

Application Report



Applicant Organization: Redwood Coast Regional Center

Project Name: Language Access & Culture Plan

Funding Announcement: FY 21/22 Regional Center Funding To Improve Language Access And Cultural Competency

Requested Amount: \$166,565.00

Project Summary: RCRC will develop and implement a Language Access & Culture plan to improve consumer and family experience and facilitate more consistent access to information and services for multi-lingual, monolingual, and diverse cultural groups we serve. The cultural groups we will be focusing on, based on our catchment area demographics, would be the Hispanic, Native American and local Asian communities.

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Section Name: Regional Center Profile

Sub Section Name: RC Organization Profile

1. Applicant Question: Description of the Cultural, Linguistic, Racial and Ethnic Diversity of the Catchment

Provide a description of your regional center that includes:

- Counties served
- Geography of the region
- Primary languages of the individuals/families
- Demographics of ethnicities and cultures
- Other relevant information to describe your communities

You may upload an attachment but you must provide a narrative here. Limit your attachments to no more than 3.

Applicant Response:

RCRC serves clients in Del Norte, Humboldt, Mendocino and Lake County. The catchment area is rural. The primary languages in our catchment area are English and Spanish, we also include Hmong as there is a significant Hmong community in our catchment. Our two largest non-white communities are Hispanic and Native American.

2. Applicant Question: Description of Regional Center Efforts to Increase Language Access and Cultural Competency

Provide a description of your regional center's prior and ongoing efforts to increase language access and cultural competency in your catchment area. Examples of language efforts may include but are not limited to:

- Translation(s)
- Language interpretation
- Increase Bilingual staff

- Bilingual service provider recruitment
- Resource development to support those with a primary language other than English
- Other

You may upload a document (e.g. strategic plan or internal policy etc.) but you must provide a narrative here. Limit your attachments to no more than 3.

Applicant Response:

Our current efforts to increase language access and cultural competency include:

Prioritizing increasing number of direct service providers from the diverse communities we serve. We received DDS funding to provide a Registered Behavioral Technician certification program and recruit participants from our local Latinx and Native American communities. These efforts address increasing bilingual service providers and increasing cultural competency of our workforce.

RCRC offers a bilingual stipend for staff.

Outreach and community engagement to increase awareness and foster relationships with the diverse communities we serve.

We provide translation and language interpretation for public meetings and community engagement.

Section Name: Language Assessment

Sub Section Name: Language Access and Culture Plan

1. Applicant Question: Language Data Review

Explain how your regional center will review, consider, and incorporate data provided by the Department on April 6th in your language assessment process. Examples of data analysis and consideration may include:

- Review data within the organization/staff
- Review with Board Members
- Review with families, community, and stakeholders
- Steps to improve data
- Steps to broadly share data
- Outreach/In-reach efforts to share data

Applicant Response:

Data was reviewed by Diversity Outreach Specialist, Clinical Director and the Executive Director. DOS will reference and discuss data provided with families, community and stakeholders as appropriate.

Efforts to improve data:

RCRC will continue ongoing outreach efforts that target the diverse populations in our service area. Internally, both our clinical services and community service staff will continue to focus on addressing the needs identified by the diverse communities we serve, specifically the Latinx and native American communities in our catchment.

2. Applicant Question: Gathering Stakeholder Input

To better understand the language needs of your community, select what strategies your regional center will implement to gather stakeholder input. Check all that apply. Provide details for each selected strategy in the textbox. If you selected "Other", please identify what that will be.

Applicant Response:

- Listening sessions
- Outreach events

Applicant Comment:

RCRC will continue outreach events that focus on the diverse communities in our catchment area. We have maintained a constant presence in the most rural parts of our catchment area which include two of our native American reservations and rancherias. We hope to expand to other Native American reservations and additional funding will assist with cost of travel and time. We would like to host a listening session where we can have more focused and in-depth discussion about language needs.

3. Applicant Question: Listening Sessions and Public Meetings

One strategy to build trust with your community and learn about the language needs of individuals and families served by your regional center is to host listening sessions and/or public meetings. Check all of the types of listening sessions and/or meetings you plan to host to gather input on language needs. Detail may be added for each selected strategy in the textbox below. If you selected "Other", please identify what that will be.

Applicant Response:

- Host listening session(s) with self-advocates
 - Host listening session(s) with family members
 - Partner with CBOs to host a community meeting
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4. Applicant Question: Language Focus in Listening Sessions

If your language assessment includes hosting listening sessions or community meetings, identify the language(s) focus for each session planned. Check all that apply. If you selected "Other", please identify what that will be.

Applicant Response:

- American Sign Language
 - Spanish
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5. Applicant Question: Survey Recipients

Surveying is one method to learn more about the needs of your community. Select individuals and/or group(s) your regional center will survey. Choose all that apply.

