meeting to discuss the need for daycare when the primary caregiver works outside of home or is in school. The rate for daycare services in the Bay Area is currently frozen at \$8.57/hr, which can present a significant challenge.

Does GGRC provide workers?



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- ⇒ No, GGRC does not provide childcare workers directly. Your social worker will connect the family to individuals or a service provider who provides services, reimbursement is paid directly to the family.

Does GGRC provide temporary housing services – for example, a primary caregiver needs a break and the individual needs assistance with everyday living?

- ⇒ Yes, it is possible. The first step is to ask for an IPP meeting. There are a number of different options, depends on the individual's age. There are out-of-home respite options – 2 facilities for children, many families also use camping services. There are some residential facilities that have a bed available for respite, an individual can go for up to 21 days. Contact Israel for additional support.
- ⇒ It appears there are a lot of questions about Regional Center services, we will schedule Q&A sessions in Spanish and Cantonese over the next month or two as follow-up.



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Notice of Public Meeting-Access & Equity Use of GGRC Funded Services:

2/26/2024

GGRC invites you to participate in a presentation on our efforts to increase access to GGRC funded services. We will discuss Fiscal Year 2022-2023 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. We want your input on ways to improve access to regional center funded services and culturally responsive service delivery.

This Public Meeting will be held as a Zoom Webinar !

Copy and Paste Registration Links to register for event:

Thursday, March 28, 2024 – *Cantonese, Spanish and ASL Interpretation*

Time: 6:00pm-7:30pm PST

Link: <https://ggrc.zoom.us/meeting/register/tZUtc-2rpj0oHdUyn5dc42UnKxYQGv37DCZP>

Friday, March 29, 2024– *Cantonese, Spanish and ASL Interpretation*

Time: 1:00pm-2:30pm PST

Link: <https://ggrc.zoom.us/meeting/register/tZOpce-orjMvHNf6qj46ulcXe6S-vsWktbmi>

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

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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Language Interpretation Instructions

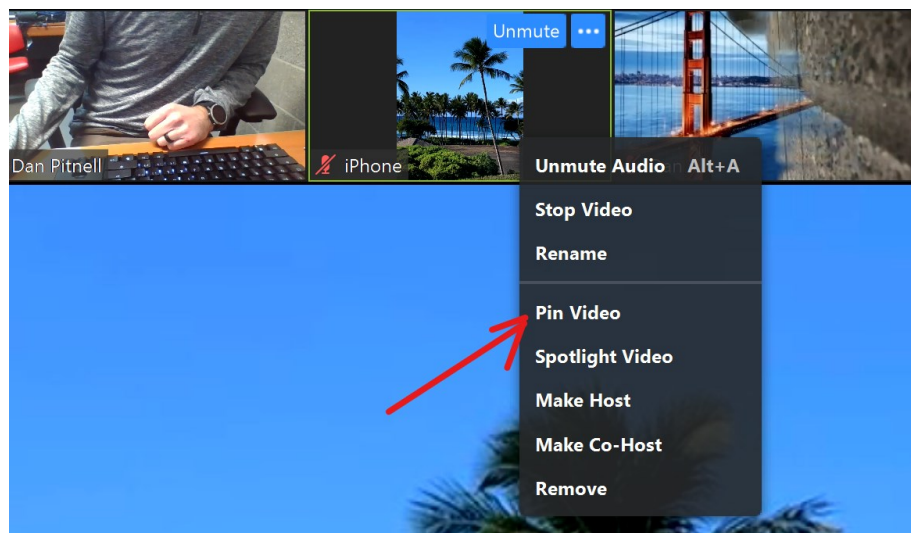
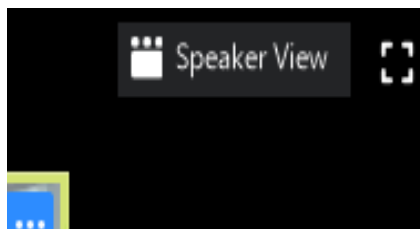
To Listen to the Spanish or Cantonese Interpretation:

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.

POS Service Access & Equity

Public Meeting FY 2022-2023

Amanda Pyle, Director, Community Services
Israel Pichardo, Supervisor, Education & Orientation

LANGUAGE INTERPRETATION INSTRUCTIONS

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。

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

- What is the Regional Center?
- Terms & Demographic Data Breakdown
- POS Demographics Data
- Language Access and Cultural Competency Initiatives
- GGRC Outreach & Education Unit
- Discussion

WHAT DOES GOLDEN GATE REGIONAL CENTER DO?

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

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 the GGRC's Public Meeting refers to the differences in receiving and using services between white people and people of other racial or ethnic groups.
- Equity: *the quality of being fair or impartial, providing services which meet community members where they are*
- Cultural Competency: *the ability to understand and provide services to people while taking into consideration their cultural and linguistic background*

EQUALITY



EQUITY



JUSTICE



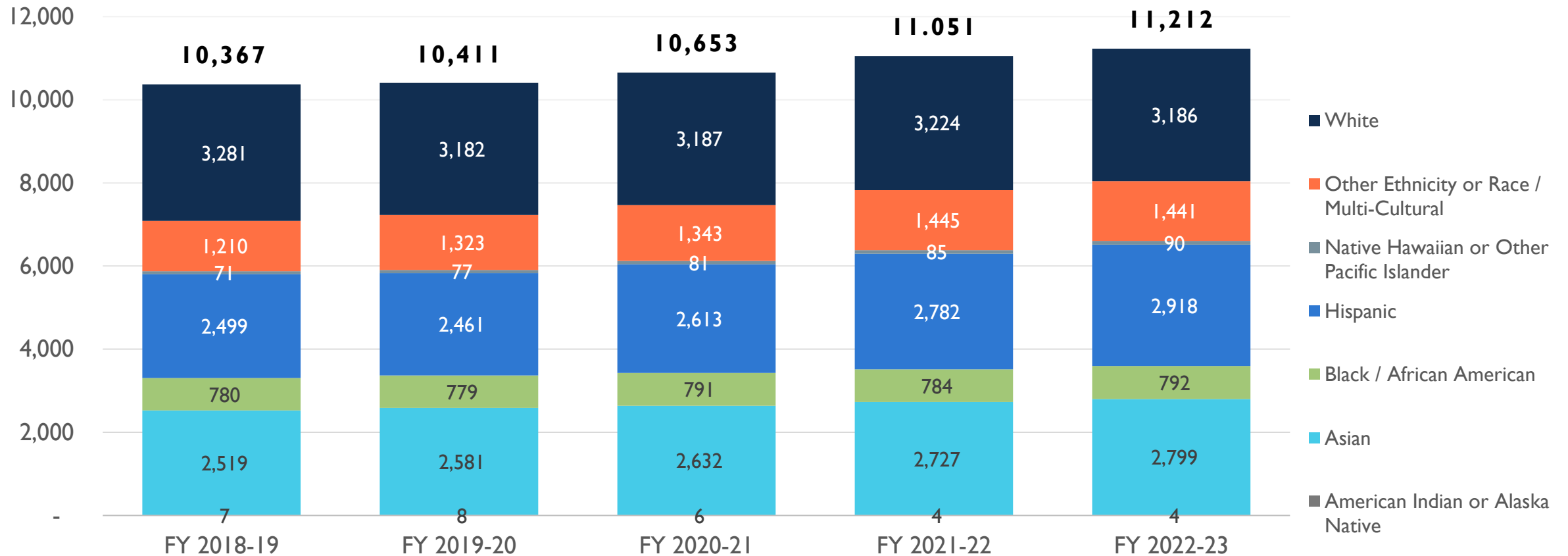
WHAT DOES GGRC DO WITH DATA?

