Application Report

Applicant Organization: San Gabriel Pomona Regional Center

Project Name: Language and Cultural Accessibility

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

Requested Amount: $985,993.00

Project Summary: SG/PRC's far-reaching aspirations is achieved through its Language and Cultural Competency team that will drive change and create opportunities for continuous improvements through community outreach, assessments, and feedback communication systems. The proposed Operations Staff, will secure internal assessments, develop short-term and long-term goals, and procurement, coordination, and management of projects contracted with external consultants. Additionally, the SG/PRC Language and Cultural Competency team will be responsible for the creation, development of ongoing assessment tools, and communication strategies to gather stakeholder input, guidance, and feedback. The deliverables are staff language, culture and sensitivity training programs embedded as our internal business process, translating SG/PRC documents and informational materials, and policies covering all aspects of SG/PRC's business centers, website, trainings for individuals served and their families and spoken interpretation capabilities to support language and cultural needs. The SG/PRC Language Access and Cultural Competency Project includes a Project Manager, Community Outreach Specialist, Administrative Assistant and Language Access. Additional supports included in the SG/PRC Language Access and Cultural Competency Project will include consultants, interpretation services, translations service, staff training cultural competency, data assessment

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Section Name: Regional Center Profile

Sub Section Name: RC Organization Profile

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

Provide a description of your regional center that includes:

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

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

Applicant Response:

(SG/PRC) serves approximately 15,213 individuals with developmental disabilities, residing within Los Angeles County, El Monte, Pomona, and Foothill Health Districts. SG/PRC maintains vibrancy within its diverse population including Asians 1,569 (10%), African Americans 788 (5%), Filipinos 368 (2%), multiculturals 1,263 (8%), Native Americans (22), Other Ethnicities 401 (3%), Polynesians 15, Hispanics 8,515 (56%), and Whites 2,272 (15%).

The primary languages representing individuals served and their families include, English 10,670 (72.5%), Spanish 3,118 (21%), Asian 739 (5%), Mandarin Chinese 308 (2.1%), Cantonese Chinese 184 (1.3%), while our diversity stretches further in reach-with smaller percentages of languages spoken including Korean, Vietnamese, Japanese, Cambodian, Farsi, Arabic, Armenian, and other Asian dialects.

SG/PRC serves approximately 75 individuals that are deaf or hard of hearing. We do not have data for our LGBTQ population, while we intend to compile information derived from self-disclosure which we may have within records. We are mindful about invading privacy interest of the LGBTQ community as we do our best to fully serve and assess the needs of that segment of our community.

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

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

- Translation(s)

- Language interpretation

- Increase Bilingual staff

- Bilingual service provider recruitment

- Resource development to support those with a primary language other than English

- Other

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

Applicant Response:

- SG/PRC is undergoing an upgrade to its website that will feature the capability to translate all languages found within its service area and spoken languages through spoken voice technology for the deaf and hard of hearing and visual impaired (Recite Me), implemented through many governmental and transportation agencies, such as Ontario and San Diego Airport websites.

- SG/PRC ensures that Individual Program Plans and Individual Family Service Plans are translated into the preferred languages of the individual served or their legal guardians.

- SG/PRC has provided Spanish translation during its Local Self-Determination Committee meetings, and Weekly Zoom Community meetings, and Board meetings via our internal staff.

- SG/PRC has translated letters to all its community that are of important subject matters in English, Spanish, Korean, Vietnamese, and Chinese via our internal staff.

- SG/PRC has developed web-based learning portals (learning about developmental disabilities) for individuals served and their families, in English, Spanish, Vietnamese, Cantonese Chinese, Mandarin Chinese, and Korean.

- SG/PRC has developed web-based learning portals in English and Spanish, related to the Self-Determination Program and orientation processes.

- SG/PRC has recruited and retained Service Coordinators that speak languages including, Spanish, Chinese, Vietnamese, Korean, and we have a staff person that is Deaf and Hard of Hearing.

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Section Name: Language Assessment

Sub Section Name: Language Access and Culture Plan

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1. Applicant Question: Language Data Review

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

- Review data within the organization/staff

- Review with Board Members

- Review with families, community, and stakeholders

- Steps to improve data

- Steps to broadly share data

- Outreach/In-reach efforts to share data

Applicant Response:

SG/PRC intends to increase its bandwidth in delivering services that are tailored to support language and cultural access to IPP and IFSP services and supports, SDP, Admissions & Assessments, Educational, Clinical, and Appeals, including the creation and retention of internal systems to support individuals served and their families. To reach this goal, SG/PRC is proposing operations funding as follows:

Project Manager (Language Access/Cultural Competency Project)

Community Outreach Specialist (Language Access/Cultural Competency Project)

Administrative Assistant (Language Access/Cultural Competency Project)

1. *Language Data Review*

The Language data provided by DDS and created through SG/PRC will be shared through events, created by the mentioned team with all internal staff, SG/PRC Board of Directors and Board Committees; Community Relations/Legislative Committee; Advisory Committee for Individuals Served and Their Families; at weekly Vendor Advisory Committee Meetings, our weekly Community Meetings, LICA meetings, our

Asian, Filipino, Vietnamese, and African American support groups, and our equity partnerships forums. Within these events, we intend to create dialog and encourage discussion to inform SG/PRC of the needs of its community.