Regional centers including this in their plan will be required to include standardized survey questions that will be provided by the Department. Detail may be added for individuals and/or group(s) selected in the textbox below. If you selected "Other", please identify what that will be.

Applicant Response:

- Self-Advocates/Consumers
 - Family Members
 - Service Coordinators
 - Intake Staff
-

6. Applicant Question: Development of Survey

Explain how you will create the survey and include what steps you will take to store data received from the survey. Examples of steps to develop a survey:

- Review language data
- Use professional language translation
- For quality assurance, review draft language translations with community organizations, universities, and other community partners
- Identify distribution list

Applicant Response:

Survey will be composed of questions provided by DDS and if possible will include additional questions to gather data about concerns and issues identified by consumers and families. DOS will identify distributions lists, gather data and share finding's with RCRC internally and with consumers/families/CBO's that participated in listening sessions/outreach efforts.

7. Applicant Question: Distribution of Survey

Select what method(s) you will use for distributing the survey. Choose all that apply. If you select "Other", please identify what that will be.

Applicant Response:

- Phone
 - In-person interview
 - Email
 - Website Link
 - Text Message Link
 - Virtual Interview
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8. Applicant Question: Surveys - Language Focus

For surveys developed into videos or translated into Non-English languages, identify the language(s) your regional center will focus. Check all that apply. If you selected "Other", please identify what that will be.

Applicant Response:

- American Sign Language
 - English
 - Spanish
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9. Applicant Question: Coordinating with Other Regional Centers

If you plan to coordinate with another regional center(s) who serve(s) a common diverse population (e.g., Cambodian, Hmong, and/or Slavic, etc.) or if you will consolidate efforts to meet common cultural needs within your catchment, state what steps you will take to coordinate efforts.

Applicant Response:

N/A - Discussed LACCP with Far Norther Regional Center Cultural Specialist and efforts would not be consolidated at this time.

Section Name: Cultural Competency Assessment**Sub Section Name:** Cultural Competency Assessment

1. Applicant Question: Culture, Ethnicity and Race Data Review

Explain how your regional center will review, consider, and incorporate data provided by the Department on April 6th in your cultural competency assessment. Examples of data analysis and consideration may include:

- Review data within the organization/staff
 - Review with Board Members
 - Review with families, community, and stakeholders
 - Steps to improve data
-

- Steps to broadly share data
- Outreach/In-reach efforts to share data

Applicant Response:

Data was reviewed by Diversity Outreach Specialist, Clinical Director and the Executive Director. DOS will reference and discuss data provided with families, community and stakeholders as appropriate.

Efforts to improve data:

RCRC will continue ongoing outreach efforts that target the diverse populations in our service area. Internally, both our clinical services and community service staff will continue to focus on addressing the needs identified by the diverse communities we serve, specifically the Latinx and native American communities in our catchment.

2. Applicant Question: Gathering Stakeholder Input

To better understand community needs related to cultural competency, cultural humility, and/or cultural sensitivity etc., identify what strategies your regional center will implement to gather stakeholder input. Check all that apply. Provide details for each selected strategy in the textbox. If you selected "Other", please identify what that will be.

Applicant Response:

- Listening Sessions
- Outreach Events
- Surveys

Applicant Comment:

RCRC will host a listening session where we can have a more focused and in-depth discussion to help understand and identify community needs related to cultural competency. We will utilize outreach efforts to gather additional information and further our understanding of cultural needs. Continuing consistent presence via outreach is key to maintain relationships and trust with our culturally diverse communities. Survey will additionally be distributed via email and text.

3. Applicant Question: Listening Sessions and Public Meetings

One strategy to build trust with your community and to learn about the cultural competency needs of your catchment area is to host listening sessions and/or public meetings. Check all that apply. Provide details for each selected strategy in the textbox. If you selected "Other", please identify what that will be.

Applicant Response:

- Host listening sessions with self-advocates
- Host listening sessions with family members
- Partner with local CBOs to host a community meeting

Applicant Comment:

We would like to host one listening session in partnership with a local CBO. In our catchment we would want to consolidate and meet with self-advocates, family members and community.

4. Applicant Question: Ethnicity Focus in Listening Sessions

If your cultural competency assessment includes hosting listening sessions or community meetings, identify the ethnicities and/or culture(s) for each session planned. Check all that apply. For example, if you will focus on the Middle Eastern community, check Other Ethnicity or Race/Multi-Cultural and provide detail of your efforts in textbox below.

Applicant Response:

- Hispanic
 - American Indian or Alaska Native
 - Deaf and Hard of Hearing
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5. Applicant Question: Survey Recipients

Surveying is one method to learn more about the needs of your community. Select individuals and/or group(s) your regional center will survey to complete your cultural competency assessment. Choose all that apply. Provide details for selected individuals and/or group(s) in the textbox. If you selected "Other", please identify what that will be.