- Informs Home and Community Based Services (HCBS), Language Access & Cultural Competency (LACC) and Service Access and Equity (SAE) 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

WHO DO WE SERVE?

FY 2018-19 TO FY 2022-23 (AGES 0 AND UP)

Comparison of ethnicities served by GGRC
Fiscal Years 2018-23

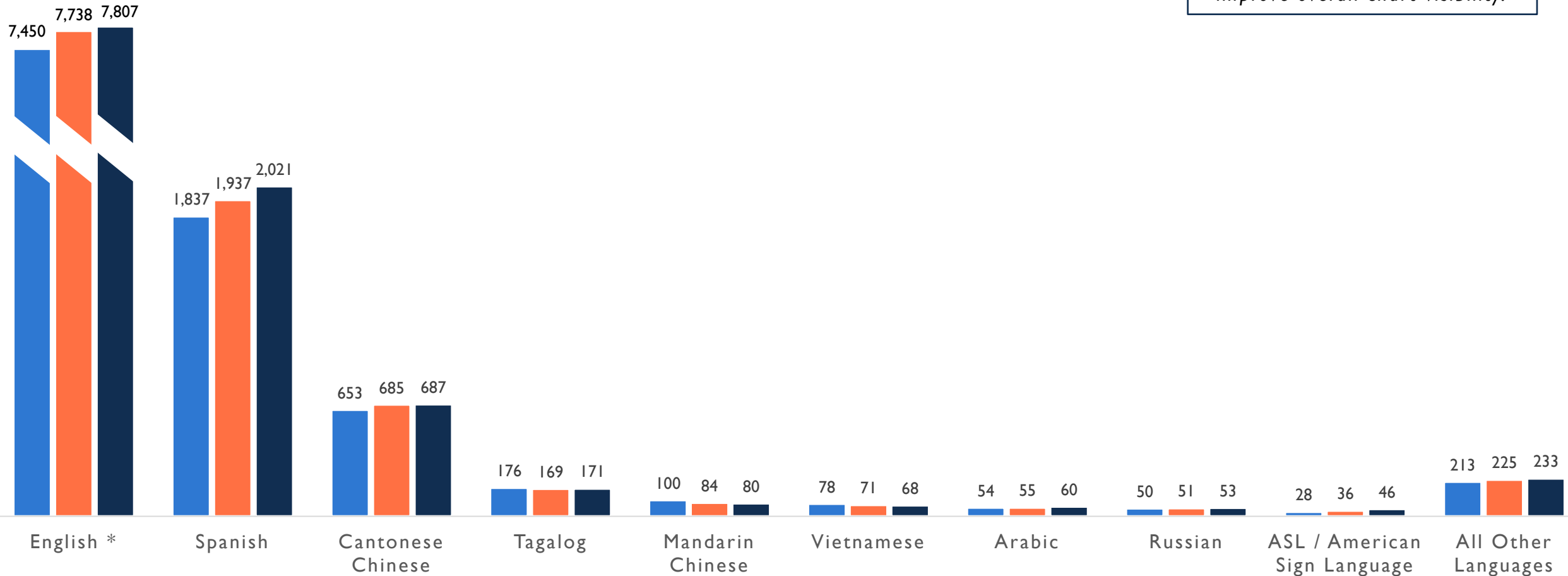


LANGUAGES USED BY GGRC'S COMMUNITY

FY 2020-21 TO FY 2022-23 (AGES 0 AND UP)

■ FY 2020-21 ■ FY 2021-22 ■ FY 2022-23

* English columns not to scale to improve overall chart visibility.



HIGHLIGHTS OF GENERAL DEMOGRAPHIC DATA

- Steady increase in overall number of individuals served over the past five years
- Largest growth in numbers served by ethnicity seen within Hispanic and Asian communities
- Sizeable increase in individuals whose language preferences are English and Spanish; while overall number is small, significant increase in ASL over the past three years as well

WHAT DOES POS DATA TRACK?

Purchase of service (POS) data show rates of authorization, utilization, and expenditure are based on:

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

INFORMATION PURCHASE OF SERVICE (POS) DATA DOES NOT TRACK:

(THESE ARE IDENTITIES THAT ARE NOT CURRENTLY TRACKED WITH DATA BUT MAY GIVE INSIGHT ON WHO IS BEING UNDERSERVED BY CURRENT SERVICES)

- Gender identity
- Sexual orientation
- Diagnoses unrelated to qualifying factors
- Income (familial or individual)
- Documentation status

(Eligibility for regional center services is not impacted by income level or documentation status. While this is information that is not tracked by regional centers it is important to keep in mind that it affects someone's access, ie. fear and shame around accessing services.)

