

**ABX2 1 Funding to promote equity in POS
for potentially underserved populations**

Enclosure 3

**Department of Development Services
Reduction of Disparities in Purchase of Service
Regional Center Funding Proposals (Fiscal Year 2016-17)**

Regional Center(s): Tri-Counties Regional Center

Regional Center Contact Name/Title:
Mary Beth Lepkowsky, Assistant Director, Training & Organizational Development

Address: 520 E. Montecito Street, Santa Barbara, CA 93103

Email Address: mlepkowsky@tri-counties.org

Phone Number: (805) 884-7208

I. PROPOSAL

Please attach the proposal for Fiscal Year 2016-17. Proposals must meet the criteria outlined in the application guidelines in Attachment 1. Proposals must also be consistent with information derived from public meetings with stakeholders regarding purchase of service (POS) disparity data. Regional centers may partner with other centers to implement strategies to address areas of disparity in POS authorization, utilization and expenditures.

II. BUDGET DETAIL

- a. Amount of funding the regional center(s) is requesting:
\$400K per year for two years (project total of \$800K)
- b. Estimated number of consumers to be impacted by the service(s): 400

III. DIRECTOR'S CERTIFICATION

I certify that the information completed above and attached is true and correct.

Director's Name: _____

Director's Signature: _____

Tri-Counties Regional Center
Building Capacity and Leveraging New Partnerships
to Promote Equity in Regional Center Purchase of Services

A. PURPOSE

Welfare and Institutions Code, section 4519.5, requires regional centers to implement recommendations and plans to promote equity and reduce disparities in the purchase of services(POS). ABX2 1 amended this section to require the Department of Development Services(Department), subject to available funding, to allocate funding to regional centers for the implementation of these recommendations and plans.

Purpose of this funding request is to

- a. Identify barriers to equitable access to services and supports and develop recommendations to help reduce variances in purchase of service expenditures.
- b. Encourage the development and expansion of culturally appropriate services, service delivery, and service coordination.
- c. Identify best practices to promote equitable understanding and access to services and supports.
- d. Document pathways of individual choice that follow equitable access and opportunity.

Aligned with that purpose, Tri-Counties Regional Center requests **\$800,000** or (**\$400,000 per year**) for a 24-month project that will incorporate new outreach strategies and enhanced case management for Hispanic transition-age youth and adults age 16-22, and adults age 22 and above, who reside in San Luis Obispo, Santa Barbara and Ventura Counties and are authorized to use services related to:

- a. Independent Living
- b. Supported Living Services
- c. Residential Services
- d. Behavior Management
- e. Day Programs

This allocation would fund the following:

- Salary and benefits for Spanish speaking Coordinator and Assistant for three Family Resource Centers (allocation to be prorated based on population served)
- Operating expenses for three Family Resource Centers
- Carve out (or contract) with Promotor Agencies in each county
- Stipends to enhance bilingual staff participation in this project

TCRC has observed variances in expenditure data. Over the past four fiscal years, the per capita expenditure for the Hispanic population served by the Tri-Counties Regional Center was less than that of the White population served by the regional center. From a cost perspective, the greatest variances exist in services related to residential settings, between Hispanic and White adults. (People who live at home have much less expenditure than others, this is consistent

across all ethnic groups). A larger number of Hispanic individuals served by TCRC are living at home, therefore their expenditures are less.

TCRC's POS expenditure data also show that variances among children are less pronounced than those among adults. Beginning at transition age (16-22) variances in per capita expenditures become more apparent and continue through a subset of adult services. To better understand these variances, POS data from FY1415 and FY1516 was analyzed by ethnicity, county, age and service. Data indicate the greatest variances in per capita expenditures occur in five main categories of services related to:

- a. Independent Living
- b. Supported Living Services
- c. Residential Services
- d. Behavior Management
- e. Day Programs

