

Application Report

Applicant Name:	Redwood Coast Regional Center
Application:	FY2026-28 Language Access and Cultural Competency Project
App ID:	App-26-1395
Funding Announcement:	FY2026-28 Language Access and Cultural Competency Regional Center Plans
Requested Amount:	\$682,864.00



Project Summary: FY2026–28 Language Access and Cultural Competency Project: Redwood Coast Regional Center will develop and implement a Language Access and Cultural Competency Project to improve the consumer and family experience and ensure more consistent access to information and services for multilingual, monolingual, and culturally diverse communities throughout the RCRC catchment area. Based on regional demographics and identified community needs, the project will focus on strengthening outreach, engagement, and culturally responsive services for Hispanic, Native American, Asian, African American, LGBTQI2S+, Deaf, and Hard of Hearing communities. This project will support meaningful community collaboration through listening sessions, outreach efforts, partnerships with local community-based organizations (CBOs), enhanced interpretation and translation services, and culturally informed engagement strategies. The goal is to better understand community needs, reduce barriers to accessing services, and strengthen relationships with underserved populations throughout Humboldt, Del Norte, Lake, and Mendocino counties.

Department Director/Manager:	Alma Ingram	aingram@redwoodcoastrc.org	-
Project Manager/Coordinator:	Susan Hernandez	shernandez@redwoodcoastrc.org	707-445-0893
Compliance/Fiscal Officer:	Amy Medina	amedina@redwoodcoastrc.org	7074623832

APPLICANT QUESTIONS

Section Name: Regional Center Eligibility
Sub-Section Name: Regional Center Information

1. APPLICANT QUESTION: PROJECT TITLE

What is the Project Title?

Please respond to this question adding the regional center name to following the format:

26/28-LACC-RC

Applicant Response:

26/28-LACC-RCRC

2. APPLICANT QUESTION: ALLOCATION AMOUNT

The allocation amount for FY2026/27 has been provided to each regional center. The Department will apply the same methodology for both fiscal years. Therefore, the amount you enter here should double the FY2026/27 allocation.

Applicant Response:

682864

3. APPLICANT QUESTION: DESCRIPTION OF ORGANIZATION

Include your regional center's name and provide a brief description of your organization.

Applicant Response:

Redwood Coast Regional Center supports more than 10,000 children and adults with developmental disabilities across Del Norte, Humboldt, Lake, and Mendocino counties by providing intake, assessment, diagnosis, and coordination of community-based services. In collaboration with individuals served, families, community leaders, agencies, and community-based organizations, RCRC promotes inclusion, independence, and equitable access to supports and resources.

RCRC's vision statement is that all people, including individuals with developmental disabilities, should live, learn, work, travel, and participate in inclusive communities, RCRC is committed to person-centered and culturally responsive services that honor each individual's choices, lifestyle, communication needs, and goals. RCRC strives to create a compassionate, accessible, and collaborative system of supports that empowers individuals and families, strengthens community partnerships, values diversity, and enhances quality of life throughout the region.

4. APPLICANT QUESTION: COUNTIES SERVED

Select the counties in the geographic region that your regional center serves.

Applicant Response:

- Del Norte
 - Humboldt
 - Mendocino
 - Lake
-

Section Name: Plan Summary

Sub-Section Name: Regional Center Plan Summary

5. APPLICANT QUESTION: PROJECT PLAN

Please review the FY26-28 DDS LACC Activities & Measures Definitions document for detailed information.

I acknowledge that I have read the LACC Activities & Measures Definitions and completed the Project Plan (see Project Plan tab above). I acknowledge that the completed project plan aligns with the proposed budget.

Applicant Response:

Yes

6. APPLICANT QUESTION: ETHNIC/CULTURAL GROUPS SERVED

Select the ethnic/cultural group(s) the regional center LACC plan will focus on. For "Indian," "Middle Eastern," "Mixteco," "Native American," "Pacific Islander," "Slavic," or "Other" use comment section to list specific groups. Click "Show Instruction" for reference.

Applicant Response:

- Black/African American
 - Hispanic
 - Hmong
 - Native American (list in comment section)
 - LBGTQIA+
 - Deaf or Hard of Hearing (DHH) / Deaf+
-

7. APPLICANT QUESTION: LANGUAGE(S) SERVED

For the ethnic or cultural groups selected in the previous question, choose the languages your regional center will be supporting. If the language(s) is not listed, please select "Other" and enter it in the comment section.

