

## **Purchase of Service (POS) Public Meetings Summary & Recommendations and Plan to Promote Equity and Reduce Disparities Annual Report for Fiscal Year 2020 – 2021**

### **ABOUT THE MEETING**

Westside Regional Center (WRC) held one (1) virtual public meeting for our community to:

- ◆ Learn about the annual Purchase of Services (POS) Expenditures for the Fiscal Year 2020-2021 (sometimes referred to as disparity data);
- ◆ Help us identify barriers that might prevent you and your family from accessing regional center services;
- ◆ Provide suggestions on how to reduce or eliminate these barriers;
- ◆ Learn about Westside’s activities to promote equity in 2022.

The public meeting was held on 3/30/2022 at 4:00 PM via Zoom and the [recording](#) of this meeting is available on the [WRC YouTube Channel](#). All registrants were emailed the [English](#) and [Spanish](#) presentations in advance. The presentation was delivered in English by the Director of Clinical Services, with simultaneous professional Spanish interpretation. In order to encourage interaction and collect input from participants, WRC included a bilingual Zoom poll. Results from the poll can be found in the “Questions, Comments & Responses From the Meeting” section on page 4.

A total of **31** individuals attended: **1** individual served by the RC, **14** parents or family members, **3** WRC employees/consultants, **1** service provider, **3** employees from Disability Rights California, **1** employee from the Department of Developmental Services (DDS), and **8** community members. The group’s race and ethnic composition was comprised of **17** Hispanic or Latino, **4** Black or African American, **4** White, **2** Asian, and **4** “Other/Not Listed”.

Actions taken to improve public attendance and participation included: [bilingual flyers](#) with simplified instructions on how to join the meeting via Zoom or phone and the purpose of the meeting; bilingual Facebook, Instagram and website promotion leading up to the meeting; e-Newsletter to WRC families and adult clients with a reminder the day of the event; and the availability of interpretation services and presentation materials in Spanish. Service Coordinators were also encouraged to share the event flyers with their caseloads through their own email distribution lists. Our most successful outreach strategy was our e-newsletter, as indicated by our Zoom registration report.

A summary of the POS data presented is as follows:

- WRC served **10,976** individuals during the reporting period.
- The ethnic distribution of individuals served range from Hispanic (**34.7%**), White (**24.9%**), Black/African-American (**21.7%**), Multi-Ethnic/Other (**13.8%**) and Asian (**4.7%**) – less than 0% are individuals identified as American Indian or Alaska Native (**n=10**) and Native Hawaiian or Other Pacific Islander (**n=12**).
- The top three languages spoken by individuals are English, Spanish and Farsi (Persian).
- **82%** of individuals with I/DD live in the home of a parent or guardian.

- A large amount of per capita expended services are for adults (ages 22 and up) to support out-of-home living arrangements. For example, Community Care Facilities (\$134,786), Foster Homes for Adults (\$96,909) and Independent Living Services / Supported Living Services (\$80,852).

## IDENTIFIED DISPARITIES IN THE PURCHASE OF SERVICES

According to the “[Consumers with No Purchase of Services by Ethnicity or Race](#)” report for Fiscal Year 2020-2021, there are currently 1,910 clients (all ages) who are only receiving case management services (no purchased services) at Westside Regional Center. Not accounting for non-White clients (431), there are a total of 1,479 minority clients identified as underserved: Hispanic (765), African American/Black (340), and Other Ethnicity or Race/ Multi-Cultural (278), Asian (89), Native Hawaiian or Other Pacific Islander (5) and American Indian or Alaska Native (2).

When comparing services that were utilized by minority groups by all ages, the average amount of per capita expenditures is higher for Whites (\$34,983) than for Native Hawaiians or Other Pacific Islanders (\$13,172), Hispanics (\$18,383), Other Ethnicity or Race/ Multi-Cultural (\$18,525), Asians (\$24,091), and Black/African Americans (\$32,325). It was not higher for American Indian or Alaska Natives (\$66,672) but it is helpful to point out that there were only 10 AI/AN clients compared to 2,737 White clients.

