

REPORT ON THE IMPLEMENTATION OF THE REQUIREMENTS OF CALIFORNIA WELFARE & INSTITUTIONS CODE SECTION 4519.5

PUBLIC MEETINGS

May 31, 2024

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 2022-2023 was posted on the RCEB internet web site by December 31, 2023 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.”

To identify times that result in a high turnout by the public and underserved communities, input was requested from partner community-based organizations as well as at the bi-monthly meeting of the Diversity and Equity Committee of the RCEB Board of Directors.

Based on this input, we identified times 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. The announcement was updated as additional meetings were added. 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.

In addition to nine Public Meetings, three focus groups were scheduled with families participating in the Enhanced Case Management program. The meetings were scheduled in

collaboration with their respective Case Managers. Families in these caseloads received an invitation by mail. The meetings were held in-person. Lunch/refreshments was provided.

Meetings

Date/Time	Description	Number of Attendees
Saturday, February 24, 2024 at 1:00 PM	In Spanish – In Person. In Collaboration with La Familia Counseling	14
Wednesday, February 28, 2024 At 6:00 PM	In English – On Zoom. For African American Families In Collaboration with Care Parent Network and The West Contra Costa Public Education Fund	15
Friday, March 8, 2024 At 5:30 PM	In English – On Zoom. In Collaboration with Luminous Pathways	12
Saturday, March 9, 2024 At 4:00 PM	Translation into Cantonese & Mandarin – In Person. In Collaboration with Friends of Children with Special Needs FCSN	19
Wednesday, March 20, 2024 At 10:00 AM	March 20, 2024, at 10:00 AM. In Spanish – On Zoom In Collaboration with Congreso Familiar	22
Thursday, March 21, 2024 At 10:00AM	In Spanish – On Zoom. In Collaboration with La Familia Counseling	32
Friday, March 22, 2024 At 10:00 AM	Translation into Cantonese & Mandarin – In Person Focus Group with Enhanced Caseload	9
Monday, March 25, 2024 At 10:00 AM	Translation into Vietnamese – In Person Focus Group with Enhanced Caseload	38
Tuesday, March 26, 2024 At 1:00PM	In English – On Zoom. Hosted by Regional Center of the East Bay.	13
Tuesday, March 26, 2024 At 3:00 PM	Translation into Vietnamese – On Zoom In Collaboration with Helping Hands East Bay	16
Wednesday, March 27 At 3:00 PM	Translation into Cantonese – On Zoom In Collaboration with Helping Hands East Bay	10
Friday, March 28, 2024 At 11:00 AM	In Spanish – In Person Focus Group with Enhanced Caseload	9
	Total Number of Attendees	209

Power Point Presentation Available at www.rceb.org
Minutes in Attached Document

Summary of comments:

The comments from each meeting are included in the attached minutes (Minutes 24).
In addition to recurring themes from previous years, some new topics discussed include:

- Families who want to access social recreational services through vendorization expressed frustration with the reimbursement process. Either because it takes too long to receive reimbursement or because they don't have the money to pay in advance
- Frustration about issues related to Case Managers: lack of communication, not knowing the supervisor's contact information, not receiving information about services available to clients/families, receiving wrong information from Case Managers, not having a Case Manager or having their Case Manager changed often.
- Families continue to experience frustration with the Self-Determination Program, especially regarding FMS
- Need to upgrade the Website to make it easier to navigate.

Identified Disparities in the POS data. Overall population

Annual authorizations and expenditures for consumers **22 and over** are provided in the table below:

Ethnicity	Annual Authorizations	Annual Expenditures	Utilized
African American	\$68,544	\$50,703	74.0%
Asian	\$60,537	\$42,731	70.6%
Other Ethnicity	\$64,114	\$45,835	71.5%
Hispanic	\$49,616	\$35,689	71.9%
White	\$91,276	\$68,117	74.6%

Year to Year

Ethnicity	2021 – 2022 Annual Authorizations	2022 – 2023 Annual Authorizations
African American	\$66,501	\$68,544
Asian	\$55,094	\$60,537
Other	\$59,561	\$64,114

Hispanic	\$45,573	\$49,616
White	\$85,004	\$91,276

Ages 3 to 21

Hispanics, continue to have lowest expenditures while African Americans had the highest expenditures.