Please List Only The Language(S) Your RC's LACC Plan Will Prioritize Conducting Activities In (Other Than Interpretation And Translation).

Applicant Response:

- American Sign Language
 - English
 - Hmong
 - Spanish
-

8. APPLICANT QUESTION: DATA AND COMMUNITY INPUT

Explain How Your Regional Center Has Incorporated Department-Provided Ethnicity And Language Data Into The LACC Planning Process, And How Community Input Has Guided The Development Of Culturally And Linguistically Responsive Initiatives. Please Include Both Internal And External Review Strategies.

Applicant Response:

Redwood Coast Regional Center incorporates Department-provided ethnicity and language data into its Language Access and Cultural Competency (LACC) planning process to identify service trends, gaps, and priority populations across Del Norte, Humboldt, Lake, and Mendocino counties. This data, combined with community input, guides planning decisions aimed at reducing disparities and improving equitable access to services to our diverse communities.

Community input is collected through focus groups, listening sessions, surveys, and ongoing outreach. Spanish and Native American focus groups have identified the need for expanded caregiver and parent trainings and more free, accessible family social opportunities. Listening sessions with Spanish-speaking and Native communities have emphasized increasing bilingual staff capacity, improving interpretation and translation quality, strengthening mental health awareness for clients and caregivers, and improving clarity and consistency in communication.

Outreach events and community engagement efforts further reinforce these findings, with families consistently expressing appreciation for RCRC's presence and participation in cultural and community events. Spanish-language technology classes have also been identified as a helpful strategy to improve communication and access to services.

Internally, RCRC uses POS meetings and regular bilingual staff check-ins to review service barriers, communication challenges, and family needs. Staff participate in cultural humility training to strengthen culturally responsive practice. Externally, RCRC maintains ongoing collaboration with community partners and uses outreach activities as continuous feedback opportunities.

Together, internal and external review processes ensure that both data and lived community experience directly inform LACC planning and guide the development of equitable, accessible, and culturally responsive services.

9. APPLICANT QUESTION: EFFORTS TO IMPROVE LANGUAGE ACCESS AND CULTURAL COMPETENCY

Describe your regional center's prior and ongoing efforts to improve language access and cultural competency (interpretation, translation, bilingual staffing, outreach, resource development, etc.).

Applicant Response:

Redwood Coast Regional Center (RCRC) continues to prioritize language access and cultural competency through staff development, outreach, and improvements to interpretation and translation services. RCRC regularly convenes bilingual staff meetings to identify disparities, discuss service gaps, and address challenges experienced when working with diverse communities. To ensure quality and consistency, RCRC implemented third-party ALTA language proficiency testing for bilingual staff to determine eligibility for the agency's bilingual stipend incentive program. All staff also participate in annual cultural competency trainings, including recent trainings focused on supporting Native American families and Spanish-speaking families within the regional center's catchment area.

RCRC hired a Quality Control Specialist who works closely with interpreters and translators to improve the accuracy and consistency of translated materials. As part of this effort, Redwood Coast Regional Center is developing a glossary of commonly used regional center terminology, including terms frequently used in Individual Program Plans (IPPs), to support standardized translation practices. Monthly meetings with Spanish interpreters and translators are also held to review updates, discuss challenges, and elevate recommendations to leadership. RCRC also developed an updated English-language informational pamphlet with expanded details regarding available services and supports, increased participation at community events and resource fairs to strengthen outreach to underserved communities, and continues to offer technology office hours to assist families experiencing barriers with virtual communication and access to services. These efforts reflect RCRC's ongoing commitment to providing equitable, culturally responsive, and accessible services to the diverse communities it serves.

10. APPLICANT QUESTION: COLLABORATION

In What Ways Will Collaborations With Community Partners Help Your Regional Center Address Service Disparities And Improve Culturally Responsive Practices?

In your response, briefly describe the community partners you will engage, the purpose of each collaboration, and how these partnerships will support equitable service delivery. Include examples such as community-based organizations, advocacy groups, cultural organizations, educational partners, local agencies, or tribal and immigrant-serving groups.

Applicant Response:

Collaborating with community partners is essential to helping our regional center address service disparities and strengthen culturally responsive practices throughout our catchment area. These partnerships help build trust, expand outreach efforts, and improve connections with underserved and historically marginalized communities, particularly

in rural areas where families may have experienced historical trauma, language barriers, or limited access to services.