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

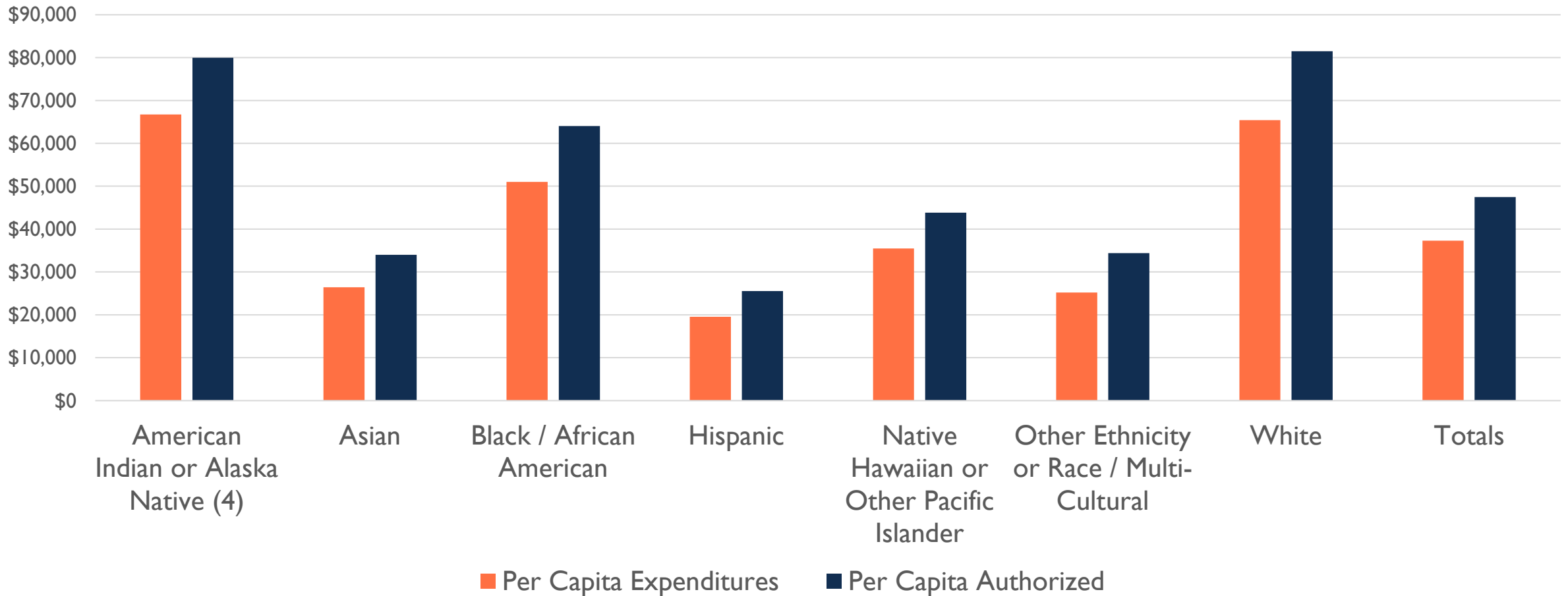
PURCHASE OF SERVICE DATA TERMS

Terms:

- FY: Fiscal Year (July 1 – June 30)
- 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

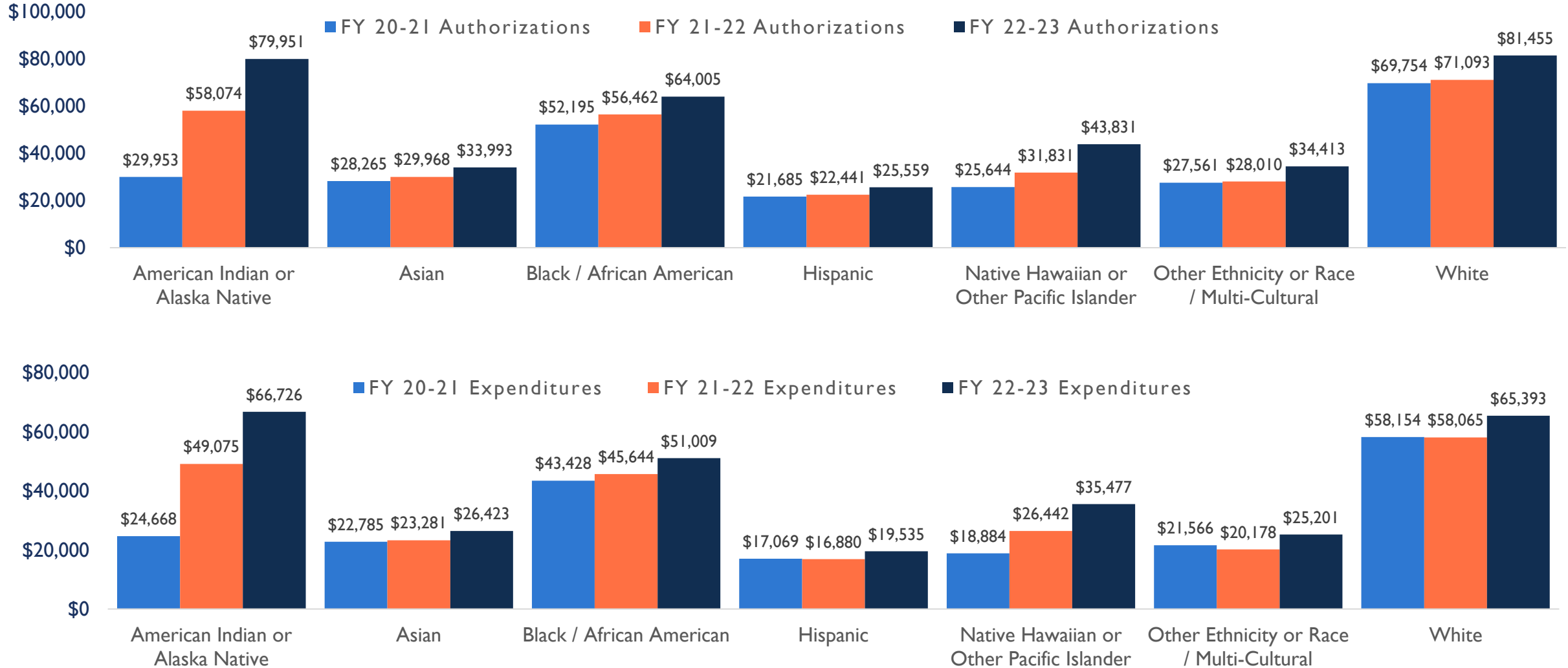
AUTHORIZATIONS VS. EXPENDITURES PER CAPITA

FY 2022-23 (AGES 0 AND UP)