Furthermore, POS data indicates that even when clients of all age groups and race/ethnicities (excluding White) were approved for services identified through their planning meetings, on average the utilization of those services were lower. Data from “[Total Annual Expenditures and Authorized Services by Ethnicity or Race](#)” showed an average of \$9,176 (26.2%) worth of approved services per person were **not being utilized**.

## IDENTIFIED BARRIERS TO EQUITABLE ACCESS TO SERVICES & SUPPORTS

In order to understand why clients were not accessing regional center services, we have identified the following six barriers from past community surveys, public meetings, and townhalls:

### Effects of the COVID-19 Pandemic

The pandemic forced our vendors to find innovative ways to provide services in a manner that was flexible to the needs of their clients, and kept their staff and our community safe from potential exposures to COVID-19. Services may have been delivered remotely via telephone, video, or other electronic communication. Or, in-person in compliance with local or state guidelines.

Despite this alternative service delivery, there was an upward trend of families/individuals who felt their needs and preferences were not being met and therefore did not utilize their services. For example, there was a sharp decline in attendance for services such as day services, social skills programs, and tailored services. Individuals (aged 18 and older) also used fewer Independent Living and Supported Living services as they were reticent to work with providers outside of their social bubble due to fear of being exposed to COVID-19. Furthermore, individuals also reported significant staffing issues to accessing a service provider even if they wanted to continue utilizing their service.

### Intake & Eligibility Application Submission

Westside RC has seen a significant decline in the number of applications submitted to our intake department for both Early Intervention and Lanterman Act eligibility consideration. Traditionally, applicants are required to submit a completed application with supplemental documentation (if any) via mail, email, or in person. As Westside continues to remain closed to the public (with the exception of appointments),

applicants must be able to print and mail their application or obtain an electronic device with WIFI to submit their application by email. This tedious process has resulted in unnecessary time delays in having the application received and processed by our intake counselors.

#### Large amount of information

Incoming families and adult clients often feel overwhelmed by the amount of information provided to them by the various professionals during the intake process and their assigned service coordinator. Information may include: psychological reports; understanding the diagnosis or developmental delay; services and supports available through the regional center; and resources available in their community. Requests have been made for an online training program that individuals can complete at their own pace, in their native language, about vitally important topics within the disability field.

#### Lack of Technology and Support

Households have reported that they are not able to afford a laptop/tablet or pay for internet access every month to access virtual services or online resources. Households also require assistance in learning how to use technology to receive services virtually.

#### Caseload Ratios

WRC has been understaffed and requires additional employees to reduce the number of cases per Service Coordinator. For individuals enrolled on the Home and Community-Based Services Waiver, the caseload ratio in the WRC March 2022 caseload ratio data report was 1:79 (the required caseload ratio is 1:62). For individuals served who are older than the age of three years and are not on the Home and Community-Based Services Waiver, the caseload ratio was 1:85 (the required caseload ratio is 1:66). WRC recognizes that the large number of cases that our service coordinators manage directly affect their ability to better serve diverse communities and meet their unique needs.

#### Purchase of Service (POS) Policy

A common concern identified is that many services currently available at the regional center do not meet the needs of the individual or their family. Many families have identified services they want but have not been accessible, such as camping, social recreation activities, educational services for children 3-17, and non-medical therapies such as specialized recreation, art, dance, and music.

### **EFFORTS MADE TO PROMOTE EQUITY IN 2021**

Through the DDS Service Access & Equity program, Westside has completed the following grant funded activities:

#### **FAMILY WELCOME EXPERIENCE**

The Family Welcome Experience was launched in September and October 2021. This online training program was created to ensure equitable access to information about services that may be available to clients and their family, either at WRC or in their local community, and how to obtain those services. The online training program is divided into three distinct courses: Early Start, School-Aged Youth, and Adults. The Family Welcome Experience for Early Start is for parents and caregivers of infants and toddlers enrolled in the Early Start Program at WRC. The Family Welcome Experience for School-Aged Youth is for parents and caregivers of youth, ages 3 to 22, who may or may not be receiving services through their local school.

The Family Welcome Experience for Adults is for adults with intellectual and developmental disabilities, ages 23 and older.