RCRC will continue collaborating with community partners and groups such as Brighter Future’s Native Group in Hoopa, the Cahto Tribe, the Yurok Tribe, Native Health Native Hands, California Indian Big Time, Two Feathers Native American Family Services, Black Humboldt, First 5 California, Paso a Paso, Centro del Pueblo, Deaf and Hard of Hearing support groups, LGBTQIA+ organizations, Asian community organizations, Rise and Shine Family Resource and Empowerment Center, and local playgroups in rural communities.

PROJECT PLAN

Obj. #	Ref. ID	Objective Name	Objective Description	Manager	Start Date	End Date
1		26/28-LACC-RCRC Language Access and Cultural Competency Project	To improve the consumer and family experience and ensure more consistent access to information and services for multilingual, monolingual, and culturally diverse communities throughout the RCRC catchment area. Based on regional demographics and identified community needs, the project will focus on strengthening outreach, engagement, and culturally responsive services for Hispanic, Native American, Asian, LGBTQI+, Deaf, and Hard of Hearing communities.	Alma Ingram	07/01/2026	06/30/2028
Performance Measure (0)						

Ref. ID	Measure Description	Manager	Type	Planned	Actual	Start Date	End Date
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No Data Found!

Activity (15)

Ref. ID	Activity Description	Manager	Start Date	Due Date
CONSULTANT, TRAINING	01. Hire a DEI Consultant to Provide Training to Support Tribal, Spanish-Speaking, D/HoH and 2SLGBTQIA+ Communities	Alma Ingram	07/01/2026	06/30/2028
FOCUS	02. Conduct Focus Groups with the Spanish-Speaking and Tribal Communities to Gather Feedback to Improve Access to Services	Alma Ingram	07/01/2026	06/30/2028
INTERPRET, TRANSLATE	03. Provide Culturally Responsive Interpretation and Translation Services.	Alma Ingram	07/01/2026	06/30/2028
INTERVIEW	04. Conduct Interviews with Individuals from Spanish Speaking and Native American Communities to Gather Feedback and Insights.	Alma Ingram	07/01/2026	06/30/2028
LISTEN	05. Conduct Listening Sessions to Gather Underserved Communities' Feedback to Understand Needs and Determine How to Improve Access to Services	Alma Ingram	07/01/2026	06/30/2028
LISTEN	06. Partnership with local organizations to conduct listening sessions with the Spanish speaking and the Native American community (FY 25/26 Funding).	Susan Hernandez	07/01/2026	06/30/2027
ORIENT	07. Conduct Orientations for Spanish Speaking and Tribal Communities on Navigating the RC System	Alma Ingram	07/01/2026	06/30/2028
OUTREACH	08. Conduct/Participate in Outreach and Engagement Events Intended to Improve Access to Linguistically and Culturally Appropriate RC Services	Alma Ingram	07/01/2026	06/30/2028
OUTREACH, PARTNERSHIP	09. Establish Partnerships with local Community Based Organizations to Effectively Conduct Outreach and Engagement Activities with Diverse Communities	Alma Ingram	07/01/2026	06/30/2028
PARTNERSHIP	10. Partnership with First 5 Humboldt to host RCRC Family Resource Fair for Diverse Communities (FY 25/26 Funding)	Susan Hernandez	07/01/2026	06/30/2027
PARTNERSHIP, OUTREACH	11. Partnership with Ridges & Riffles Indigenous Conservation Group to conduct outreach and connect	Susan Hernandez	07/01/2026	06/30/2027

	with the Yurok and Karuk tribes and provide RC information and resources (FY 25/26 Funding)			
PUBLIC	12. Conduct Public Meetings for Diverse Communities	Alma Ingram	07/01/2026	06/30/2028
QUALITY	13. Contract with Quality Assurance Specialist to enhance quality control methods for RCRC materials and interpretation services	Alma Ingram	07/01/2026	06/30/2028
RESOURCE, TRAINING	14. Provide Trainings & Technology Classes for Spanish and Native American Communities.	Alma Ingram	07/01/2026	06/30/2028
TRAINING	15. Conduct Cultural Competency Training for RCRC Staff and Board Members	Alma Ingram	07/01/2026	06/30/2028