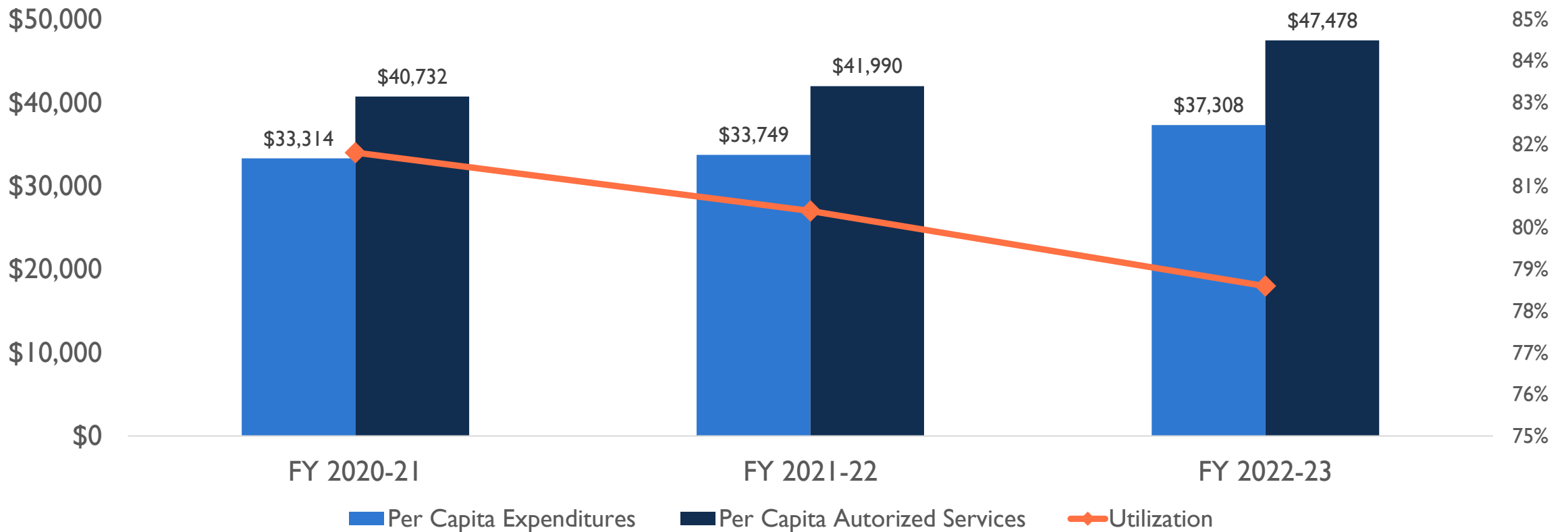
AUTHORIZED POS & EXPENDITURES PER CAPITA

FY 2020-21 TO FY 2022-23 (AGES 0 AND UP)



OVERALL AUTHORIZATIONS AND EXPENDITURES FY 2020-21 TO FY 2022-23 (AGES 0 AND UP)

Overall Authorizations and Expenditures Per Capita
Charted with Utilization Rate



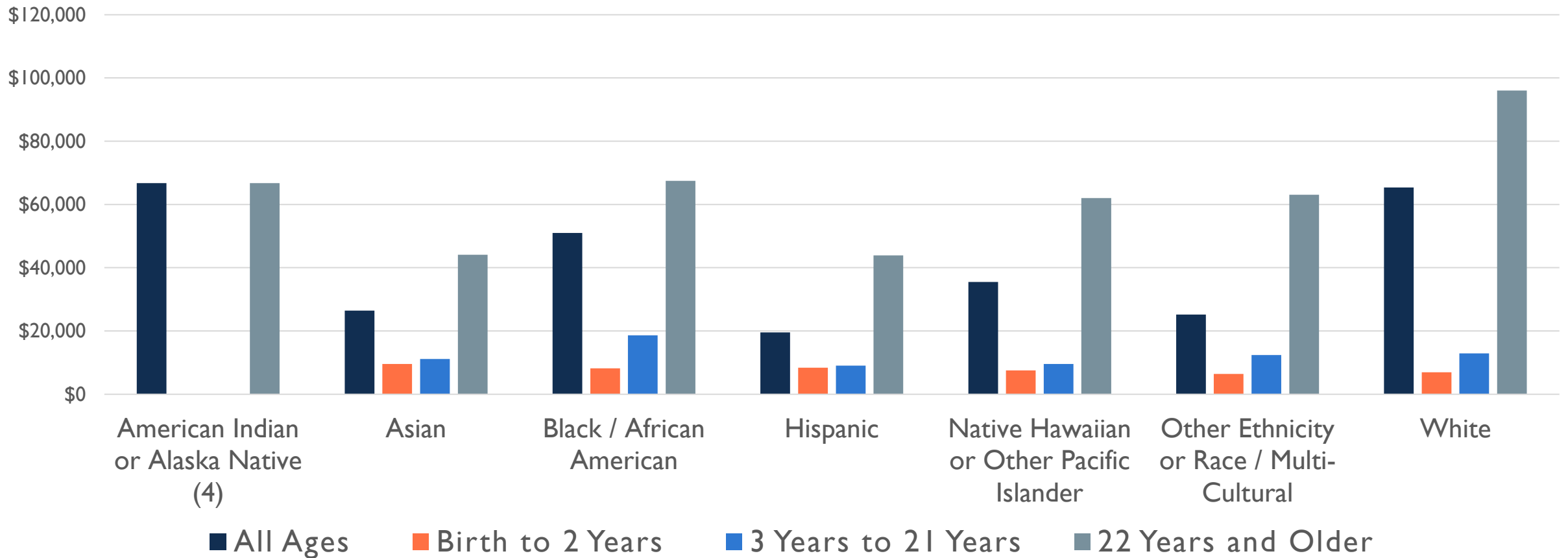
HIGHLIGHTS OF AUTHORIZATION AND EXPENDITURE DATA

- Per capita expenditures continued to fall short of authorizations for FY 2022-23
- There is considerable disparity in per capita authorized services and expenditures when broken down by ethnicity or race. Authorized services and expenditures are highest for White individuals, followed by Black / African American individuals. Funding levels for Hispanic individuals are the lowest, with per capita authorized services and expenditures less than one-third the amounts reported for White individuals
- Except for a slight decline in expenditures for FY 2021-22 for individuals identifying as Other / Multicultural and White, there has been broad-based, meaningful growth in per capita authorized services and expenditures over the past three fiscal years across all races and ethnic groups
- While overall authorizations and expenditures have increased year over year for the past three years, the utilization rate has fallen slightly each year

