

May 2017

Regional Center of the East Bay (RCEB)

Report on the implementation of the requirements of California Welfare and Institutions Code Section 4519.5

Required data for 2015-2016 was posted on the RCEB internet web site by December 31, 2016. This information remains posted as does the data for previous years.

The law (W and I Code, Section 4519.5 (e) ) requires that the regional center meet with stakeholders in one or more public meetings regarding the data.

. “The meeting or meetings shall be held separately from any meetings held pursuant to Section 4660. The regional center shall provide participants of these meetings with the data and any associated information, 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, as required by Sections 11135 to 11139.7, inclusive, of the Government Code and implementing regulations. 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 Web site 30 days prior to the meeting and shall be sent to individual stakeholders and groups representing underserved communities in a timely manner. Each regional center shall, in holding the meetings required by this subdivision, 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.”

In order to identify times and locations designed to result in a high turnout by the public and underserved communities, input was requested from the monthly meeting of the Diversity and Equity Committee of the RCEB Board of Directors. This process was utilized last year. Suggestions included holding the meetings paired with a training, identifying events that are already happening in the

community, holding meetings on weekends, having translation in multiple languages, and having a web based virtual meeting.

Based on this input, potential locations and times were identified and confirmed with hosts. Translators were scheduled. The meetings were properly noticed 30 days in advance. The public meetings were announced on the RCEB website. Several times, the announcement was updated as additional meetings were added. Several groups requested to have presentations held at their locations. Information was included in RCEB board packets and sent to a board mailing list. Announcements were made at community meetings attended by staff prior to the scheduled dates of public meetings. For meetings in conjunction with other groups, the meetings were also announced by the groups to their regular attendees. The posted schedule is included as Attachment "Schedule" to this report.

Six public meetings were scheduled.

- 1) Saturday February 25<sup>th</sup> at 2 PM in conjunction with a regularly scheduled support group for Spanish speaking families. This was at their usual meeting site in Hayward, California. The presentation was conducted in English with simultaneous translation in Spanish of both the presentation and the questions and answers.
- 2) Friday, March 10<sup>th</sup> at 6:30 PM in the RCEB San Leandro office. This location was announced with translation in Cantonese and Vietnamese. Announcements were sent by case managers to families with follow up phone calls. Dinner was provided. This was a new location for many families but it was accessible by public transportation
- 3) Saturday, March 11<sup>th</sup> at 4:30 PM at Friends of Children with Special Needs in Fremont. This session was at the same time as a regular support group occurs. Translation was offered in Mandarin and Cantonese. Families routinely attend and childcare and dinner were provided
- 4) Thursday, March 23, 2016 at 5 PM in the RCEB Concord office. This meeting was announced with Spanish translation available.

- 5) Sunday, March 26<sup>th</sup> at 2PM in Alameda, CA in conjunction with a regularly attended support group. Translation in Cantonese announced.
- 6) Tuesday, March 28<sup>th</sup> at 10:15 AM in Concord, California. This session was conducted in Spanish with questions translated into English as needed for staff to respond. This was a session of a regular morning support group for Spanish speaking parents.
- 7) In addition, RCEB announced that the Purchase of Service PowerPoint presentation would be available on our web site between March 20<sup>th</sup> and March 31<sup>st</sup> 2016.

### **Meetings:**

PowerPoint Presentation Available at [www.rceb.org](http://www.rceb.org)

Minutes in Attached Minutes17

February 25, 2017

Attendees: 24

March 10, 2017

Attendees: 37

March 11, 2017

Attendees: 24

March 23, 2017

Attendees: 0

March 26, 2017

Attendees: 17

March 28 2017:

Attendees: 19

Total attendees at Public Meetings in March 2016: 121

It appears that meetings held at familiar locations and /or in conjunction with other events generated a larger turnout of attendees. In previous years, there had been higher attendance at an event in the heart of the Oakland Asian community. The new location may have contributed to fewer persons attending. The comments from each meeting are included in the minutes (Minutes17). Comments included providing lists of services available to families; concern about whether all case managers provide the same services and wanting to understand why their family member did not get the same service as others; concerns about turnover of case managers; concerns about the availability of services from other providers such as Denti-Cal; an interest in getting on going information about affordable housing so family members could know of all available options.