Our project team has developed a total of 66 videos (33 in English, 33 in Spanish) for the online training program: six (6) tutorial videos on how to successfully navigate through the course; 30 videos on services available through WRC (e.g., respite, social skills, therapy, ILS, SLS); 20 videos on generic/community resources (e.g., IHSS, SSI). We currently have **153** parents/caregivers registered in the “Early Start” course, **235** parents/caregivers registered in the “School-Aged Youth” course, and **139** clients and parents/caregivers registered in the “Adults” course.

### **MOTIVATIONAL INTERVIEWING (MI) FOR SERVICE COORDINATORS**

The Motivational Interviewing (MI) for Service Coordinators online training program has trained **15** service coordinators, **3** program managers and **1** specialist. 100% of the staff rated the training a 5 (strongly agree) in the following categories: provided useful skills for engaging hard-to-reach families; I found it much easier to encourage families to accept services; encouraged me to think about my job differently; I would recommend this training to other service coordinators; and I'm glad I took this training.

The pilot service coordinators contacted a total of **28** families and/or adult individuals identified as underserved on their caseloads to motivate them to access authorized regional center services. They motivated families and individuals to access the following regional center-funded services: Independent Living Services (ILS), Supported Living Services (SLS), Personal Assistance, Respite, Day Programs, Employment (job coach), Tailored Services, and Internship Programs.

When the pilot service coordinators utilized their MI skills in their conversations with underserved individuals on their caseload, they provided the following comments: “Getting better at hearing concerns and implementing change talk”; “Mom was initially closed off, but change talk and addressing concerns then moving on from them to positives, worked;” “Using the Motivational Interviewing techniques is very helpful to guide the individuals to make choice for themselves;” “This conversation was different because the individual brought up the benefits for social skills training instead of SC describing the benefits;” “Family acknowledge barriers of individual maintaining a job and was open to starting job training;” “MI assisted family to follow up with starting the ILS assessment.”

There was a total of **28** individuals who completed the “Family Feedback Survey” regarding their most recent conversation with the service coordinator who used Motivational Interviewing skills. Based on their conversation with their SC, they were most likely to take the next step toward utilizing the services being offered”. On average, they ranked their service coordinator 4.3 out of 5, with 5 being “Excellent” in the following categories: making you feel at ease; letting you tell your “story”; really listening; being interested in you as a whole person; fully understanding your concerns; showing care and compassion; being positive; explaining things clearly; helping you to take control; and making a plan of action with you.

### **RECOMMENDATIONS AND PLANS TO PROMOTE EQUITY AND REDUCE DISPARITIES**

Westside seeks from interested community-based organizations the following activities to be implemented within our catchment area:

#### **FAMILY WELCOME EXPERIENCE – Mobile Application**

Our Hispanic, Spanish-speaking families are still facing barriers in accessing our online courses. Although they complete our online registration forms, several do not have an email address to access the content on the learning platform (which is required). Furthermore, if these parents do access our course, a handful have emailed our team that they are having trouble navigating through the online platform but are willing to learn to access the content with some virtual assistance. Although we continue to create “How To…” videos to assist this population, we understand that this is a temporary fix to a larger issue.

In order to make our courses more accessible to individuals and families who have limited digital literacy or who do not own electronic devices, we would like to develop and launch a mobile application. This new application would be made available for Android and iOS smartphones. It will contain the content for all 3 courses of our “Family Welcome Experience” which will not only allow users to prepare for the present, but for their future and the future of their family as well.

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Westside plans to implement the following internal activities to address service access disparities:

#### **ONLINE INTAKE APPLICATION & PORTAL**

Through the *Help Me Grow Los Angeles Pathways* grant from First 5 LA, Westside is working on an online portal that will allow individuals, families, caregivers, and service providers to complete and submit intake applications online through our website or by using a QR code. Applications will be received immediately by the intake department. Available for both Early Intervention (birth to three) and Lanterman Act services (three and older). Individuals will be also able to log into the portal to securely upload additional documents, communicate with intake staff, check on their application status, and review upcoming intake appointments.