EXPENDITURES PER CAPITA BY ETHNICITY & AGE

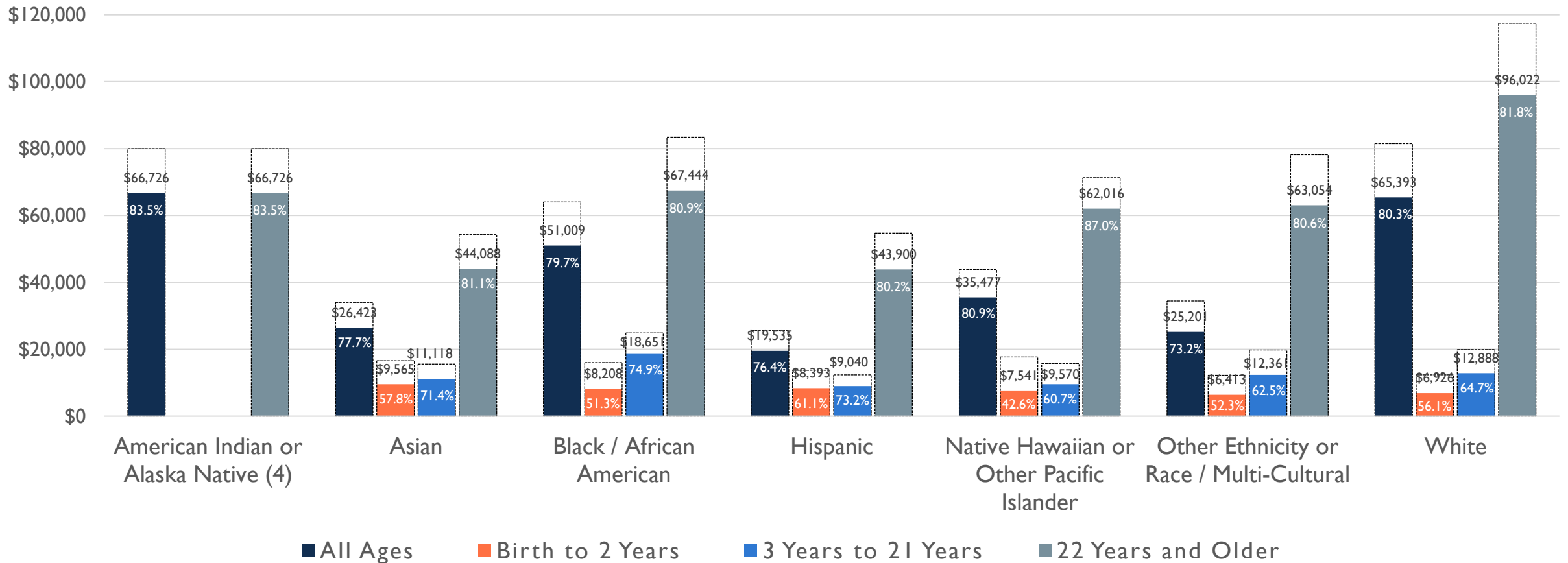
FY 2022-23

Expenditures per Capita by Ethnicity and Age



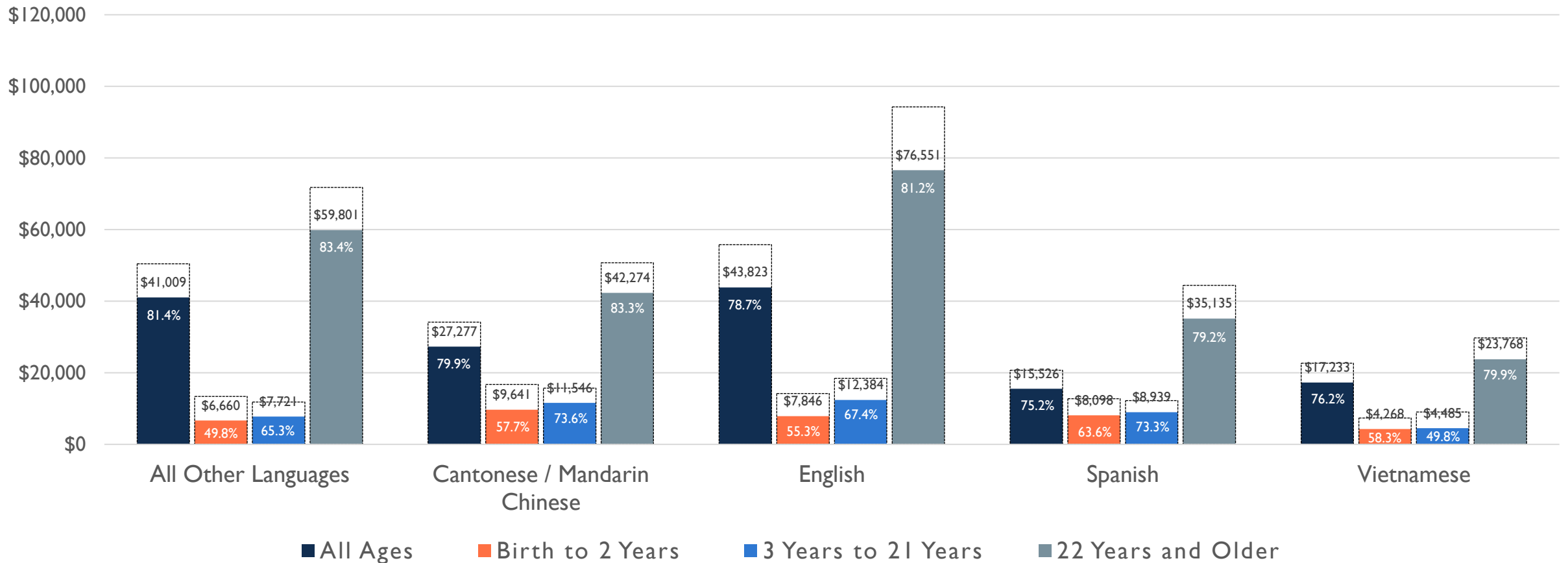
UTILIZATION & EXPENDITURES BY ETHNICITY & AGE FY 2022-23

Utilization Rate and Expenditures per Capita by Ethnicity and Age