If all individuals and families, regardless of ethnicity, when provided with equal home and community circumstance, have equal information and understanding, equal opportunity to access needed services, and an individualized, person-centered approach to identifying and planning for needs based on the impact of a developmental disability, then variances among service utilization and per capita expenditure are likely to diminish. Therefore, with this requested funding, TCRC will develop and implement a collaborative of the regional center, family resource centers, and Promotor agencies in San Luis Obispo, Santa Barbara, and Ventura Counties, leveraging existing Promotores in the community to help establish relationships with up to 400 Hispanic individuals and families in the Tri-Counties area. The project will support families to access generic resources that might include food, shelter, and housing. Promotores will serve as a guide to link individuals and families with generic resources and regional center services, and with Family Resource Centers (FRCs) to receive ongoing support from other Spanish-speaking individuals with a developmental disability and family members, helping them to navigate the regional center network and system of services. The Service Coordinator will partner with both the Promotores and the FRC to cultivate the relationship with the family and build upon the trust that is being developed in this partnership. In return, participating Service Coordinators will be eligible for an enhanced bilingual case management stipend.

Through cross-training, coordinated enhanced case management, family outreach, support, and advocacy education, and shared outreach measures, the project seeks to identify and eliminate barriers to accessing services in these five identified service categories.

Anticipated outcomes may include any combination of the following, and will vary according to the individual and family's specific needs:

1. New strategies for building relationships and sharing information with underrepresented individuals and families
2. Verification of increased understanding, awareness and equitable opportunity and access to services.

3. Validation of family choice as an acceptable option for declination of services.
4. More equitable authorization of services, as appropriate and according to need, by Hispanic individuals and families observed to be underrepresented in some services.
5. Identification of new service types and service delivery models based on what is learned from participating individuals and families and their reasons for choosing to utilize or decline existing service models.

B. PROPOSAL

1. Describe your regional center's POS variances

Focusing on services reflecting a per capita variance of \$1000 or more, or significant difference in utilization, between Hispanic and White individuals, TCRC identified 20 service codes/services that warrant further exploration and attention. These services include:

CODE	SERVICE TYPE	14/15 FISCAL YEAR - PAID			Per Capita HISPANIC minus WHITE	15/16 FISCAL YEAR PAID			Per Capita HISPANIC minus WHITE
		Count of HISPANIC	Count of WHITE	Count HISPANIC minus WHITE		Count of HISPANIC	Count of WHITE	Count HISPANIC minus WHITE	
854	Home Health Agency	16	28	(12)	\$ (15,477)	17	39	(22)	\$ (16,118)
896	Supported Living Service	85	539	(454)	\$ (8,189)	94	549	(455)	\$ (10,729)
860	Homemaker Program	6	18	(12)	\$ (11,350)	9	26	(17)	\$ (7,684)
920	Res Facility - Children - Staff Operated	2	3	(1)	\$ (13,586)	2	3	(1)	\$ (6,673)
851	Child Day Care	8	5	3	\$ (219)	4	2	2	\$ (5,834)
62	Personal Assistance	127	148	(21)	\$ (3,986)	170	180	(10)	\$ (5,051)
101	Housing Services	8	15	(7)	\$ (1,743)	8	15	(7)	\$ (4,984)
93	Personal Assistance: Parent Coordinated	24	74	(50)	\$ (2,812)	31	73	(42)	\$ (3,220)
24	Reimbursement for services/item per IPP	11	47	(36)	\$ (2,680)	15	34	(19)	\$ (3,021)
117	Specialized Therapeutic Services - 21 & up	4	12	(8)	\$ (8,121)	4	12	(8)	\$ (2,886)
96	Geriatric Facility	10	34	(24)	\$ (2,904)	12	38	(26)	\$ (2,682)
111	Supplemental Program Support - Miscellaneous	2	6	(4)	\$ 2,907	2	6	(4)	\$ (2,281)
615	Behavior Management Assistant	39	92	(53)	\$ 182	47	73	(26)	\$ (2,107)
110	Supplemental Program Support - Day program	66	150	(84)	\$ (1,266)	75	160	(85)	\$ (2,041)
505	Activity Center - DTAC	21	147	(126)	\$ (716)	24	155	(131)	\$ (1,651)
635	Independent Living Specialist	23	73	(50)	\$ 1,360	24	77	(53)	\$ (1,385)
605	Adaptive Skills Trainer	120	99	21	\$ (139)	147	122	25	\$ (1,138)
515	Behavior Management Day Program - BMP	267	572	(305)	\$ (686)	281	576	(295)	\$ (907)
105	Travel Reimbursement	3	7	(4)	\$ (260)	12	16	(4)	\$ (793)
612	Behavior Analyst	32	83	(51)	\$ (475)	38	71	(33)	\$ (697)

