

**Purchase of Service (POS)
Expenditure Data Report
Redwood Coast Regional Center
2026**

This report is provided to the Department of Developmental Services as required in Article VII: Section 6 of Redwood Coast Regional Center's Contract.

Public Meetings Held to Present Purchase of Services Data and Obtain Public Input:

The Redwood Coast Regional Center (RCRC) conducted one public meeting with Spanish interpretation, to share Purchase of Service Data and obtain public input regarding ways to improve access and equity.

The public meeting was held on March 27, 2026, from 12:00 to 1:00 PM. Public Notification was made on Friday, February 27, 2026 before 12 PM. Announcements were (English and Spanish) were posted on the RCRC website, social media, and RCRC Newsletter.

The meeting was held via Zoom video/teleconference, allowing community members from all four counties RCRC serves to participate, along with other participants from across the State of California. The meeting commenced at noon, to maximize the opportunity for participants to attend, and time was provided for community members to introduce themselves, ask questions and provide public comments. Presentation material was presented in English and Spanish. Interpreters in Spanish and ASL attended the meeting in English and interpreters in English and ASL attended the meeting in Spanish. Closed Captioning was enabled, and an email was provided for those who preferred to submit questions and input via writing. Information was presented in easy-to-understand language.

Present at the meetings were parents/family members, Regional Center staff, board members, community advocates, community-based organizations, and staff from the Department of Developmental Services. There were over thirty community members. Representatives participated from community organizations and agencies including the Office of Clients Rights, the State Council of Developmental Disability, and GT Independence.

The meetings were opened with acknowledgement of the ancestral Native American land on which the meetings were taking place. Part of the vision statement of the Redwood Regional Center was shared, that emphasized inclusivity and that people are accepted for who they are. The vision statement was followed by sharing the purpose of the meeting.

All meeting participants were directed to the RCRC website containing graphs and charts of the POS expenditure data from 2024-2025 in an easy-to-understand format. The graphs

and charts were prepared by RCRC and served as discussion guides for the meeting. The charts and graphs contained required new information regarding expenditure and expenditure trends. Explanatory notes and definitions of terms used in the report and comparisons to statewide data were available. The information can be found at: <https://redwoodcoastrc.org/transparency/reporting/pos-expenditures/>. The postings include the data for FY 2024-2025 as well as POS Expenditure data from prior fiscal years.

This was followed by sharing the definitions and categories and presenting the purchase of service data. Data, with graphs and tables, was presented including residence, eligibility diagnosis, ethnicity and language (including social recreation, educational services, non-medical services, camping). The data included info on client population, age, per person expenditure, percentage of clients with no POS expenditure, and utilization rates. Information on IPP translation requests and delays, and steps RCRC is taking to improve access and equity was also shared.

Following presentation of the data, the meeting was opened for introductions, questions and public comments. Attendees engaged in public questions and comments, and diverse perspectives were shared. The specific discussion topics/questions may be found in the attached meeting minutes.

The attendees were thanked for their participation. Participants were asked to send any additional comments and/or questions by email by April 1, 2026, to:

Disparitydata@redwoodcoastrc.org.

Recommendations and Plans

Through data analysis and feedback from public meetings, RCRC has recognized the importance of continuously improving service access and equity. Below are the areas from last year's plan including steps taken over the past year, as well as the ongoing efforts RCRC continues to take in the year ahead, to improve service access and equity.

Community engagement

Meetings/groups:

RCRC holds community meetings to understand how underserved communities would like to see improvements in service access and equity. Community and client satisfaction data are continually collected and analyzed to enhance the cultural responsiveness of Regional Center services.

Over the past year, RCRC has participated in a total of **181** outreach events, support groups, and training sessions across RCRC's four counties. On a monthly basis, RCRC hosts a virtual community meeting/training in Spanish, facilitates two in person Spanish-

speaking support groups, and participates in the in-person Brighter Future parent group meetings.

Community meetings offer a space where information about RCRC services can be provided. Parent support groups promote leadership and empowerment among community members. Moving forward, RCRC plans to continue community meetings and support groups, as well as planning more listening sessions.

RCRC participates in community and cultural events to raise awareness of RCRC's intake process, help individuals and families understand and access RCRC services, and recruit bilingual/bicultural staff.

It is important to note that our Diversity Outreach team is bilingual, enabling us to effectively engage with Spanish speakers at any event. RCRC covers a large geographical area, including four counties, with many rural and diverse communities. In the year ahead, outreach will continue as an ongoing effort to improve service access and equity.