WRC is also working with our partners, Westside Family Resource and Empowerment Center and the Achievable Health Center, to provide families with access to community services and resources identified during the intake process.

#### **TECHNOLOGY LENDING LIBRARY**

Through a contract with EmpowerTech, Westside is working on increasing access to remote and virtual services by providing eligible participants with tablets and/or laptops, data service, and technical support. Westside has secured a number of electronic devices which will be provided to families through a lending library if they face difficulties accessing our online services, training and/or application for services. In addition, EmpowerTech has staff that will be available to support individuals in resolving any difficulties with using or accessing online resources.

#### **REDUCING CASELOAD RATIOS AND HIRING ADDITIONAL STAFF**

Westside is currently recruiting 16 service coordinators to meet caseload ratios. This will allow WRC to keep caseloads small enough to safely serve people and allow service coordinators to carry out other duties such as to assist individuals in applying for public services (i.e., SS, IHSS, CalFresh), attending IEP meetings, and completing professional development training.

The Department of Developmental Services (DDS) has also expressed a commitment to provide continual funding for the hiring of service coordinators to ensure that regional centers comply with statewide caseload ratio requirements.

Westside is also in the process of hiring **three (3) Specialized Enhanced Case Service Coordinators**. Their caseloads will consist of families/individuals who have been identified as having little to no funded regional center services. Westside is also excited to announce that we will be hiring **three (3) Participant Choice Specialists** who will ensure equitable access to services through the Self-Determination Program. This will include education and support to families and service coordinators to ensure a more comprehensive understanding of the service access model.

#### **EXPANSION OF THE “FAMILY WELCOME EXPERIENCE”**

The Department of Clinical Services will continue to enroll new and current families and adult clients into our online courses. Additionally, each online course currently only provides information on five (5) services per age range. Our goal is to create videos for all services and supports available through WRC. Therefore, WRC staff will develop 10 new videos on Transportation, Crisis Prevention & Support, Social & Recreational Activities, Nursing Supports, Formulas & Nutritional Supplements, Medical Equipment, Incontinence Supplies, Training and Conference Stipends, Parenting Skills & Supports, and Peer Mentor services. They will also create six (6) new videos on generic resources most referred to families by Service Coordinators such as Medicare, dental insurance, LGBTQ+ services (e.g., social groups, health services), assistive technology, citizenship/immigration services, and community inclusion programs (e.g., Special Needs Network, Best Buddies, AYSO VIP).

#### **CONTINUATION OF “MOTIVATIONAL INTERVIEWING (MI) FOR SERVICE COORDINATORS”**

Our Motivational Interviewing (MI) consultant Dr. Liz Barnett will continue to enroll groups of 10 - 15 staff (or units) into the MI online training course every eight (8) weeks. Our MI consultant has only had the opportunity to train 12/155 service coordinators and 3/12 program managers as of February 2022. Westside would like to enroll the remainder 143 service coordinators and 9 program managers in the MI online training program, with the goal of each cohort completing the online course within eight (8) weeks.

#### **CLOSING STATEMENT**

WRC appreciates the opportunity to present the feedback from our POS meetings to the Department of Developmental Services (DDS). We will continue to support, educate, and serve all people with developmental disabilities.

This report was written by Sandy R. Cabanatan, MPH (Cultural Diversity Specialist) and Thompson J. Kelly, Ph.D. (Director of Clinical Services) and submitted by Jane Borochoff, B.A. (Executive Director of Westside Regional Center).

## QUESTIONS, COMMENTS & RESPONSES FROM THE MEETING

The following represents some of the questions and comments raised by those in attendance at the meetings and Westside’s responses. Some responses may be have updated from the time of the meeting to reflect the most current information. Please note: the questions asked in Spanish were not captured on our English recording.