### **Does the data indicate a need to reduce disparities?**

The data indicates differences in purchase of service expenditures between ethnic groups and primary language groups. The data does not explain the reasons for these differences or provide analysis of the contributing factors. Socio-economic and educational background information is not collected. Only services purchased through regional centers are included however many consumers receive multiple services from other entities.

By age, the RCEB population under the age of 22 is far more ethnically diverse than the adult population. In reviewing both the data and outcomes from meetings, we find that since the diversity of the younger population is higher, we would expect differences in purchase of services authorizations between ethnic groups when looking at all ages combined. Few children of all ethnic groups reside outside of the family home. In the population of adults , purchase of service expenditures often include out of home living arrangements. Out of home living arrangements are more costly on the whole than services provided in a family home. In addition, most youth receive services during the day through education. Adults are more likely to have regional center funded day time activities. Authorizations would be expected to be higher among adults. It is important to review this data looking at age groups sorted by ethnicity. In several sections, we have included a comparison year to year for reference. Those areas in which per capita authorizations dropped have been highlighted. We don't have answers as to why.

There are differences in purchase of service amounts by ethnicity in the adult age group. Annual authorizations and expenditures for those 22 and over are provided in the table below:

2017

<b>Ethnicity</b>	<b>Annual Authorizations</b>	<b>Annual Expenditures</b>
African American	\$30,015	\$26,436
Asian	\$21,936	\$19,247
Other	\$28,468	\$24,707
Latino	\$24,069	\$20,668
White	\$38,221	\$33,330

Year to Year

<b>Ethnicity</b>	<b>2016 Annual Authorizations</b>	<b>2017 Annual Authorizations</b>
African American	\$29,846	\$30,015
Asian	\$21,761	\$21,936
Other	\$27,174	\$28,468
Latino	\$24,319	\$24,069
White	\$37,790	\$38,221

Among those from age 3 through 21, there are also disparities although not the same pattern.

2017

<b>Ethnicity</b>	<b>Annual Authorizations</b>	<b>Annual Expenditures</b>
African American	\$9,922	\$6,660
Asian	\$9,054	\$6,028
Other	\$8,357	\$5,536
Latino	\$7,502	\$4,911
White	\$9,785	\$7,020

Year to Year

<b>Ethnicity</b>	<b>2016 Annual Authorizations</b>	<b>2017 Annual Authorizations</b>
African American	\$9,270	\$9,922
Asian	\$9,028	\$9,054
Other	\$8,819	\$8,357
Latino	\$7,712	\$7,502
White	\$9,890	\$9,785

There are differences between ethnic groups although why these differences exist is not clear. For adults, we found that more Asian and Latino consumers resided with family than among African American or white consumers. During a meeting with Cantonese speaking parents of young adults, there was a definite concern about the availability of affordable housing and this may be a factor contributing to why individuals are living at home. Living arrangements outside of the family home are more costly than supports provided to individuals residing with family. Other services not funded by the regional center that support those individuals living with family such as in home support services (IHSS) are not reflected in this data and may impact services provided solely through the regional center. These issues need to be explored further. It is not clear why the disparities do not appear as large between different ethnic groups in the population of children. The annual authorizations for Latino children are significantly lower than other groups. Anecdotally, during our meetings we heard comments on the difficulty of obtaining respite workers in the Latino community which may be a factor.

This year, data was provided by ethnicity/age and whether the person lived at home or out of home. This allows the variable of the cost of an out of home living arrangement to be controlled so that we can compare more similar populations.

The drops, even though small, in authorizations in some groups for children may be related to lack of availability of respite workers or may be related to changes in coverage of behavioral health treatment as this increasingly moved to insurance during this period.