Collaboration:

RCRC actively collaborates with leaders in Spanish-speaking, Native American, Hmong, Lao, and LGBTQIA+ communities. This includes collaboration with 35 community-based organizations (CBOs), including 14 Native American led organizations, 17 organizations serving the Spanish-speaking community, 3 Lao-focused organizations, 2 African American led organizations and 1 LGBTQIA+ organization. RCRC continues to collaborate with local CBOs to help individuals and families understand and access Regional Center services.

Improving service access in remote and underserved areas:

In addition to outreach efforts through events, meetings, and collaboration, RCRC has an enhanced caseload coordinator team, with dedicated service coordinators working with Latin and Native American communities. RCRC's enhanced team regularly travels to underserved areas within the RCRC service region, including communities such as Hoopa, Orleans, Weitchpec, Willow Creek, Klamath, Covelo, Laytonville, Willits, Lakeport, Kelseyville, Clear Lake, and even Fort Bragg and Manchester.

The enhanced caseload coordinator team, consisting of four service coordinators, has a reduced caseload ratio (40:1) to allow more time to build relationships and provide individualized support. RCRC offers travel reimbursements and regularly schedules in-person visits to promote trust, accessibility, and consistent support across our region. The Diversity Outreach team also maintains consistent participation in cultural and community events within these same areas, further strengthening trust and engagement with the communities RCRC serves. These efforts are critical to maintaining a strong presence in communities that often lack local services, particularly on Tribal reservations.

By enhancing services and support in remote and underserved areas for individuals and their families, many of whom face significant transportation and service access challenges, RCRC is working to reduce barriers and ensure continuity of care.

Given the rural nature of the RCRC service area, access to services remains a key challenge. RCRC will continue to offer travel reimbursement and support service coordination to travel and be a presence with our underserved and remote communities. RCRC has ongoing internal meetings to address staffing and service provider shortages, high caseload-to-provider ratios, rural service challenges, the need for increased bilingual and bicultural services and increased access for underserved populations.

Bilingual-Bicultural Workforce Capacity

In response to community suggestions, RCRC offers accessible training and certification programs to build the capacity of bilingual and bicultural staff through the Service Access and Equity grant.

The 40-hour Registered Behavior Technician (RBT) Training offers participants the foundational skills necessary to begin a career in Applied Behavior Analysis (ABA). This training, along with all associated materials, is provided at no cost to participants, thanks to funding from a Service Access Equity grant through the Department of Developmental Services. RCRC developed this initiative to address the significant shortage of RBTs within our service area and to respond to community input to increase bilingual and bicultural service providers. Many regional center clients with approved services and available funding were experiencing lengthy delays in accessing essential behavioral services due to this shortage, which was particularly acute in Latin and Native American communities.

To address this, RCRC has actively promoted the training through increased outreach and by fostering relationships within these underserved communities, with the aim to provide this training and build workforce capacity in these areas, particularly with individuals who are bilingual and/or bicultural. Beyond the training itself, RCRC collaborates with local behavioral agencies to assist graduates with job placement. We also offer stipends, up to \$350, to graduates who pursue certification with the Behavior Analyst Certification Board.

We continue to see considerable community interest and have established valuable partnerships with local providers. Training sessions may include parents seeking a deeper understanding of the science behind their children's ABA services, staff from various behavioral agencies and schools, and other individuals who would like to pursue a career in Behavioral Services. We highly value these partnerships, as increased training within the community and among service providers directly contributes to higher quality and availability of care for RCRC clients.

In addition to providing training to increase bilingual and bicultural staff, RCRC provides staff referral incentives and stipends to recruit and retain more bilingual-bicultural staff. RCRC aims to increase bilingual and bicultural staff numbers further over the next year.

Legislative Advocacy:

RCRC is actively involved with legislation and advocacy for RCRC clients. This past year, RCRC client advocates, Executive Director and other RCRC staff members, travelled to Sacramento to advocate for RCRC clients, speaking with governor representatives. Topics addressed included: creation of a youth caregiver career pathway, updating DentiCal billing requirements to better support individuals access dental services, affirming the Lanterman Act promise and recognizing the 60th Anniversary of the two pilot regional centers, stabilizing regional center funding, and sharing info received from listening sessions. RCRC travels to Sacramento annually to speak with legislation and will continue to advocate for the rights of individuals with intellectual and developmental disabilities.

Conclusion:

The Redwood Coast Regional Center has been and continues to take many steps to improve service access and equity including community meetings, listening sessions, support groups, data collection, outreach, training, advocacy, contracting independent translators and interpreters, increasing bilingual/bicultural workforce capacity and promoting presence in underserved communities. It is the aim of RCRC to uphold its vision that all people in our community will live, work, travel and play in the best, most inclusive environments.