Applicant Response:

- Self-Advocates/Consumers
- Family Members
- Service Coordinators
- Intake Staff
- Community Organizations

Applicant Comment:

Surveying both consumers and the RCRC staff that directly work with them would provide fuller data and understanding. I included community organizations but specifically would like to focus on community organizations that work with our Latinx, Native American and Deaf/Hard of Hearing consumers.

6. Applicant Question: Development of Survey

Explain how you will create the survey and include how you will store data received from the survey. Examples of steps to develop a survey:

- Culture, ethnicity and race data
 - Identify distribution list
 - Use professional language translation
 - For quality assurance, review draft language translations with community organizations and partners
-

The Department will review all surveys before distribution.

Applicant Response:

Survey will be composed of questions provided by DDS and if possible will include additional questions to gather data about concerns and issues identified by consumers and families in our catchment area. DOS and Deaf/Hard of Hearing Specialist will: identify distributions lists, gather data and share finding's with RCRC internally and with consumers/families/CBO's that participated in listening sessions/outreach efforts.

7. Applicant Question: Distribution of Survey

Select what method(s) you will use for distributing the survey. Choose all that apply. If you select "Other", please identify what that will be.

Applicant Response:

- Phone
 - In-person interview
 - Email
 - Text Message Link
 - Virtual Interview
-

8. Applicant Question: Surveys - Language Focus

For surveys developed into videos or translated into Non-English languages, identify the language(s) your regional center will focus on. Check all that apply. If you select "Other", please identify what that will be.

Applicant Response:

- American Sign Language
 - English
 - Hmong
 - Spanish
-

9. Applicant Question: Coordinating with Other Regional Centers

If you plan to coordinate with another regional center(s) who serve a common diverse population (e.g., Cambodian, Hmong, and/or Slavic, etc.) or if you will consolidate efforts to meet common cultural needs within your catchment, state what steps you will take to coordinate efforts.

Applicant Response:

N/A

10. Applicant Question: Culturally Competent Language Interpretation

Describe how your Regional Center will provide consistent and culturally competent language interpretation in individual planning meetings and public meetings (e.g., Self-Determination Program, Local Advisory Committee meetings and activities etc.).

Applicant Response:

RCRC provides consistent and culturally competent language interpretation by contracting with local interpreters that live in our catchment area and are familiar with RCRC. Language interpretation for Spanish specifically is provided either in person or via zoom even if not specifically requested. For ASL and Hmong interpretation is provided as requested.

Section Name: Language Access and Culture Plan

Sub Section Name: Language Access and Culture Plan

1. Applicant Question: Regional Center Staffing

Funding for regional center staffing shall not exceed 50% of the total allocation received. If you plan to hire regional center staff to implement your Language Access and Culture Plans, explain what they will do and how they will support your efforts to improve language access and culture in your catchment. Include staffing in your budget.

All staffing requests must be approved by the Department. DDS will review and approve staffing requests within the GrantVantage system.

Applicant Response:

N/A

2. Applicant Question: Consultants

If your regional center proposes consultants to complete your assessment, planning process and/or implementation, provide a brief narrative as to the minimum qualifications of the consultant, provide a scope of work, and a budget. Include consultants in your budget.

All consultant requests must be approved by the Department. DDS will review and approve staffing requests within the GrantVantage system.

Applicant Response:

Minimum qualifications for DEI consultant: Minimum 5 years' experience of Diversity Equity Inclusion work with non-profit organizations. Be familiar with RCRC catchment area.

Consultant will coach/advice and assist the DOS team with the development and implementing of a Language Access and Cultural Competency Plan.

Minimum qualifications for Project Assistant(s): Bilingual in Spanish and/or experienced in working with our local tribal communities and agencies.

Project Assistant(s) will work collaboratively with the Diversity Outreach Specialist(DOS) team to accomplish assigned activities. Collaborate with community-based organizations and service providers. Connect and work closely with members of the Hispanic and Native American Communities in RCRC catchment, counties of Humboldt, Del Norte, Lake and Mendocino.

3. Applicant Question: Language Access and Cultural Goals

Timelines for completion of your language assessment and the development of your Language Access and Culture Plan

will include short-term and long-term goals that may extend beyond a fiscal year. Provide at least one long-term goal and at least 2 short-term goals. All RC Language Access and Cultural Competency Plans and reports will be due as follows:

- Language Access and Culture Plan to be submitted by June 15
- Semi-Annual Progress Report due by October 1
- Semi-Annual Progress Report due by April 1

Applicant Response:

Short Term Goals:

Identify and begin translating all RCRC specific information and forms to Spanish.

Develop and distribute LACC survey.

Host 2 listening sessions by April 1 (when 2nd semi annual progress report is due)

Long Term:

Have a completed Language Access and Culture Plan.
