



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

POS Expenditure Data Report Redwood Coast Regional Center **May, 2016**

This report is provided to the Department of Developmental Services as required in Article VII: Miscellaneous, Section 6(b)(i) of Redwood Coast Regional Center's 2015-2016 Contract.

I. Issues identified by RCRC POS Expenditure Data

Demographics of the area served by Redwood Coast Regional Center continue to remain similar to those of prior years, and as in prior years, they are also somewhat dissimilar to those across the entire State of California. However, there continues to be a marked similarity between the demographics of people served by RCRC as compared to those served by all regional centers across the state based on the measures set forth in the expenditure data reports.

The following issues were identified by the 2015 data, and by public meetings held in late March, 2016.

1. Redwood Coast Regional Center needs to conduct further and more extensive outreach into area Hispanic communities and also Native American populations. Meetings should be held in small group settings, in local community venues, and in small groups when possible. This includes translation of informational documents, items of interest on the RCRC web site, and other service-related documents; outreach to Spanish-language newspapers and local publications; attending Spanish-language events offered through parent groups, Resource Centers, school districts, local health fairs and other community informational resources. Additionally, it was recommended that RCRC give consideration to offering transportation and/or child care services for the meetings that it requests.
2. Redwood Coast Regional Center needs to increase the number of bi-lingual staff as service coordinators, and also in other key positions in the agency such as community resources and clinical services. It is recommended that RCRC provide differential pay for these positions as well, in order to be better positioned to hire and retain qualified staff.
3. Redwood Coast Regional Center needs to seek participation in cultural competency training conducted by various local Native American entities.

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II. Results of the Stakeholder Meetings

Public meetings were held on March 24, 2016 in Ukiah for Lake and Mendocino Counties, and on March 25, 2016 in Eureka for Del Norte and Humboldt Counties. Eleven people attended the meeting in Ukiah, and five people attended the meeting in Eureka. This was a slight increase in participation in the Ukiah area from last year while remaining the same in the Eureka area.

Professional Spanish language interpreters known to the local Hispanic communities were available at each of the meetings. The meetings were held from 3:30 to 5:00 p.m. to accommodate working clients and parents. Spanish and English language versions of the meeting announcements/flyers were made available via all RCRC offices, other locations, and regional center staff. Public Service Announcements (PSA's), both in writing and for radio/television announcements were sent in both English and Spanish versions to all area media, including those with Spanish language audiences or readerships, all more than 30 days prior to the meeting dates.

All meeting participants received a handout containing color-coded graphs and charts of the POS Expenditure data from 2014-2015, in an easy-to-understand format. The graphs and charts were prepared by RCRC and served as discussion guides for each meeting. This year, the charts and graphs contained all required new information regarding the expenditures and expenditure trends, as well as all prior required information in order to enable comparisons year over year. Additionally, an index to the materials was provided, as well as explanatory notes, definitions of terms used in the report, and where available, comparisons to statewide data.

Discussion was held regarding each area of expenditure data provided by the report. There appeared to be adequate time allotted for questions and responses, and also group discussion at each meeting. Discussion focused on the areas outlined at the beginning of this report (issues identified), as well as potential strategies to be pursued by RCRC in the year ahead. These are listed above under Section I and below in Section III, Proposed Strategies.

III. Proposed Strategies

Proposed strategies for issues identified under Section I above include:

Issue 1. Conduct extensive outreach into area Hispanic communities. Arrange small group meetings at local sites used by community members. Arrange translation services and send invitations with information in advance. Consider offering transportation and/or child care services for the meetings.

Issue 1. Participate in local events of interest to Hispanic communities, such as Fiesta Educativa, Family Resource Center events, Health Fairs, etc.

Issue 2. Advertise and hire more bilingual staff. Analyze and determine need by office and team.

Issue 2. Institute and pay differential salaries for all bilingual staff.

Issue 3. Contact area tribal leadership for Native American communities and request to receive and/or participate in cultural learning opportunities.