#### Adults At Home:

Among adults living at home, authorizations and expenditures are highest for those who identify as white and lowest for those who identify as Asian. Other

groups are more consistent in authorizations and expenditures. What contributes to this disparity is unknown.

Due to the differences in services provided by the regional center for those living at home versus those living out of home, it is important to compare those living at home to those living at home. Otherwise, data may be skewed. Adults living at home, most often receive day time services and respite. Adults living out of home often receive closer to 24 hour care and supervision from the regional center. Those living at home requiring that degree of supervision, often have supports provided through In Home Supportive Services, which do not get included in our data.

### Adults in Home 2017

	Annual Authorizations	Annual Expenditures
African American	\$ 15,617	\$12,031
Asian	\$ 12,419	\$9,903
Other	\$ 15,576	\$ 11,720
Latino	\$ 14,192	\$ 10,889
White	\$ 17,786	\$ 13,335

### Year to Year

	Authorizations 2016	Authorizations 2017
African American	\$ 14,837	\$15,617
Asian	\$11,765	\$12,419
Other	\$14,789	\$15,576
Latino	\$14,201	\$14,192
White	\$17,446	\$17,786

### Adults Out of Home:

For adults living out of home, the authorizations and expenditures are similar among all groups except for African Americans. Out of home includes several

types of living arrangements and supports. Are there differences in where people live based on ethnicity? Is this related to availability of services or another factor? This difference needs to be explored to identify whether there are unmet needs that contribute to this disparity.

2017

<b>Ethnicity</b>	<b>Annual Authorizations</b>	<b>Annual Expenditures</b>
African American	\$41,527	\$37,955
Asian	\$49,206	\$46,282
Other	\$50,260	\$46,668
Latino	\$46,311	\$42,690
White	\$49,482	\$44,351

Year to Year

<b>Ethnicity</b>	<b>Annual Authorizations 2016</b>	<b>Annual Authorizations 2017</b>
African American	\$41,810	\$41,527
Asian	\$49,049	\$49,206
Other	\$47,897	\$50,260
Latino	\$45,230	\$46,311
White	\$48,634	\$49,482

Comparison of Residential Costs to ILS/SLS Costs

2017

<b>Ethnicity</b>	<b>Residential Authorizations</b>	<b>ILS/SLS Authorizations</b>
African American	\$64,232	\$28,892
Asian	\$58,998	\$37,969
Other	\$58,360	\$39,683
Latino	\$60,779	\$29,436
White	\$58,623	\$44,248

We do not understand the reasons for the differences in authorizations between ethnicities within ILS/SLS supports. This is something we will be exploring.

## Children At Home:

We assume most children residing at home receive educational and other services that are not funded by the regional center. In these groups, Asians and African Americans have the highest authorizations and expenditures. Latinos have the lowest expenditures in this group. Spanish speaking families have expressed difficulty in finding workers for respite and this may contribute to this disparity. One question that remains open for further exploration is: are there socioeconomic factors that impact the identified needs of families?

<b>Ethnicity</b>	<b>Annual Authorizations</b>	<b>Annual Expenditures</b>
African American	\$8,083	\$4,975
Asian	\$8,185	\$5,151
Other	\$7,128	\$4,337
Latino	\$6,969	\$4,401
White	\$7,227	\$4,556

<b>Ethnicity</b>	<b>Authorizations 2016</b>	<b>Authorizations 2017</b>
African American	\$7,956	\$8,083
Asian	\$8,215	\$8,185
Other	\$7,579	\$7,128
Latino	\$7,115	\$6,969
White	\$7,517	\$7,227

The reductions in all groups other than African Americans is unexplained, since these children reside at home , we can speculate as discussed before, that this may be related to changes in behavioral health treatment and/or funding of behavioral health treatment.