Questions/Comments from the Community	Response from WRC
What are the requirements to be considered an eligible participant for borrowing technology equipment?	There is no particular requirements except that you have a demonstrated need to participate in virtual service delivery and lack a device to access these services.
How many devices [tablets, laptop] are available?	Currently there are 50 devices but are hoping to expand our library.
Increase in service coordinators and social-recreational programs benefit all families, right? What will be done specifically for Latino and Black families?	[Listen to the full response at 35:53] Westside is actively reaching out to potential providers in our service area to become vendors to ensure that social and recreational services are accessible in everyone’s neighborhood. We strive to recruit providers that are culturally competent and bilingual to meet the diverse needs of those we support. Furthermore, we encourage providers to deliver services in a culturally and linguistically sensitive manner and are flexible to better meet the working family’s schedule. Additionally, our Human Resources department is actively recruiting service coordinators that are culturally competent, bilingual, and have experience working in the disability field. Our goal is to be able to culturally match our staff with families to establish a trusting, collaborative partnership. Our goal is to have an organization that reflects the diversity of our community.
The [email] invitation for this meeting was sent today, an hour ago. Can you do another meeting at 5:00 PM so that other people can attend? Can you share the presentation in English and Spanish to everyone?	[Listen to the response at 37:33] Westside strives to promote events 30 days in advance, especially those that require community input. Our team promoted this meeting via the WRC e-newsletter, social media, and website. Our Community Education and Training Specialist will work on ensuring that our list of contacts are updated on a bi-monthly basis and we will consider all suggestions made by the community to improve our current outreach efforts. You will find this recording and all presentation materials on our <a href="#">Transparency</a> page and our <a href="#">YouTube Channel</a> . We did not second a second meeting to take place but we will ensure that the following year, we will offer more dates/times to increase our attendance and send weekly reminders to register for the meeting.



<p><i>Spanish question not captured on the video</i></p>	<p>If someone did not receive an email regarding this meeting 30 days ago, we encourage you to <a href="#">sign-up for our newsletter</a> or contact your service coordinator to update your contact sheet. Please contact Dr. Tom Kelly directly to share your feedback or input: <a href="mailto:TomK@WestsideRC.org">TomK@WestsideRC.org</a>. We apologize if our email system did not send the notice to everyone in our contact list.</p>
<p>Is there an in-depth meeting we can have with our SC? It seems like most community recreational programs are relayed through the SCs but with a bold note that they are not funded by regional center.</p>	<p>[Listen to the response at 43:27] We currently do not have enough service providers to deliver social and recreational services (funded by WRC) to our community. Your service coordinator may refer you to community-based services that are not funded by WRC at this time in order to still meet the needs of your child or loved one. Therefore, we are asking everyone to assist us by referring any service providers within our service area to submit a Letter of Interest to our Community Service department. Increasing our list of service providers will help us reduce the financial burden placed on families who are currently paying for out-of-pocket costs. An alternative is electing to participate in the <a href="#">Self-Determination Program</a> which will eliminate some of these barriers to accessing needed services. We encourage you to learn about this program or contact your service coordinator for more information.</p>
<p>Of the 269 families enrolled in the education program, do you know how many of them are using funded services now?</p>	<p>[Listen to the response at 47:49] The “Family Welcome Experience” project did not track this type of data. The goal was to increase the knowledge of participants who completed this online training program.</p>
<p>Where can I read the purchase of service expenditures for fiscal year 2020 – 2021?</p>	<p>[Listen to the response at 50:18] All purchase of data information can be accessed on our website under <a href="#">Transparency</a>.</p>
<p>It seems like we are assuming that Spanish speaking families are comfortable with modern technology. Why are we assuming that?</p>	<p>[Listen to the response at 53:19] We are <u>not</u> assuming that Spanish-speaking families are comfortable with modern technology. We recognize that there is a need to provide training to individuals with I/DD and families on how to utilize electronic devices, MS Office programs, and how to navigate the internet. We also acknowledge the digital divide that has become apparent throughout the pandemic, especially amongst low-income families. For this reason, our regional center has established a technology lending library and training component to address the digital divide.</p>



