

Disparity Data Public Meeting Report
Redwood Coast Regional Center
June 15, 2018

Per Welfare & Institutions Code 4519.5, Redwood Coast Regional Center (RCRC) is submitting this report on public meetings held pursuant to Section 4660. This report includes:

- A) Actions RCRC took to improve public attendance and participation at stakeholder meetings
- B) Copies of the minutes from the meetings with attendee comments
- C) RCRC recommendations and plan to promote equity and , and reduce disparities in the purchase of services

Public meetings were held in Lakeport (March 21), Eureka (March 27) and Ukiah (March 29). The meetings were held separately from other meetings for the sole purpose of providing participants of the meeting with RCRC Purchase of Service data compiled with the Department, to conduct a discussion of the data and associated information, and to obtain stakeholder comments on the data and RCRC activities related to promote equity and reduce disparities in the purchase of services.

- A) Actions RCRC took to improve public attendance and participation at stakeholder meetings

Attendance at past Disparity Data Public meetings has been small, but participation generally has been robust. To improve attendance and participation, this year RCRC took the following steps:

- Developed attractive flyers announcing the public meetings in clear, non bureaucratic language. These flyers were posted on our website and Facebook page more than thirty days in advance of the public meeting dates. They were distributed at meetings and cultural/community events by RCRC staff and mailed electronically to community partners. Public service announcements were disseminated approximately two weeks prior to meeting dates.
- Public meetings were held in the late afternoon (3-5PM) in response to stakeholder suggestions that this might be preferable to an evening meeting time. RCRC utilized alternative locations for the Eureka meeting (Humboldt County Office of Education) and the Lakeport meeting (Mendocino College Lakeport Campus). The intent of this was to provide attractive, accessible and technology equipped settings for the meetings.
- Disparity data was presented in written and visual formats (Power- point presentation). The information was presented in English with Spanish translation available.
- Refreshments were provided.

Comment: Attendance was small for the Lakeport and Ukiah meetings. There was no stakeholder attendance at the Eureka meeting. In advance of the 2019 Disparity Data meetings, RCRC intends to hold these at locations within identified underserved communities, at locations identified by leaders/stakeholders within those communities (Tribal Health offices, Family Resource Centers, etc.). More effort will be made to conduct personal outreach to promote attendance and participation. Childcare will be made available.

- B) Copies of the minutes form the Lakeport and Ukiah meetings are attached. As there was no stakeholder participation at the Eureka meeting, no minutes were generated.

- C) Analysis of the data indicating a need to reduce disparities in the purchase of services among consumers in the Redwood Coast Regional Center catchment area:

Analysis of the 2015-2016 total annual purchase of service expenditure data by ethnicity, indicates that both the expenditures authorized and the expenditures utilized are lower for Hispanics and Native Americans when compare to Whites. Although Whites make up about 73.5% of total Clients, they account to 84% of total expenditures. In contrast, while Hispanics comprise about 12.3 % of all Clients, they only account for 6.4% of total expenditures. Native Americans, who represent 6% of all Clients, account for 4.1% of total expenditures. Whites comprise 84% of total authorized services , while percentages of total authorized services were only 8.1% for Hispanics and 4.1% for Native Americans.

The 2015-2016 total annual expenditures and authorized services data also show disparities in the per capita expenses and utilization rates. Whites have higher per capita expenditure amount (\$23,704) when compared to the per capita expenditure amount of Hispanics (\$10,837) and Native Americans (\$14,204). When looking at children ages 3-21, the per capita expenditure amount drops to \$5,553 for Hispanics and \$7,200 for Native Americans. Moreover, according to the data, Hispanics and Native Americans are more likely to underutilize authorized services and consistently have lower percentages of utilization than Whites across all ages. Hispanics, ages 3 to 21, have the second lowest percentage of utilization (37.1) of all ethnicities even though they are the second largest ethnicity after Whites. In addition, while RCRC is one of only five regional centers that provided POS to more than 75% of its Hispanic children ages 3-21, it has the second highest percentage (7.8) of Hispanic children ages 0-2 without any purchase of services.

- D) RCRC recommendations and plan to promote equity and , and reduce disparities in the purchase of services

- The primary focus of Redwood Coast Regional Center’s Equity Project is to address disparities in purchase of services in the Hispanic and Native American communities who represent close to 20 percent of all RCRC Clients. Our efforts will be concentrated on all 508 Hispanic and 222 Native American Clients, but particular attention will be focused on subpopulations of Clients who do not have a POS and those underutilizing their authorized POS’s. It is our intention to partner with Community Based Organizations (CBOs) to identify and/or develop culturally appropriate services to meet the needs of these communities and address identified barriers. In addition, these partnerships will allow us to conduct culturally sensitive outreach in remote, hard to serve areas.
- RCRC is in the process of implementation of the activities outlined in the Redwood Coast Equity Project Grant Proposal. The three main goals of the Equity Project are 1) Improving outreach and community awareness of RCRC services and to improve access to RCRC services in hard to serve Hispanic and Native American communities.; 2) develop more culturally appropriate services to address barriers to access and utilization of RCRC services, and 3) provide culturally appropriate Parent Support and Education. Analysis of the impact of activities associated with these goals will be ongoing.

- Stakeholders emphasized the importance of parent support and education to establish trust and relationships within underserved communities. RCRC intends to provide parent education and support groups within underserved communities. These activities will be conducted by RCRC staff, Family Mentors located in those communities and RCRC vendors that will provide purchased services (respite, behavioral consultation) in neutral, familiar locations in those communities.
- Stakeholders discussed the importance of hiring RCRC staff and service provider staff from tribal communities. They commented that information coming from within their communities will be more readily understood and accepted. Through the Equity Project, RCRC is seeking to partner with CBOs to provide employment to Parent Mentors, familiar and trusted individuals from within underserved communities, to provide parent education and support.
- Stakeholders suggested that RCRC should share information about the agency and its services through Public Service Announcements with Local news organizations, radio, local papers, and community calendars, to increase participation in upcoming public events. RCRC has begun to use these media outlets, KZYX, El Punto and local College newspapers to share information about our Regional Center, services provided by RCRC and public meetings and events sponsored by RCRC. It is our intent to regularly use these media outlets to promote public awareness of RCRC , and to improve access to and utilization of purchased services by underserved communities.
- Stakeholders reported that parents today utilize and respond to electronic communications such as APPs, email and group texts. It is the intent of RCRC to use social media and electronic communications to communicate with our communities through their preferred technology, and we have begun to do so. Service Coordinators are collecting email and cell phone numbers from clients and family members at the time of the IPP or quarterly visits to enable us to use “real time” communications with our clients and communities.
- Stake holders suggested that it would be helpful to have upcoming trainings posted on the RCRC website. RCRC sponsors a robust program of training on various topics of interest to clients, families, service providers and community partners. We have posted information about upcoming trainings on our website , but need to use the main page and calendar more effectively to assist clients, family members and community partners to access this information.
- Stakeholders recommended that Cultural Competency Training (CCT) should be available to service providers. Through the Equity Project, RCRC offered Cultural Competency Training to internal staff and service providers in Humboldt (5/1/18) and Mendocino Counties (4/30/18). It is our intent to sponsor ongoing CCT to service providers and community partners on a variety of topics, in all four counties served.