## Diagnosis and Authorizations in the 3-21 Range

	Authorizations 2016	Authorizations 2017
Autism	\$10,217	\$9,462
Intellectual Disability	\$7,616	\$9,383
Cerebral Palsy	\$9,260	\$10,720
Epilepsy	\$10,604	\$12,407
Category 5	\$7,764	\$9,353

**All groups except for those with a diagnosis of autism saw an increase in authorizations. This may support that some of these changes are related to changes in funding of behavioral health treatment for autism. Budget proposals to move all behavioral health treatment regardless of diagnosis for children in Medi-Cal Managed care may alter these numbers for other groups of children as well.**

### Early Start

0-2

### 2017

Ethnicity	Annual Authorizations	Annual Expenditures
African American	\$6,035	\$3,643
Asian	\$6,464	\$4,106
Other	\$5,867	\$3,854
Latino	\$5,418	\$3,412
White	\$6,530	\$4,320

### Year to Year

Ethnicity	Authorizations 2016	Authorizations 2017
African American	\$9,390	\$6,035
Asian	\$5,739	\$6,464
Other	\$6,917	\$5,867
Latino	\$6,260	\$5,418
White	\$6,136	\$6,530

In this data, authorizations for those who are Latino are significantly lower than for other ethnicities.

## Language

Disparities in purchase of service exist for certain linguistic groups. RCEB sorted our expenditure data by age/language/ and ethnic group . These are expenditures for adults by ethnicity and language.

Ethnicity/Language	Expenditures
All/English	\$29,333
Asian/All	\$19,247
Asian/Mandarin	\$28,302
Asian/Korean	\$21,088
Asian/Japanese	\$35,855
Asian/Cantonese	\$15,257
Asian/Vietnamese	\$7,140
Asian/Cambodian	\$6,052
Asian/Tagalog	\$17,284
Asian/Mien	\$5,051

Among Asian adults, there are disparities between all consumers who speak English and Asians as an aggregate group. Not all Asian language speakers have extremely low expenditures. The disparities appear greater for some language groups. The intersectionality of ethnicity, language, and other socioeconomic factors needs to be considered. Are there cultural and language factors that need to be addressed to provide services for some language groups? Would service providers need to make changes in how services are provided to meet the needs of some consumers? Those adults whose primary language is Mien or Vietnamese have quite disparate expenditures from other Asians. Those who speak Cantonese, and Tagalog, and Cambodian also have lower expenditures. Overall Asian language speakers have lower expenditures than English speakers .

Below is the chart of expenditures for Asians by language and ethnicity for children 3 years through 21 years. There are disparities however these are different than in the adult group. Why is not clear from the data.

Ethnicity/Language	Expenditures
All/English	\$6,169
Asian/All	\$6,028
Asian/Cantonese	\$8,473
Asian/Japanese	\$11,419
Asian/Tagalog	\$6,271
Asian/Korean	\$9,033
Asian/Mandarin	\$6,399
Asian/Vietnamese	\$5,879
Asian/Mien	\$2,157
Asian/Cambodian	\$904

#### Early Start 0-2

Ethnicity/Language	Expenditures
All/English	\$3,933
Asian/All	\$4,106
Asian/Cantonese	\$3,525
Asian/Japanese	\$605
Asian/Tagalog	\$5,516
Asian/Korean	\$6,223
Asian/Mandarin	\$3,403
Asian/Vietnamese	\$6,223
Asian/Mien	\$940
Asian/Cambodian	\$1,154

This section is discussed further when we compare these numbers to the Spanish speaking population. The lower expenditures for those speaking Cantonese and Mandarin are of concern. The numbers speaking Mien, Cambodian , and Japanese are so low that they really don't represent a "group"

RCEB also reviewed the data for Latinos in a similar manner as with the Asian population. Below are RCEB expenditures for the group over 22 years. Disparities exist between expenditures for all consumers and those who are Latino and there is a more significant disparity for those who identify Spanish as their primary language. We know that more Latino adults reside with their families and this may account for some of the difference.

Ethnicity/Language	Expenditures
All/English	\$29,333
Latino/All	\$20,668
All/Spanish	\$17,628

The data below is for children ages 3 through 21 years. . The disparities between groups based on ethnicity and language exist but don't appear as significant as in the adult population. This needs to be explored further.