BUDGET

Budget Year: 1

Budget Category	Direct	Total
Personnel Expenses	0.00	
▼ Operating Expenses	\$682,864.00	\$682,864.00
Listening Sessions/Partnership with Local CBOs	\$70,000.00	\$70,000.00
Cultural Competency Training for RCRC Staff and Board Members	\$10,000.00	\$10,000.00
Trainings/Orientations - Spanish and Native American Communities	\$75,393.92	\$75,393.92
Interpretation/Translation & QA Specialist Contract	\$44,507.20	\$44,507.20

Project Assistants	\$160,000.00	\$160,000.00
Outreach Related Efforts	\$152,960.88	\$152,960.88
DEI Consultant	\$20,000.00	\$20,000.00
Materials/Incentives	\$150,002.00	\$150,002.00
Operating Expenses - other		
Indirect/Administrative Expenses	0.00	
Total	\$682,864.00	\$682,864.00

Budget Justification

Category Name	Category Narrative
Personnel Expenses	
▼ Operating Expenses	
Listening Sessions/Partnership with Local CBOs	Up to \$70,000.00 will be allocated to conduct listening sessions for Spanish speaking and Native American communities throughout the four counties, aimed at engaging underserved communities to identify their needs and determine how to facilitate better access to services and LACC program development. Working with Mendo

	Leap, Multiplicity Therapeutics Services (MTS), Gene Lucas Community Center to conduct listening sessions.
Cultural Competency Training for RCRC Staff and Board Members	Up to \$10,000 will be allocated to provide culturally competent and community-informed training opportunities for Redwood Coast Regional Center staff and Board Members. These trainings are intended to strengthen the organization's ability to effectively serve the diverse cultural, linguistic, and underserved communities throughout Humboldt, Del Norte, Mendocino, and Lake Counties. These trainings are held for all staff & board members, virtual (live classes), at least 1 per every 6 months to be in compliance with DDS. Vendor is TBD.
Trainings/Orientations - Spanish and Native American Communities	Up to \$75,393.92 will be allocated to provide training for clients and their families on Redwood Coast Regional Center (RCRC) services. This initiative is designed to enhance language access and cultural responsiveness, ultimately improving parents and clients understanding and engagement with regional center services. Trainings will include New Client Orientations on RCRC services, as well as basic technology class, drop in sessions, 1x per month for Spanish speaking families. This training will support more effective communication and access. While the primary focus will be on serving Spanish-speaking and Native American communities, the trainings will remain inclusive and open to all.
Interpretation/Translation & QA Specialist Contract	Up to \$44,507.20 will be allocated for translating various documents into different languages related to RCRC services, training materials, and other informational resources. This initiative aims to increase the number of clients accessing RCRC services. This funding includes a contract Quality Assurance Specialist to enhance quality

	control methods for RCRC materials and interpretation services.
Project Assistants	Up to \$160,000 for, four (4) Project Assistants (3 bilingual in Spanish working with Hispanic community/1 working with Native American community) have lived experience and will do Outreach to families and work closely with Native and Spanish speaking communities in our 4 counties to increase the access to and quality of Redwood Coast Regional Center's services as outlined in the LACC plan. These project assistants may provide 1:1 support as needed.
Outreach Related Efforts	Up to \$152,960.88 will be allocated to participate in, host, and co-host cultural events throughout the four counties. The purpose is to increase awareness of services while focusing on language and cultural access. Funding will support participation in, co/hosting cultural events aimed to increase awareness of available services while emphasizing language accessibility and cultural relevance to ensure inclusive engagement with diverse communities.
DEI Consultant	Up to \$20,000.00 The DEI Consultant will provide training on topics such as unconscious and implicit bias, stereotyping, and reducing prejudice. These sessions will focus on supporting underserved communities, including Native, African American, Asian, Spanish-speaking, Deaf/Hard of Hearing, and LGBTQIA2S+ individuals, and will be offered to RC staff and agency providers.
Materials/Incentives	Up to \$150,000.00 will be allocated to purchase engagement materials to support outreach, 1:1 interviews, focus groups, education, and trainings. Focus groups will be conducted with Spanish-speaking families and Native

American families to gather specific feedback. Participant input will be analyzed for recurring themes to inform future improvements in language access and cultural responsiveness. Materials include brochures, booklets, translated materials, books, folders, pens, papers, technology, food/beverages, speaker and trainer fees and participant incentives.

Operating Expenses - other

Indirect/Administrative Expenses