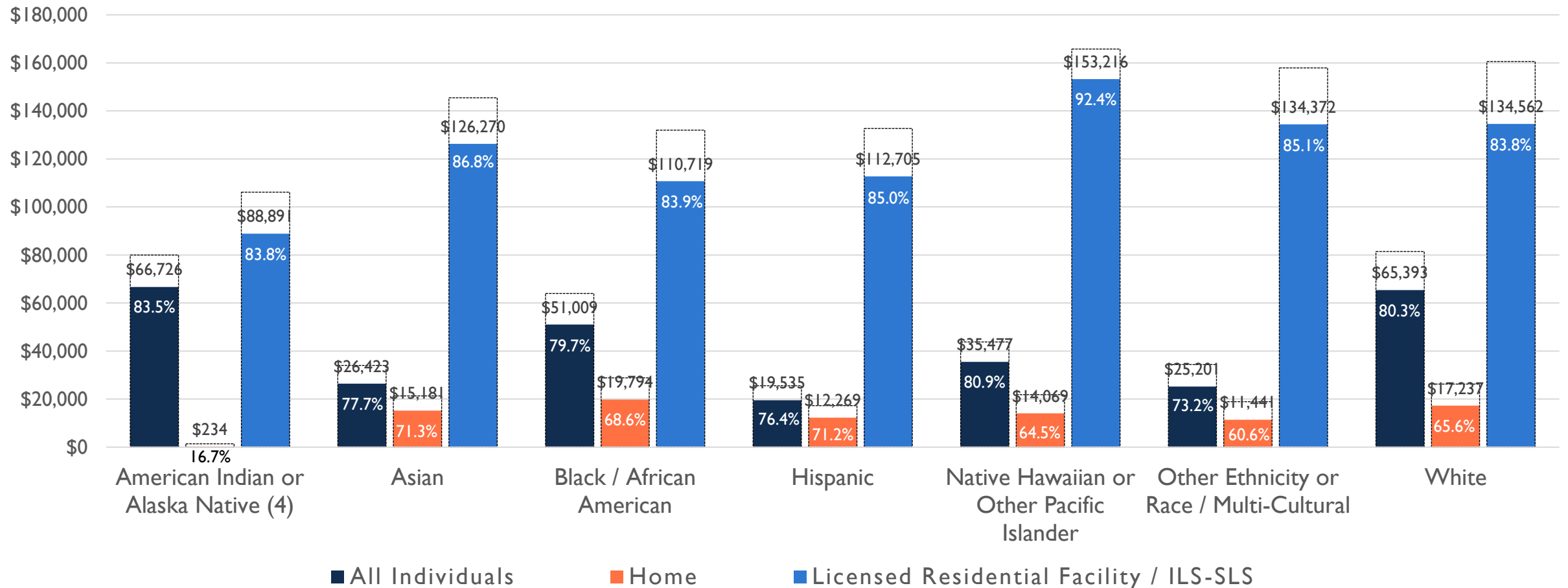
UTILIZATION & EXPENDITURES BY LANGUAGE & AGE FY 2022-23

Utilization Rate and Expenditures per Capita by Language and Age



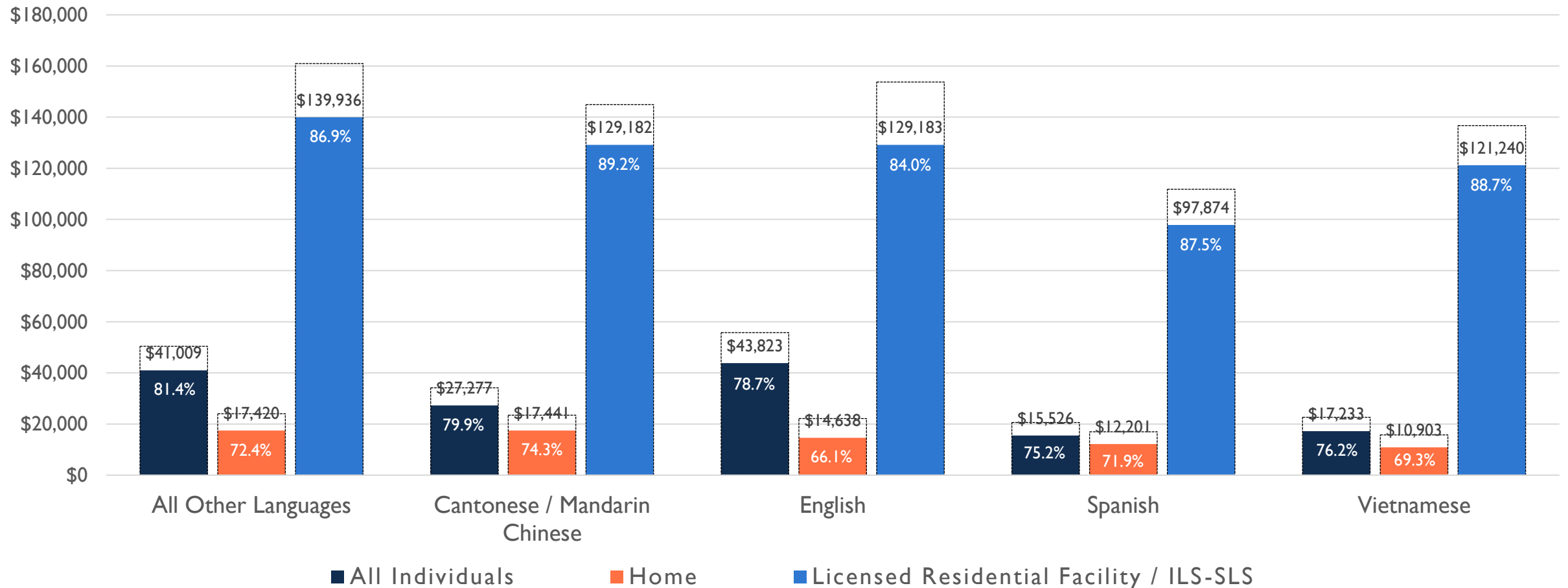
UTILIZATION & EXPENDITURES BY ETHNICITY & RESIDENCE – FY 2022-23 (AGES 0 AND UP)