Ethnicity/Language	Expenditures
All/English	\$6,169
Latino/All	\$4,911
All/Spanish	\$4,778

### Early Start 0-2

Comparing individuals by language in the 0-2 group, we see that overall those who speak Spanish, Cantonese, or Mandarin have lower purchase of service expenditures.

Ethnicity/Language	Expenditures
All/English	\$3,933
Latino/All	\$3,412
All/Spanish	\$3,351
Asian/Cantonese	\$3,525

Asian/Japanese	\$605
Asian/Tagalog	\$5,516
Asian/Korean	\$6,223
Asian/Mandarin	\$3,403
Asian/Vietnamese	\$6,223
Asian/Mien	\$940
Asian/Cambodian	\$1,154

### No Purchase of Service

There are many supports other than regional center services that are utilized by adults with developmental disabilities including employment, IHSS (In Home Support Services) insurance, Medi-Cal and Medicare, and the Department of Rehabilitation. Some adults will receive case management services and not require any other services. For all adult consumers, 14% have no purchase of service. Numbers significantly above this percentage require further exploration. During public meetings, we heard from many Vietnamese speakers that there were no day programs that had staff that could speak the family language and they were not comfortable sending their family members to such programs.

### Adults with No Purchase of Service

2017

<b>Ethnicity/Language</b>	<b>No Purchase of Service</b>
All/English	11.9%
Asian/All	27.5%
Asian/Mandarin	3.6%
Asian/Korean	22.9%
Asian/Japanese	0.0%
Asian/Cantonese	26.3%
Asian/Vietnamese	56.4%
Asian/Cambodian	61.5%
Asian/Tagalog	32.1%
Asian/Mien	68.4%
Latino/All	19.1%
Latino/Spanish	20.4%
ASL	5.6%

2017

<b>Ethnicity/Language</b>	<b>2016</b>	<b>2017</b>
All/English	11.5%	11.9%
Asian/All	28.1%	27.5%
Asian/Mandarin	5.6%	3.6%
Asian/Korean	14.7%	22.9%
Asian/Japanese	0.0%	0.0%
Asian/Cantonese	27.1%	26.3%
Asian/Vietnamese	53%	56.4%
Asian/Cambodian	61.5%	61.5%
Asian/Tagalog	34.6%	32.1%
Asian/Mien	70.0%	68.4%
Latino/All	18.6%	19.1%
Latino/Spanish	20.2%	20.4%
ASL	5.7%	5.6%

These numbers have remained stable year to year. One of our projects funded this year is to support the development of services for those adults who are from monolingual families who have no purchase of service. We look forward to changes in the near future.

#### Recommendations and Plans:

Since last year's report, RCEB was awarded funding for the following projects.

Cultural Competency Training for RC Staff and Service Providers	\$50,000
Develop Adult Services to Serve Monolingual Consumers	\$300,000
Consumer/Family Promotora Project	\$225,000
Community Events	\$75,000
Promotora Support for Child Find	\$75,000
Translation of Early Start Materials	\$25,000

We have included the worksheets detailing the project goals and objectives and where we are with completing these efforts. These are attached to this email. In addition, RCEB has hired Diversity and Equity Specialist with the funding provided for Cultural Specialist. This is a major asset to the individuals we serve and their families. This position will be the central point of contact for our increased efforts in this area.

The following recommendations continue for our regional center based on our review of current data. There are definitely disparities between ethnic and language groups. Our responsibility is to work with our consumers, families, and community partners to identify solutions to promote equity. While we look forward to a more detailed understanding of the data in the future as the Department of Developmental Services conducts analysis, we are committed to addressing these issues now.