Ethnicity	Annual Authorizations	Annual Expenditures	Utilized
African American	\$14,750	\$9,741	66%
Asian	\$11,932	\$6,975	58.5%
Other	\$12,454	\$6,621	53.2%
Hispanic	\$8,649	\$5,354	61.9%
White	\$17,845	\$9,704	54.4%

Ages 3 to 21 Year to Year

Ethnicity	2021 -2022 Annual Expenditures	2022 -2023 Annual Expenditures
African American	\$8,434	\$9,741
Asian	\$6,222	\$6,975
Other	\$5,833	\$6,621
Hispanic	\$4,871	\$5,354
White	\$8,908	\$9,704

Expenditure for Adults Living at Home:

The gap between authorizations and expenditures across all ethnicities continues. Expenditures are highest for those who identify as African American and lowest for those who identify as Hispanics.

Ethnicity	Annual Authorizations	Annual Expenditures	Utilized
African American	\$29,571	\$17,548	59.5%

Asian	\$29,242	\$17,121	58.6%
Other	\$29,537	\$16,544	56.0%
Hispanic	\$26,374	\$15,833	60.0%
White	\$31,595	\$17,329	54.8%

Year to Year

Ethnicity	Annual Expenditures 2021-2022	Annual Expenditures 2022-2023
African American	\$14,415	\$17,548
Asian	\$13,964	\$17,121
Other	\$14,060	\$16,544
Hispanic	\$14,290	\$15,833
White	\$14,582	\$17,329

Adults Out of Home:

A significant gap continues to exist in the percentage of adults living out home. A reduction on the percentage of adults who identify as White and Asian living out of home is reflected in the following tables.

Ethnicity	2022-2023
Asian	25%
Black/African American	51%
Hispanic	26%
Other Ethnicity or Race/Multicultural	34%
White	59%

Adults Living Out of Home Year to Year

A reduction on the percentage of adults living out of home is reflected in the following table for Asians, African Americans, and Whites

Ethnicity	2021-2022	2022-2023
	26%	25%

Asian		
Black/African American	52%	51%
Hispanic	26%	26%
Other Ethnicity or Race/Multicultural	34%	34%
White	60%	59%

Expenditures for Children (3-21 years inclusive) At Home:

Whites and Other have the highest authorizations, African Americans have the highest expenditures and Hispanics continue to have the lowest authorizations and the lowest expenditures.

Ethnicity	Annual Authorizations	Annual Expenditures	Utilized
African American	\$10,675	\$6,210	58.2%
Asian	\$10,530	\$5,789	55.0%
Other	\$10,822	\$5,287	48.9%
Hispanic	\$7,677	\$4,550	59.3%
White	\$13,547	\$5,807	42.9%

Year to Year

Ethnicity	Annual Expenditures 2021-2022	Annual Expenditures 2022-2023
African American	\$5,590	\$6,210
Asian	\$4,623	\$5,789
Other	\$4,849	\$5,287
Hispanic	\$4,306	\$4,550
White	\$5,048	\$5,807

Expenditures by language Ages 22 and Older

Disparities in purchase of service by language continue to exist. Adults whose family language is other than English have lower purchase of service expenditures compared to those whose family language is English.

Language	Annual Authorization 2022-2023	Annual Expenditures 2022-2023	Utilized
All Other Languages	\$63,502	\$45,874	72.2%
Cantonese/Mandarin Chinese	\$64,964	\$46,249	71.5%
English	\$76,610	\$56,459	73.7%
Spanish	\$41,922	\$29,591	70.6%
Vietnamese	\$28,579	\$20,230	70.8%

Expenditures by language Ages 3 to 21

In this age group Cantonese/Mandarin Chinese speakers have the highest expenditure, while Spanish speakers have the lowest expenditure.