Utilization Rate and Expenditures per Capita by Ethnicity and Residence



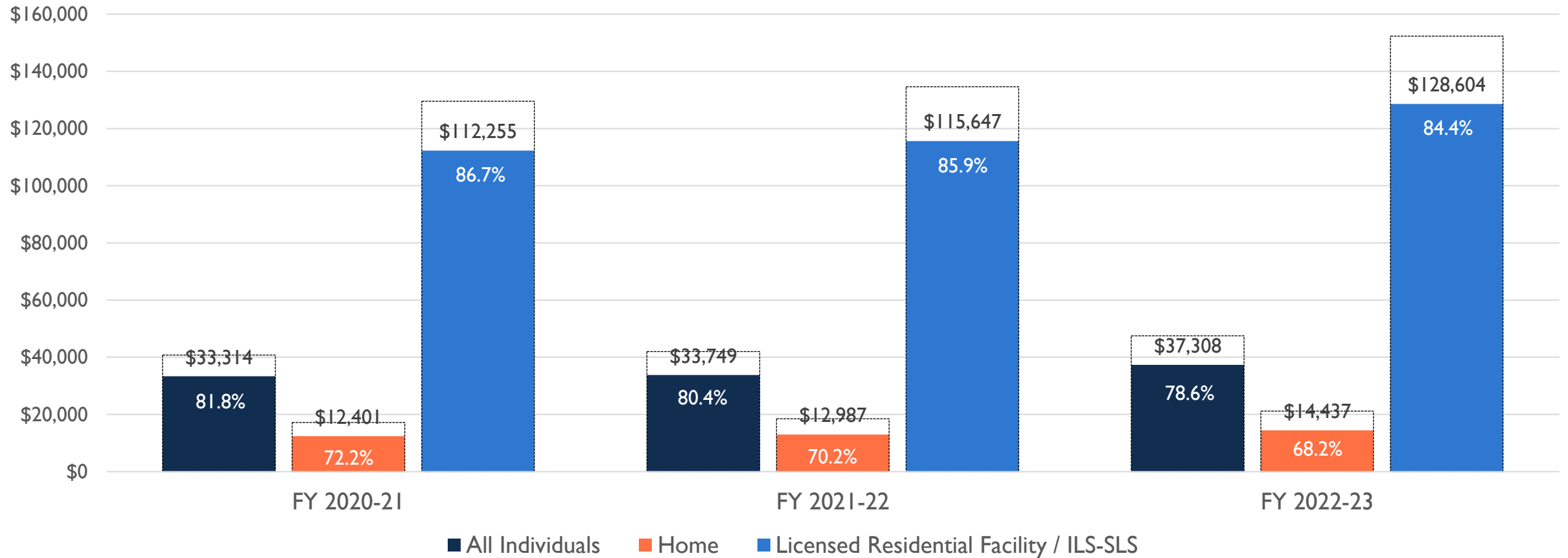
UTILIZATION & EXPENDITURES BY LANGUAGE & RESIDENCE – FY 2022-23 (AGES 0 AND UP)

Utilization Rate and Expenditures per Capita by Language and Residence



OVERALL UTILIZATION & EXPENDITURES BY RESIDENCE TYPE – FY 2020-21 TO FY 2022-23 (AGES 0 AND UP)

Utilization Rate and Expenditures per Capita by Residence Type



HIGHLIGHTS OF UTILIZATION RATE DATA

- There is significantly less disparity in per capita expenditures and the utilization rate of authorized services for younger individuals (Birth to 2 years and 3 years to 21 years); at the same time, utilization rates are much lower at younger ages
- There is a substantial increase in per capita expenditures for adults (individuals 22 years and older) whose preferred language is English when compared with other language groups, while utilization rates remain fairly consistent across all language groups
- Black / African American individuals have one of the lowest per capita expenditure numbers for individuals living in licensed residential facilities / ILS-SLS but the highest per capita expenditure number for individuals living at home
- Similar to other trends, overall per capita expenditures have increased over the past three years for individuals living at home and for those living in licensed residential facilities, while the utilization rate of authorized services for those living at home has slowly declined over the same period

SUCCESSSES AND CHALLENGES

- **Increased GGRC Employment Opportunities and Decreased GGRC Employment Vacancies**
 - (+) More Social Workers/Service Coordinators (+82 January 2023-March 2024)
 - (+) Decreased Social Worker/Service Coordinator Caseloads
 - (-) Need to ensure time for learning the position and day to day responsibilities
- **Community Outreach Team**
 - (+) LACC funds provide funding for GGRC staff dedicated to community outreach and engagement
 - (-) Need to ensure time for learning the position and regional center services
 - (-) competitive job market for applicants
- **Continued Return to In Person Services by Vendors/Service Providers**
 - (+) Almost all service providers have returned to full or modified in person service delivery
 - (-) nationwide Direct Support Staff shortage experienced in SF Bay area causing staff shortages at services
 - (-) Increase in community safety concerns impacting vendorized service provisions in different locations
 - (-) DDS Service Provider fiscal year 2024-2025 Rate Increase delay proposed

LANGUAGE ACCESS & CULTURAL COMPETENCY PLAN HIGHLIGHTS

Website Redesign

Contracted with HeartSpark Web design Company

Conducting Focus group sessions (April 2024)

Coordinating Community Advisory Board Members

Contracting for End User Testing

New Website Anticipated September 2025!

Language Access

Contracted for Augmentative & Alternative Communication (AAC) Community Needs Assessment (in progress)

Translation of GGRC documents including Intake and Assessment paperwork

Existing GGRC Website – Transparency section reorganized to help with navigation

Deaf+ Community Outreach

Co-hosted Deaf+ Conference (December, 2023) with Regional Center of the East Bay (RCEB) at Fremont School for the Deaf

Cohosted (with RCEB) monthly roundtable discussions focused on access to services for the Deaf+ Community

Conducted Trainings on Deaf Culture for GGRC Staff

Other Highlights

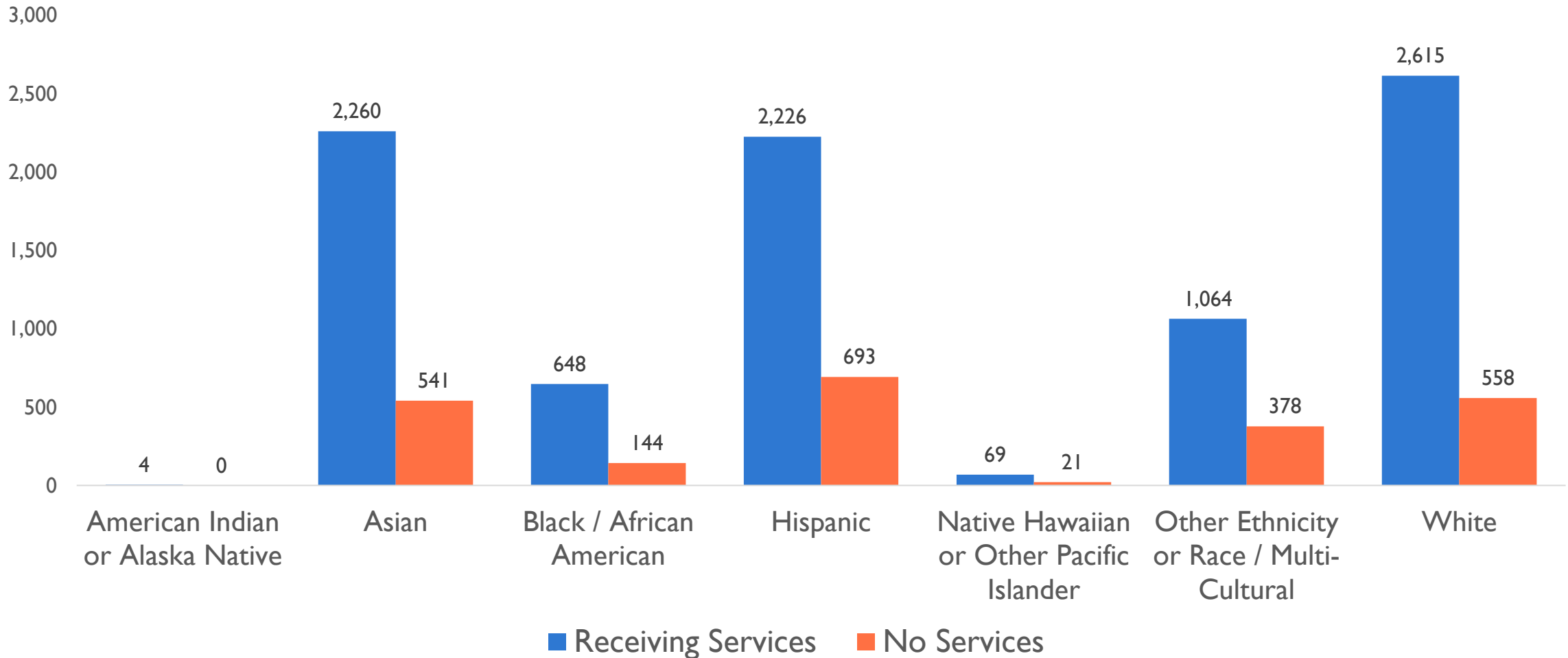
Listening Sessions – Future Family Planning Needs; Deaf+ Community; LGBTQIA+ Community

