

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 from the Lakeport and Ukiah meetings are attached. As there was no stakeholder participation at the Eureka meeting, no minutes were generated.
- C) RCRC recommendations and plan to promote equity and, and reduce disparities in the purchase of services.

- 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

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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.