Language	Annual Authorization 2022-2023	Annual Expenditures 2022-2023	Utilized
All Other Languages	\$10,442	\$6,182	59.2%
Cantonese/Mandarin Chinese	\$14,975	\$10,092	67.4%
English	\$14,222	\$8,087	56.9%
Spanish	\$7,022	\$4,417	62.9%
Vietnamese	\$11,201	\$8,849	79.0%

Percentage of Consumers with NO POS by language and age

In general Cantonese/Mandarin Chinese speakers have the lowest percentage of consumers with no POS. while in general Vietnamese speakers have the highest percentage of consumers with no POS.

Language	All Ages	Ages 0 to 3	Ages 3 to 21	Ages 22 and Older
All Other Languages	32.8%	6.5%	48.2%	24.8%
Cantonese/Mandarin Chinese	22.1%		34.3%	17.3%
English	28.8%	5.1%	49.2%	18.4%
Spanish	35.1%	5.0%	52.3%	24.4%
Vietnamese	41.8%		51.5%	34.7%

Translation of IPPs within Timelines.

(6) Number of instances when the written copy of the individual program plan was provided at the request of the consumer and, when appropriate, the consumer’s parents, legal guardian or conservator, or authorized representative, in a language other than a threshold language, as defined by paragraph (3) of subdivision (a) of Section 1810.410 of Title 9 of the California Code of Regulations, if that written copy was provided more than 60 days after the request.

(7) Number of instances when the written copy of the individual program plan was provided at the request of the consumer and, when appropriate, the consumer’s parents, legal guardian or conservator, or authorized representative, in a threshold language, as defined by paragraph (3) of subdivision (a) of Section 1810.410 of Title 9 of the California Code of Regulations, if that written copy was provided more than 45 days after the request, in violation of paragraph (5) of subdivision (a) of Section 4646.5.

We had no IPPs that were not translated into the requested threshold languages within 45 days or IPPs that were not translated into a non-threshold language within 60 days.

We continue to inform families and individuals of their right to this request at IPPS and in other forums.

Recommendations:

The following recommendations continue for our regional center based on our review of current data. There are disparities between ethnic and language groups. We continue 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.

- Thanks to funds from the LACC grant we hired a Manager for Diversity, Equity, Access and Inclusion and additional staff to support outreach and other activities geared towards addressing cultural and linguistic barriers faced by families.
- RCEB used LACC funds to outreach and develop understanding of the needs of South Asian families and black families in our area.
- Hard copies of multilingual brochures are distributed to families during outreach activities. In addition, the brochures are available online through the regional center's website. Other materials to proactively share information about services including videos and newsletters are in the process of being developed.
- Continue enhancing use of social media to reach out to all families including virtual meetings, Facebook , Instagram and others.
- Continue working with diverse stakeholders to address racial inequities at all levels in the RCEB community.
- Continue to hold bi-monthly Diversity and Equity committee meetings of the Board of Directors. These meetings include RCEB Board, staff, community partners, and service providers. This group serves to get input on potential activities and to plan for outreach to our community.
- Continue to employ staff who are bilingual/multilingual 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.
- 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. This year , we supported a conference for Deaf consumers and are looking at other opportunities to broaden these in depth educational events. RCEB participates in the planning and implementation of additional events to support diverse communities.
- The purchase of service expenditures in Early Start varies 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. would like to be able to provide startup funding for a provider who can serve these monolingual families to provide Early Start services in their natural environments in the family's language.

- Continue to update the RCEB website to make it easier to obtain information both on RCEB and community resources. Our multilingual website is now easily accessible on smart phones. During several 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. We have begun to use Constant Contact to reach people served and are working to use texts for those who indicate that would be best for them,
- 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. RCEB's SDLAC is aware of the disparities in the use of self determination especially in the black and Latino community versus other groups. LAC funds are targeting projects to increase awareness and support these communities to consider the SDP.
- Development of Residential and or ILS type services that are culturally and linguistically congruent in new communities. We anticipate the opening of a home where all staff use ASL this year.
- Continue efforts to address disparities that result from geographical isolation, especially in East and Far East Contra Costa County.
- Execute new initiatives funded through DDS to promote equity such as: Implicit Bias Training, Community Navigator Programs, Cultural Humility training and Low to No POS Caseloads.