<p>How many cents does Westside Regional Center spend on Latinx individuals for every dollar it spends on White individuals?</p>	<p>[Listen to the response at 55:26] Unfortunately, our data is currently not broken down to the dollar/cent (see slide 17 of the presentation). We will ensure that our future presentation includes the POS expenditure and authorization data broken down to the dollar and cents.</p>
<p><i>Spanish question not captured on the video</i></p>	<p>[Listen to the response 57:00] It is unfortunate that the Latino community feels as though their service coordinators (SC) are not making it easy to understand and access services. The large number of individuals assigned per service coordinator certainly plays a factor as it inhibits the SCs from providing more hand-over-hand support. For this reason, our Clinical Services department created printed resources (e.g., booklets, handouts, and brochures) and an online training program (e.g. <i>Family Welcome Experience</i>) to help bridge that gap of information. Westside has also received funding for three (3) Specialized Enhanced Case Service Coordinators that will assist individuals and families who speak another language and/or are from communities of color and currently have low to no purchase of service, identify and overcome barriers to those services. We are also going to continue to provide Motivational Interviewing (MI) training to new and current client-facing staff to help improve their communication skills and better facilitate conversations with families.</p>
<p>It seems important to keep track of what is working and not and report back to us. Who will do that?</p>	<p>[Listen to the response at 1:01:00] Our <a href="#">Strategic Planning committee</a> and the WRC staff that are working on implementing our Strategic Plan will be responsible for keeping track of what is working and not working in regards to our efforts at addressing disparities in service access.</p>
<p><i>Spanish question not captured on the video</i></p>	<p>[Listen to the response 1:04:50] We acknowledge that the community is having difficulty in learning about the Self-Determination Program; in particular, the orientation process. Westside currently has Participant Choice Specialists that you can contact directly for assistance in learning more about the program and the orientation process. Please contact Alex Marquez</p>
<p>We the Ethiopian community are struggling to reach out and create support to ourselves to get together and address the resources and disparity of services. Is there an extra way, a resource, to address this? Translation is also a big problem. Our language is not developed like English so it needs more than Google</p>	<p>[Listen to the response 1:06:24] We encourage Ethiopians or Ethiopian-Americans to attend the “<a href="#">Ethiopian Parents of Special Needs Children Support Group</a>” offered through the Westside Family Resource and Empowerment Center. We understand that the support group may not meet all your needs, therefore we encourage you</p>



<p>translation to exactly do the job. We need cultural sensitive and multilingual case workers.</p>	<p>to participate in future upcoming listening sessions that WRC will host as part of our Language Access and Cultural Competency Plan (LACCP). We want to provide you with the opportunity to discuss in-depth your current cultural and linguistic needs as well as provide us with suggestions on how we can improve as an agency.</p> <p>We currently do not have a parent-to-parent or promotora model type of program here at Westside, but your participation in future listening sessions will help guide us in developing a program or partnership with an agency with an already established program to provide you with the support you need.</p>
<p><i>Spanish question not captured on the video</i></p>	<p>[Listen to the response 1:09:53] Yes, WRC currently has 5 brochures available in English and Spanish that list our service and supports by age range: Ages Birth to Three; Ages 3 to 10; Ages 11 to 17; Ages 18 to 22; and Ages 23 and Older. It is available for download on our <a href="#">website</a> or contact your service coordinator for a printed copy.</p>
<p><i>Spanish question not captured on the video</i></p>	<p>[Listen to the response at 1:12:11] WRC currently has three in-house special education advocates but we understand that this is not enough to support everyone in our service area. We will take into consideration the need to hire additional special educational advocates to service our community, especially in additional languages not currently offered by our staff.</p>
<p><i>Spanish question not captured on the video</i></p>	<p>[Listen to the response at 1:14:23] Westside trains our service coordinators to advocate on your behalf and authorize needed services, not deny a service. When you are denied a service, it may seem like your service coordinator is not willing to work with you. You have the right to appeal the regional center's decision to deny a service through the appeal process. WRC has two animated videos to help you understand the process as well as a chapter in our "<a href="#">Information and Resources</a>" booklet solely on Fair Hearing Requests and the Appeal Process. You also have access to free advocacy support through the <a href="#">Office of Clients' Rights Advocacy (OCRA)</a>.</p>
<p><i>Spanish question not captured on the video</i></p>	<p>[Listen to the response at 1:23:38] You should always expect to have access to your service coordinator. They have two business days to respond to your phone calls and emails. If after two days they do not respond to your call/email, please contact their immediate supervisor. Or, you can call the receptionist to be connected to the "Counselor</p>