The data suggest that in some services (e.g. Supported Living Service, Daytime Activity Center, Behavior Management Day Program) Hispanic individuals utilize services less than do White individuals. Additionally, when utilization by ethnicity is similar for these service codes, the per capita expenditure for Hispanic individuals is less than that for White individuals. The Planning phase will allow time to further analyze utilization, barriers to access, and the person-centered approach to be used with each individual and family.

2. Identify the target population(s). Describe your selection criteria and how the targeted population(s) will be identified. Assess the needs and barriers of the target population and provide any relevant evidence. Identify how the target issue and/or population relate back to your regional center’s POS data.

Target populations

- a. From the analysis conducted our target population includes Hispanic, transition-age youth and adults, age 16-22, and Hispanic adults, age 22 and above, who are authorized to receive one or more of the 20 service codes listed above, residing in San Luis Obispo, Santa Barbara, or Ventura Counties.
- b. For services indicating a large variance in utilization, we will also identify Hispanic individuals, who have authorizations for, but are not utilizing, the identified service(s).

Secondary Target Populations include:

- c. Hispanic families and people served who do not have authorizations in the targeted services. They can provide valuable insights as to their level of awareness about these services, and if aware, why they are not using these services, and what might be useful alternative forms of support.
- d. In FY1516, 40% of the people served by TCRC were Hispanic, with 23% reporting Spanish as their preferred language. Further analysis of our target population will be conducted during the planning phase to determine and address the role of primary language in presenting a potential barrier to accessing services. Spanish-speaking individuals and families are likely to be an additional target population based on the results of this analysis.

The project scope and scale will take into account the geographical demographic of target individuals and families. Resources will be allocated according to where the target population resides. When comparing the data of number of Hispanic individuals served by TCRC in each county, it is consistent with the general population demographics according to the 2015 US Census Bureau.

FY 1516 DEMOGRAPHICS	COUNTY* % HISPANIC OR LATINO	COUNTY* % WHITE – NOT HISPANIC	TCRC** # HISPANIC OR LATINO	TCRC** # WHITE – NOT HISPANIC
SAN LUIS OBISPO COUNTY	22.2%	69.3%	381	1353
SANTA BARBARA COUNTY	44.8%	45.4%	1379	1233
VENTURA COUNTY	42.3%	46.1%	2147	2488

*Quick Facts from US Census Bureau (2015) <https://www.census.gov/quickfacts/table/RHI125215/00>

**TCRC POS Expenditure Data FY1516

In FY1415 there were 630 authorizations to Hispanic individuals being utilized in the 20 identified Service Code (POS Data FY1516). On FY1516 that number grew to 896 but further analysis is needed during the Planning Phase to determine the actual number of unduplicated individuals served in each county. We estimate the number of people impacted by this project to be approximately 400.

Needs and Barriers:

Efforts to engage the public in dialogue about POS expenditures has been ongoing, and include input from POS Data Information Sessions, held at six (6) locations in March and April, 2016. At those meetings members of the public reviewed annual POS data and discussed their observations and suggestions to address variances. All comments were captured and shared with a Strategic Plan Workgroup that is focused on Culturally Competent Services and Supports. This workgroup, comprised of staff from multiple TCRC departments met in May, 2016 to consider and organize the community input into thematic recommendations that would leverage our person-centered philosophy and practices to address needs and reduce potential barriers to accessing services.