1) Focus on resource development that will address the needs of our diverse community. RCEB was awarded start up funding to develop three programs to serve 20 persons each. The targeted languages are Spanish, Vietnamese, Cantonese, Cambodian and Mien. A request for proposals was issued and a review committee of regional center staff and interested community members participated in the review. All three projects have been awarded. At this time, we will be working on vending these projects to provide adult services and will evaluate the satisfaction of individuals and expect to see a reduction of individuals in these groups with no purchase of service.,

2) Continue to hold monthly Diversity and Equity committee meetings of the Board of Directors. These meetings regularly include 15-20 individuals representing the RCEB Board, staff, community partners, and service providers. This group serves as a way to get input on potential activities and to plan for outreach to our community. Our proposals submitted to the Department of Developmental Services in 2016 and the ones we will propose for next fiscal year will be reviewed in this forum.

3) Continue to employ staff who are bilingual to serve our consumers and families who are monolingual. Continue to use one contract delegate case management agency to provide case management to consumers and families who are monolingual Spanish speaking. RCEB is not always able to identify trainers who speak multiple languages and will plan to request funding for translation head sets so that more languages can benefit from simultaneous translation.

4) RCEB received funding for staff and service provider cultural competency trainer. We have arranged two organizations to provide training to staff and service providers and are finalizing contracts and scheduling dates. This will be an area where we intend to identify successful events for sustaining training. We are

contracting with an entity that “Train the Trainer” to allow these training to become a routine part of RCEB’s training cycle.

5) Support conferences and other events in our community which provide education and information about regional center services to our diverse community in multiple languages. RCEB has historically supported Congreso Familiar in our Spanish speaking community. We have identified additional events for support including events in the Arabic and Farsi speaking communities, the Asian community, and others tied to our promotora grants

6) RCEB proposed a promotora model to support families in underserved communities to understand the regional center system and how to identify and support needs. This model includes support groups. RCEB has awarded funding to three projects with a promotora model (In the Monolingual Asian community, in East Contra Costa County to outreach to Spanish speaking and African American families, and one for Spanish speaking children over the age of 3 years in Alameda County). RCEB was also funded to conduct Child Find through the promotora model in the Arabic, Farsi, Vietnamese, Cantonese, and Hindi communities. We have contracted with the organizations implementing these projects. In order to sustain these efforts, we expect to propose a second year of funding in order to continue successful projects . In addition, we will be requesting that these projects consider innovative ways of providing supports such as virtual dialogues and other ways to reach out with some degree of anonymity. Feedback has been that in some cultures, the disability is a source of shame and alternative methods may be supportive to some parents.

7) The purchase of service expenditures in Early Start vary by ethnicity and primary language. Within those identifying as Asian and white, overall expenses are highest. There are certain language groups who have lower expenditures including those who are Spanish speaking, Cantonese speaking, and Mandarin speaking. We would like to be able to provide start up funding for a provider who can serve these monolingual families to provide Early Start services in their natural environments in the family’s language.

8) Recommend that sharing data for public comment on purchase of service expenditures not be limited to the first quarter of the year. RCEB's experience in holding meetings that were timed with other events allowed for increased attendance and the opportunity for a broader number of individuals to attend. However the requirement to complete this prior to March 31 of each year doesn't allow for information to be shared at many naturally occurring events. This year RCEB planned a number of our meetings with community groups in advance so that we had them conducted by March 31. We also shared the data at a Congreso Familiar event in Oakley in April and at a support group in May. The results of these meetings are not incorporated into this report however they are important as with any event to our discussion shaping future planning.

9) Continue to increase the availability of materials in multiple languages and multiple modalities to explain potential services and the individual program plan/individual family service plan. We have been funded to translate Early Start materials into additional languages. We intend to seek additional funding for more efforts for all ages.

10) Continue to update the RCEB website to make it easier to obtain information both on RCEB and community resources. Our website is now easily accessible on smart phones. During a number of our diversity and equity meetings, there has been discussion of the importance of increasing the use of text messaging and other hand held device communication methods.

11) Continue to actively work with community agencies to ensure that information and education on self-determination is provided to a broad range of communities. Self determination may be a mechanism for individuals to access alternative services that are culturally and linguistically congruent.