	of the Day” who will work with you to resolve your request as well as leave notes for your service coordinator of any follow-up.
Are you working with parent groups in the community who can help other parents learn about the regional center?	[Listen to the response at 1:24:49] As part of our Strategic Plan, we are working on developing partnerships with local community-based organizations and parent-run support groups to assist us with sharing resources and spreading awareness about the regional center and its services and supports.
The data on the annual expenditure report shows that WRC spends on Latinx individuals about 50% less than on White individuals. What is the plan to address that?	[Listen to the response at 1:26:56] Westside has received funding for three (3) Specialized Enhanced Case Service Coordinators that will assist individuals and families who are limited English speaking and/or are from communities of color and currently have low to no purchase of service, identify and overcome barriers to accessing services.  Westside is also recruiting service providers that are culturally competent and bilingual to meet the diverse needs of those we support.
We the Ethiopian community have a strong support group under the WFREC. People who run the group are doing a magnificent job bringing WRC resources and parents together but I think we need more in volume and numbers to bring parents who are living in an island and way far from the needed resources because of language barrier, academic background, and cultural sensitivity. We need more resources to go to our community and address the need of working together in disparity. My second question is on finding resources to help parents get out of the hardship once in a while to gather themselves like yoga, or working with hotels and recreation places to go to regroup themselves.	[Listen to the response at 1:29:52] We understand that the support group may not meet all your needs, therefore we encourage you to participate in future upcoming listening sessions that WRC will host as part of our Language Access and Cultural Competency Plan (LACCP). We want to provide you with the opportunity to discuss in-depth your current cultural and linguistic needs and what WRC can to better support the Ethiopian community.
<i>Spanish question not captured on the video</i>	[Listen to the response at 1:47:30] Our receptionist team is limited in their ability to speak all the languages that our regional center serves. Westside acknowledges that language barriers can prevent someone from accessing needed information. Therefore, we will add try our best to find a solution to this problem, whether it be hiring staff that speak our threshold languages or adopting a new system to help facilitate discussions.

Questions/Comments Submitted via Zoom	Response from WRC
What is the budget amount of Latino, Asian and Black consumers in Self Determination compared to White consumers?	We currently do not have data pertaining to budget amounts on the Self-Determination Program.
What is WRC doing to break disparities with the Hispanic monolingual population?	Increasing access to educational materials in Spanish explaining services and our service delivery model. Also working collaboratively with our Family Resource Center to support the development and enlistment in family support groups.
What is the RC doing to stop these disparities?	We are trying to provide as much instructional materials and resources as possible to families to ensure a better understanding of our services and the means to access them. Also ,we are ensuring that we are training service coordinators to have more informed conversations.
Is my child too old to reapply for services at 10 after we were denied when she was 5. Diagnosed with autism, ADHD, DMDD since then and she is severely impacted at home and school. Regional Center rep said she couldn't figure what was wrong and denied us.	Your child is "never too old" to reapply for services or supports from the regional center. What we typically ask for however is new information that could include documentation that supports the presence of a developmental disability and was not included in our previous assessment.
I would like to know about future plans and funding proposals to reduce service disparities for the coming year.	We are in the process of developing a language access and cultural development plan that would seek funding to allow us to provide better language access to materials and resources In different languages and modalities as well as to help us better understand and address disparities within our regional center.
If they have thought about making brochures according to ages describing the services that are available and sending them to all families, because the coordinators do not offer the services even if they see the need.	We currently have both written and visual materials in both English and Spanish that are targeted for specific age groups. These materials provide in depth descriptions of different services that are available for different age cohorts such as for early start, school aged children, transition age youths and adults.
We (Ethiopian and Ethiopian Americans) need more caseworkers who understand the disparity, cultural sensitivity, and language.	Contained in our language access and cultural competency plan is trainings to teach both communication and engagement strategies our multi-cultural community. There are also trainings to teach awareness of implicit bias and help develop greater cultural sensitivity.