The top five (5) priorities identified by staff and community members were:

1. Address language hurdles
2. Conduct dedicated outreach to Hispanic and Spanish-speaking individuals and families
3. Explore feasibility of providing greater flexibility of access and services hours and types
4. Translate and build capacity to deliver Person Centered Thinking and Planning training in Spanish
5. Provide training to regional center and service provider staff on topics of cultural proficiency

In addition, a service provider survey was administered in July, 2016, with thirteen (13) organizations responding, that identified the following items in priority order for ABX2 1 funding:

1. Outreach to potentially underserved populations,
2. Parent or caregiver education programs
3. Pay differential supporting direct care bilingual staff of community-based service providers
4. Additional culturally appropriate service types or service delivery models
5. Cultural competency training for regional center staff

The priorities identified from community members, regional center staff, and service provider were consistent, with the exception of pay differentials for direct care bilingual staff of service providers. This project will address the four priorities that all stakeholder groups had in common. TCRC will continue to explore options related to pay differentials.

3. Provide a brief summary of your public forum, which should include the following information, but not be limited to: date the forum was held, number of attendees, proposed strategies, and public input and comments received in response to the regional center's proposals.

Prior to the forum, TCRC engaged community members in six public meetings to review and discuss possible strategies to address variances in POS expenditure data. TCRC staff then considered input from all communities as well as results from a service provider survey, to identify and prioritize the needs and strategies outlined in this proposal.

Multiple conference calls have occurred with members of Family Resource Centers and Promotoras in each county to research new models of outreach, and to better understand the needs and benefits of a potential partnership.

A public form was held on Friday, **September 9, at 6:00pm in the TCRC Santa Barbara Annex, located at 505 E. Montecito Street, Santa Barbara, CA 93103.** members of the public attended and the following proposed strategies were presented:

1. Address Language Hurdles (TCRC In-Kind):
 - a. Greater use of plain, understandable language in communications
 - b. Consider the use of graphics to help convey information in a more simplified manner for those who have limited reading ability and those who do not have a written language.
2. Dedicated Outreach (ABX2 1 Funding Request):
 - a. Establish a partnership between TCRC, Family Resource Centers, and Promotores in each county to develop a coordinated and person-centered approach to outreach to individuals and families in identified target population(s); engage in enhanced service coordination, education and awareness of regional center services, advocacy training, and linking individuals and families from the target population(s) to Service Coordinators and Family Resource Centers for ongoing support.
3. Feasibility of flexible/new service hours and types (TCRC In-Kind and TBD based on ABX2 1 Project Findings):
 - a. seek business owners who are bi-lingual and bi-cultural to encourage greater vendor choice. Consider this in the outreach and vendorization process
 - b. learn from the experience of this project to explore new service delivery methods and types that better respond to the needs of Hispanic individuals and families age 16-22 and 22+
4. Translate Person Centered Thinking and Planning to Spanish (TCRC In-Kind and in Progress)
 - a. Translate materials and concepts and determine culturally relevant methods of sharing this information and resources; develop the capacity of bilingual, bicultural trainers (staff, providers or FRC personnel) to support this effort

5. Training (TCRC In-Kind FY1617 & FY1718):
 - a. It is important to understand how an individual's culture and ethnic background can influence the dynamics of a relationship and views toward developmental disabilities and associated services. Conduct training for all regional center staff on cultural competence.
 - b. In a second phase provide similar training to regional center staff and service providers
 - c. Conduct cross-training of Service Coordinators, FRC staff, and Promotores in this funded project to ensure consistency of message and increased capacity to build trust in relationships with individuals and families in the target population(s).
 - d. Family Resource Centers, with their increased Spanish language capacity will be able to expand their parent and caregiver education programs and support groups to include services to monolingual Spanish speaking and limited English speaking families.
6. Accessing the community (ABX2 1 Funding Request):
 - a. Leverage existing trust and expertise of Promotores who are already embedded in the community
 - b. Build capacity and resources of FRCs to conduct outreach and engage families at various community venues and events; hire a bi-lingual, bicultural Coordinator at each FRC.
7. Additional culturally appropriate service types or service delivery models (TBD based on ABX2 1 Project Findings)
 - a. With regular collaborative meetings of the partners involved with the Dedicated Outreach efforts, we expect to learn from families about alternatives to existing service types of service delivery models. There will be a mechanism to collect this input and share recommendations with resource developers and to explore possibilities within regional center funding parameters.