GGRC Information Tabling Events including First 5 Marin, Asian/Pacific Islander Conference, North Bay Regional Center Native American Outreach

GGRC Staff participating in training on creating accessible documents (e.g. flyers, forms, etc.) to increase accessibility of distributed materials

INDIVIDUALS SERVED WITHOUT A POS

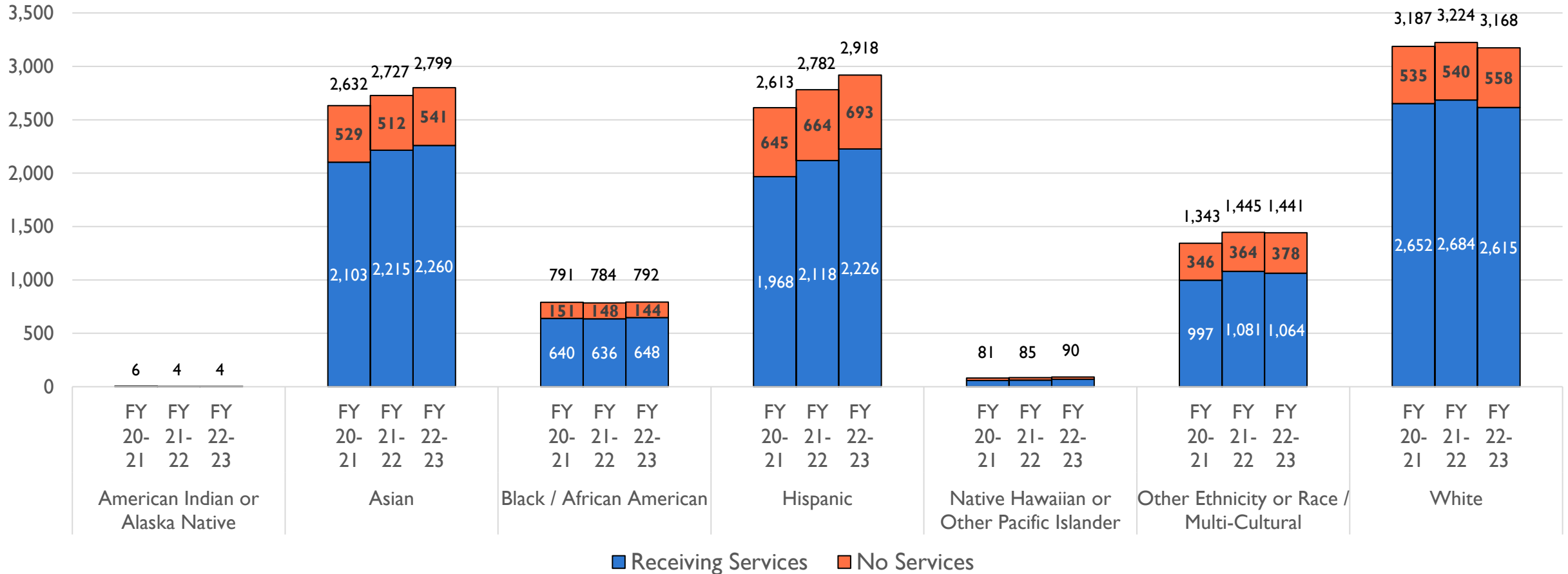
FY 2022-23 (AGES 0 AND UP)



INDIVIDUALS SERVED WITHOUT A POS

FY 2020-21 TO FY 2022-23 (AGES 0 AND UP)

Overview of Individuals Served without a POS



HIGHLIGHTS OF NO POS DATA

Increased in Population with No-Purchase of Service (POS) FY 2021-2022 vs FY 2022-2023 +2.8% across all groups

To understand why there are differences in how many people receive purchase of service (POS), it's important to look at many different factors. These factors include things like culture, language, how systems are set up, and how much money people have. So, it's a good idea to look at all these things together to get a better understanding of why some people might not be getting the services available.

HIGHLIGHTS OF NO POS DATA

Enhance Service Coordination = Education and Orientation Program Goals:

- Addressing POS Disparities: Increase outreach, education, and engagement with GGRC.
- Understanding Cultural Needs: Gain knowledge about the cultural and linguistic needs of individuals served.
- Offering Enhanced Case Support: 1:40 SW to Individual Ratio with quarterly contact,
- Creative Service Acquisition: Explore alternative approaches such as SDP, Community Navigation Program and Health and Safety Waivers.
- Curriculum: 8 educational modules, workshops, surveys, and data collection.
- Measurable Goals: Increase in POS expenditures, utilization of generic resources, and time spent working with individuals and families.
- Non-Measurable Goals: Building rapport, trust, and gathering qualitative (narratives) data on barriers to service access.

QUESTIONS

- What services do you wish you had or had more of?
- What parts of GGRC services are hard to access?
- What do you want GGRC to know about using GGRC services or community services?
- Other Feedback?

THANK YOU

Amanda Pyle

apyle@ggrc.org

1355 Market Street, Suite 220

San Francisco, CA 94103

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