

**Measures Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditures – 2023**

<b>Outcome</b>	<b>Measurement Methodology</b>	<b>• Activities</b>
<p>Individuals of all ethnicities at all ages will have access to RCEB funded services necessary to meet the needs as identified through the IPP/IFSP process.</p>	<p>Prior FY purchase of service data and client master file (CMF)</p> <ul style="list-style-type: none"> <li>• Birth to age 2 inclusive</li> <li>• Age 3 to 21 inclusive</li> <li>• Twenty-two and older</li> </ul>	<ul style="list-style-type: none"> <li>• RCEB continues to work with La Familia and the Case Management team that serves our Asian /Pacific Islander communities to identify effective outreach methods in underserved communities.</li> <li>• Utilize Language Access and Cultural Competency Funds to identify and support community organizations in the Black/African-American community that RCEB can partner with to provide outreach and support to individuals and families in the community.</li> <li>• Support local community based organizations with participation in events, provision of data, and other needs in their targeted outreach to underserved communities as part of disparity grants.</li> </ul>
<p>RCEB funded services for individuals who speak languages other than English will increase.</p>	<p>Prior FY purchase of service data and client master file (CMF).</p> <p>Per capita purchase of service expenditures by individual's primary language (for primary languages chosen by 30 or more consumers only).</p>	<ul style="list-style-type: none"> <li>• RCEB will continue to hire bilingual, bicultural staff.</li> <li>• Continue to support efforts so providers can identify staff who are bilingual/bicultural. As soon as the bilingual stipends for staff of providers are introduced, extend trainings and supports to providers to utilize.</li> <li>• Continue development of supports to provide effective communication access for those who use ASL. Finalize the development of a home . specifically designed for those who are Deaf/Hard of Hearing.</li> <li>• Translate Informational material distributed by RCEB into threshold languages in our community. RCEB will utilize Language Access</li> </ul>

		<p>and Cultural Competency Funds to assess the need for translation into additional languages.</p> <ul style="list-style-type: none"> <li>• Provide Spanish translation at all public meetings and individuals and families can request translation and interpretation in other languages with advance notice.</li> <li>• Support efforts to increase language access within the self determination program through translation, identification of bilingual bicultural independent facilitators and in Financial Management Service agencies</li> </ul>
<p>Individuals of all races/ethnicities will be satisfied with the services and supports received by the family and family member.</p>	<p>NCI data:  Child Family Survey: FY 18/19 and FY 21/22  Adult Family Survey: FY 19/20 and FY 21/22  Family Guardian Survey: FY 19/20 and 21/22</p>	<ul style="list-style-type: none"> <li>• RCEB will continue to send current IPP/IFSP surveys.</li> <li>• RCEB will review and act on issues raised in services both individually and systematically.</li> <li>• RCEB will transition to reviewing data from the new satisfaction surveys that DDS will begin to send for areas in which to take action to improve satisfaction.</li> </ul>