The following questions and comments were received in response to the recommendations:

[insert input]

4. Describe the recommendations to reduce service variances:

All of the recommended activities above are interconnected and designed to further understand and eliminate potential barriers to accessing regional center services. Our proposal includes a planning phase during which collaborative partners will further clarify roles, responsibilities, outcomes, strategies, and measures to solidify a coordinated approach to outreach, education, referral and accessing services.

A. What is the strategy for implementing the recommendations or plans? Describe how the proposal will address the reduction of POS disparities.

Partnership

Conceptual discussions about this project have already begun. Representatives from partnering agencies, including, TCRC, Rainbow Family Resource Center, Alpha Resource Center, Parents Helping Parents Family Resource Center, Santa Barbara County Promotores Network, and the Center for Family Strengthening met three times to learn about the Promotor model, explore the benefits of a partnership, and outline the key objectives of this initiative. Mixteco Indigenous Community Organizing Project (MiCOP), the Promotor Agency in Ventura County was notified, but unable to attend the scheduled meetings. Outreach will continue to enlist their participation.

The planning group met with Rose Chacana, Director of Lanterman Regional Center Family Resource Center, who provided valuable information and insights about how the Promotor model has benefitted families in their catchment area. Additionally, Josefa Rios, from the Santa Barbara Promotores Network is the regional representative for Vision y Compromiso, the California statewide network of Promotores, covering the Tri-Counties area. We have great enthusiasm and commitment from all partners to establish this collaborative.

Phase 1: Planning Phase - January-June 2017

Funding will be used to establish a collaborative between TCRC, three Family Resource Centers, and Promotor Agencies in Ventura, Santa Barbara, and San Luis Obispo Counties, to coordinate an approach to conduct outreach to Hispanic individuals and families represented in the target populations, for the purpose of building relationships increasing awareness of generic and regional center services, promoting personal advocacy, and linking them to needed services through the regional center, and to ongoing family support provided by the FRCs.

Infrastructure:

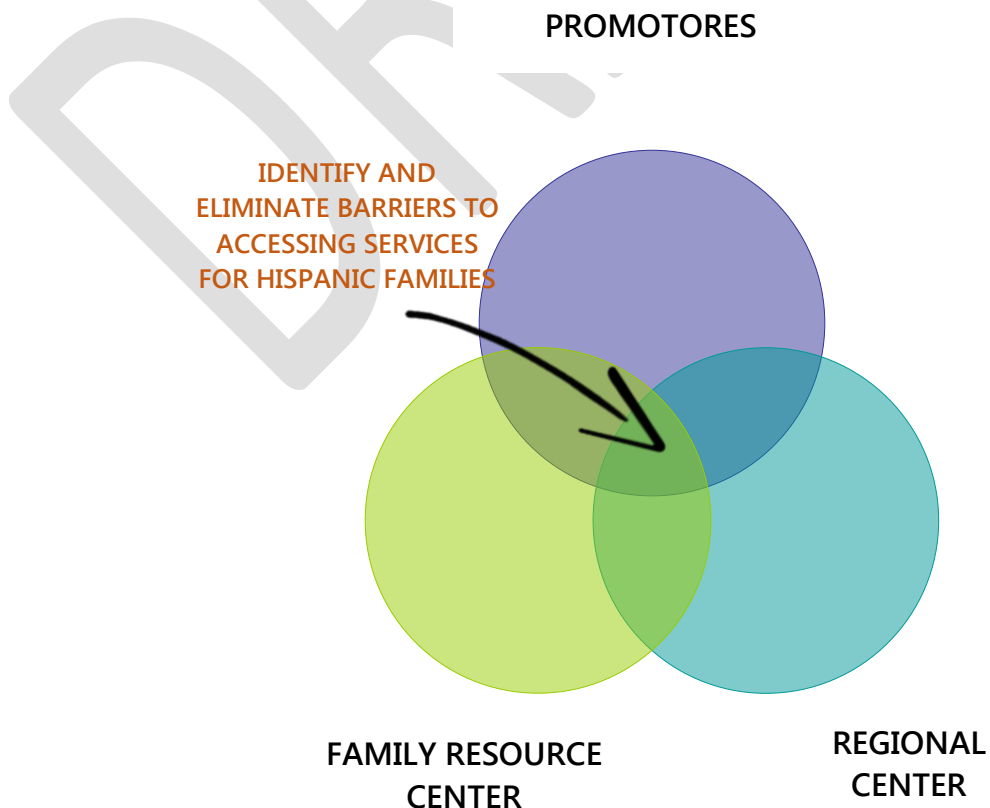
The TCRC Multicultural Specialist will serve as a project coordinator, and will convene and facilitate planning sessions with all partner representatives to

- Establish Coordinating Council that includes partner agencies and Hispanic adults/family representatives.
- Clarify the scope and scale of the project and examine data related to the target population(s).
- Clarify roles and responsibilities of each partner, including FRCs, Promotor Agencies, TCRC Multicultural Specialist, TCRC Service Coordinators, Individuals and Families.
- Agree to project outcomes, indicators of progress and shared measures.
- Define funding relationship and budget allocations for FRCs and Promotor Agencies (contract or FRC carve out).
- Create protocols and associated materials.

- Hire/build capacity of FRC staff and Promotores for the project.
- Begin cross-training participating partners on topics related to developmental disabilities, generic and regional center services, the Promotor model, Five Protective Factors and Principles of Family Support, and Cultural Relevance and Humility

Phase 2: Implementation – July 2017 – June 2018

- Targeted outreach and enhanced case management will launch in July 2018.
- The Coordinating Council will convene quarterly (or more often as needed) during the Implementation Phase to monitor progress, modify based on what is learned, and support the group to remain focused on next steps. The methods used by each FRC to achieve the project objectives may differ based on the unique needs of their respective communities. Shared measures will help tie the project together across all three counties.
- Continue cross-training as needed.
- Supplemental in-kind contributions from TCRC that will benefit this project and support the outcomes include:
 - a. TCRC Multicultural Specialist will provide facilitation and consultation during planning phase, and during quarterly progress meetings during the project period
 - b. TCRC will provide training of regional center staff on topics of cultural proficiency
 - c. TCRC will secure a Media contract to support the modification of TCRC's overview of services to a more visual, easy to understand format



- B. Describe (1) the plan and/or service(s) to be delivered, (2) how the plan and/or service(s) will be delivered, and (3) the anticipated duration of the plan and/or service(s).**

Family Resource Centers

The project will build the capacity of Family Resource Centers (FRCs) in each county to engage in greater outreach and better serve Spanish-speaking individuals and families. Each of three FRCs, Rainbow Family Resource Center of Ventura County, Alpha Family Resource Center of Santa Barbara County, and Parents Helping Parents Family Resource Center of San Luis Obispo County, will each be funded to secure a Spanish-Speaking Coordinator and an administrative assistant. This additional capacity will allow the FRCs to enhance their existing capacity to provide:

1. Information
2. Parent to Parent and Peer Support
3. Education
4. Specialized Case Management
5. Outreach related to generic and disability related services
6. Data collection and evaluation

Promotores

In the Planning phase, it will be determined whether the funding for each Promotor Agency will become a carve out of the FRC allocation or a direct contract with TCRC. This will be based on willingness and ability to manage the funds and reporting requirements.

County-specific Promotores agencies will be essential and equal partners in this collaborative. Promotores, is the Spanish term for “community health workers”. The Hispanic community recognizes Promotores as lay health workers who work in Spanish-speaking communities. Sandra Magana, PhD of University of Illinois, has researched the effectiveness the Promotora model with special needs families. https://www.researchgate.net/profile/Sandy_Magana/publications This model has proven to be highly effective in communities throughout California and recently as demonstrated by the Lanterman Regional Center Promotora project.

The project will utilize the expertise of existing Promotores, already embedded within the community, enhance their skill and knowledge with information about regional center services and the Family Resource Centers, for the purpose of building trust and relationships between individuals with developmental disabilities and their families, Service Coordinators, and Family Resource Centers. Promotores will support an individual and/or family for a period of one year. They will graduate a family after helping them to solidify their relationship with the Service Coordinator and the Family Resource Center, and enhance their skill and confidence for advocacy and navigating the network of services and supports. Promotores will also foster connections to the generic resources in the community, helping individuals and families overcome barriers that might fall outside of what is within the control of the regional center.

Regional Center

Service Coordinators will refer individuals and families to this collaborative, based on their authorization and utilization of the 20 targeted service codes. SCs will meet periodically with the FRC representative and the designated Promotore(a) to coordinate outreach to the family and to monitor progress and action plans. The SC will also assist in capturing the insights and findings from each family and the FRC and Promotore(a) interactions.

The TCRC Multicultural Specialist will serve in a liaison role across all three counties, coordinating regular convenings by person and/or by webinar to share insights, observations, and promising practices. The Multicultural Specialist will also be responsible for coordinating agency wide training initiatives for this project, documenting findings and reporting progress to the regional center and to DDS.

C. Describe (1) the anticipated cost of the plan and/or service(s) and (2) any criteria that will be used to evaluate and monitor the effectiveness of the plan and/or service(s).

1. Anticipated costs (prorated based on population served)

Ventura County - Rainbow Family Resource Center partnering with MiCop (Mixteco Indigena Community Organizing Project) - Promotor Agency (includes 10% contract or carve out for Promotor Agency, salaries, benefits, operating expenses – January 1, 2017-December 31, 2018)	\$375,000
Santa Barbara County - Alpha Resource Center partnering with SBCEO–SBC Promotores Network (includes 10% contract or carve out for Promotor Agency, salaries, benefits, operating expenses – January 1, 2017-December 31, 2018)	\$225,000
San Luis Obispo County - Parents Helping Parents – partnering with Center for Family Strengthening - Promotor Agency (includes 10% contract or carve out for Promotor Agency, salaries, benefits, operating expenses – January 1, 2017-December 31, 2018)	\$150,000
Bilingual Staff Stipend (requested from \$1M allocation)	\$50,000 stipends for SCs involved in this project
Training for Regional Center Staff – Just Communities	TCRC In-Kind (\$20,000) Contribution (FY1617 or FY1718)
Graphic Design and Media Production – Mercury Press	TCRC In-Kind (\$30,000) Contribution (FY1617 or FY1718)
TOTAL FUNDING REQUEST	\$800,000* *\$400K for two years – January 1, 2017 – December 31, 2018) *Inclusive of \$50,000 for bilingual stipends for regional center project staff

Based on the results of this first two-year project, we would like to continue these efforts and expand to other age groups and recipients of other services, as indicated in future POS expenditure data. Therefore, we hope to be able to request additional funding in future years to sustain and expand this partnership.

2. Criteria to evaluate and monitor the effectiveness of the plan and/or service(s).

Determining Measures – in the Planning Phase the collaborative will agree to shared measures and indicators of progress. Possible measures to be considered might include:

- Decrease in number of families in target population that have authorizations that are not utilized
- More equitable representation of Hispanic families across the 20 service codes
- Qualitative input from participating families regarding identified barriers to accessing services
- In addition, a pre and post survey will be administered to participating individuals and families and will include, but not be limited to, the following questions that will be monitored over time to evaluate the impact of the plan.

Sample Pre and Post Questions:

1. How would you rate your ability to access services through Tri-Counties Regional Center?
 - Very easy
 - Easy
 - Difficult
 - Very difficult
2. How would you rate your confidence to access services through Tri-Counties Regional Center?
 - Very confident
 - Confident
 - Not confident
 - Not at all confident
3. Which services are you currently accessing?
 - Independent Living
 - Supported Living Services
 - Residential Services
 - Behavior Management
 - Day Programs
4. What barriers exist to accessing services?
 - Lack of communication from TCRC Service Coordinator
 - Transportation
 - Language barriers

- Lack of communication with Service Provider(s)
- Not sure what services are available
- Busy schedules
- Lack of day care
- Information is not understandable
- Personal or family preference not to access service
- Other

5. What generic / community resource services are you currently using?

- Behavior Intervention
- Related special education services (IEP)
- Transition Planning
- MediCal (SSI)
- California Children's Services (CCS)
- In-Home Support Services (IHSS)
- Transportation Services (by count?)
- Parent Education Workshops – FRC and other
- Community Public Health Services
- Food Banks/ Food Programs
- Housing Assistance
- Financial Assistance
- Behavioral health / Mental Wellness
- Other _____

In addition to the Pre and Post Parent Survey, quantitative and qualitative data will be collected from participating individuals and families to determine the impact of the overall program on their participation in FRC activities, follow through on strategies and recommendations, and utilization of regional center and generic services. The post survey will provide this data as well as personal testimonies.

Additional questions will be developed to evaluate the individual's or family's access to and understanding of information about regional center services.

D. Describe when the regional center(s) will begin plan and/or service implementation. Include what contracts shall be executed with vendors, if applicable, prior to implementation.

The project will begin January 1, 2017 using the following timeline:

- January 1 – June 30: Planning, Contracting and Hiring
- July 1 2017- June 30 2018: Implementation of Coordinated Strategies
- July 1-Dec 31, 2018: Transfer of support to SC and FRC; Evaluation and Reporting of Findings

Contracts will be executed with:

- Tri-Counties Regional Center – Ventura County
 - Rainbow Family Resource Center
- Alpha Resource Center of Santa Barbara – Santa Barbara County
 - Children, Family & Advocacy Services Program
- UCP-SLO – San Luis Obispo County
 - Parents Helping Parents Family Resource Center

In the Planning Phase it will be determined if the allocation for Promotor Agencies will be executed as a contract with the Promotor Agencies in each county, or as a carve out in the FRC contracts. The agencies that will be involved in providing Promotores are:

- Ventura County – Mixteco Indígena Community Organizing Project (MiCOP)
- Santa Barbara County – Santa Barbara County Promotores Network
- San Luis Obispo County – Center for Family Strengthening

E. Describe the process for maintaining records, collecting data, and tracking qualitative and quantitative outcomes

Data tracking methodologies and tools will be developed during the Planning phase. These tools might include, but are not limited to:

- Service Coordinator Referral form
- Intake form
- Individualized Care Plan
- Action Plan
- Case Notes
- Pre and Post Survey
- Qualitative Questionnaire

A Pre and Post Parent survey will be developed to document basic family information on: access to regional center services, and difficulties accessing those services. The Pre Parent Survey will provide a baseline to quantify a family's progress throughout the project. The questions will provide a more in-depth analysis of the barriers that regional center families encounter and an analysis of the results and progress at the close of the project.

Staff evaluations of training

Quantitative and qualitative questions will be included in an evaluation of training initiatives for regional center staff. Participants will be surveyed at the end of the training and after six months to learn how the concepts of cultural proficiency have been applied to their work, and to describe the impact of the training on their overall performance.