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2. Applicant Question: Gathering Stakeholder Input

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

Applicant Response:

- Listening sessions
- Public meetings
- Outreach events
- Surveys
- Other

Applicant Comment:

SG/PRC intends to create community outreach events to reach stakeholder groups to assess the cultural and language needs of the SG/PRC community, relying on Zoom and surveys through both electronic technology (Constant Contact), U.S. mail, and during IFSP meetings, IPP meetings, and quarterly meetings, and as a feature of our Admissions and Assessment process.

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3. Applicant Question: Listening Sessions and Public Meetings

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

Applicant Response:

- Host listening session(s) with self-advocates
- Host listening session(s) with family members
- Host listening session(s) with CBOs
- Host public community meetings
- Partner with CBOs to host a community meeting
- Host interagency meetings with local governmental agencies
- Host meetings with nontraditional community partners
- Other

Applicant Comment:

We envision the survey instruments to be developed in all threshold languages through the internal (SG/PRC Language Access/Cultural Competency Team) and external consultants.

1. *Listening Sessions*

SG/PRC will hold listening sessions as a strategy to gain feedback and guidance as a form of its language assessment process.

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4. Applicant Question: Language Focus in Listening Sessions

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

Applicant Response:

- American Sign Language
- Cantonese Chinese
- Korean
- Mandarin Chinese
- Spanish
- Tagalog
- Vietnamese

Applicant Comment:

SG/PRC will host listening sessions for its Deaf and Hard of Hearing Community, and specific languages, including Spanish, Korean, Vietnamese, Tagalog, Chinese, and other languages contingent upon results of targeted outreach campaigns.

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5. Applicant Question: Survey Recipients

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

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

Applicant Response:

- Self-Advocates/Consumers
- Family Members
- Service Coordinators
- Intake Staff
- Management
- Regional Center Board Members
- Service Providers
- Community Organizations
- Local Governmental Agencies
- Other

Applicant Comment:

SG/PRC will assess the language needs of its community through surveys relying on Zoom, U.S. Mail, (Constant Contact) and in-person meetings with the reach covering all internal staff, SG/PRC's Board and Board Committee Members, Individuals Served, Parent's Place, Vendor Advisory Committee, Community Organizations, and Equity Partners.

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6. Applicant Question: Development of Survey

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

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

Applicant Response:

SG/PRC's language assessment survey will be created and designed by SG/PRC's internal team, with guidance, design, and expertise from external consultants. The data will be stored and analyzed through the internal team (SG/PRC Language Access/Cultural Competency Team).
We intend use the language data to analyze the impact on No or Low POS outcomes where applicable.

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7. Applicant Question: Distribution of Survey

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

Applicant Response:

- Phone
- Email
- US Mail
- Website Link
- Text Message Link
- Virtual Interview

Applicant Comment:

SG/PRC's survey will be distributed during in-person IPP/IFSP meetings, Admissions meetings, and community events (i.e., dental clinic), through Parent's Place, U.S. Mail, Constant Contact, SG/PRC webpage, email, text messages links, etc.
Surveys will be offered in Spanish, Korean, Vietnamese, Chinese, Tagalog, and translated using external consultants.

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8. Applicant Question: Surveys - Language Focus

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

Applicant Response:

- Vietnamese
- Spanish
- Mandarin Chinese
- Korean
- Cantonese Chinese

Applicant Comment:

Surveys will be offered in Spanish, Korean, Vietnamese, Chinese and translated using external consultants.

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9. Applicant Question: Coordinating with Other Regional Centers

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

Applicant Response:

SG/PRC will coordinate meeting with RCOC, FDLRC and ELARC to partner with them regarding strategies, resources, and expertise to refine SG/PRC's plan.

Section Name: Cultural Competency Assessment

Sub Section Name: Cultural Competency Assessment

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

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

- Review data within the organization/staff

- Review with Board Members

- Review with families, community, and stakeholders

- Steps to improve data

- Steps to broadly share data

- Outreach/In-reach efforts to share data

Applicant Response:

Cultural data provided by DDS and created through SG/PRC will be shared through events, created by the mentioned team with all internal staff, SG/PRC Board of Directors and Board Committees; Community Relations/Legislative Committee; Advisory Committee for Individuals Served and Their Families); at weekly Vendor Advisory Committee Meetings; our weekly Community Meetings, LICA meetings, our Asian, Filipino, Vietnamese, and African American support groups, and our equity partnerships forums. Within these events, we intend to create dialog and encourage discussion to inform SG/PRC of the needs of its community.

The cultural, ethnicity and race data provided by DDS and created through SG/PRC will be shared through events, created by the mentioned team with all internal staff, SG/PRC Board of Directors and Board Committees; Community Relations/Legislative Committee; Advisory Committee for Individuals Served and Their Families; at weekly Vendor Advisory Committee Meetings, our weekly Community Meetings, LICA meetings, our Asian, Filipino, Vietnamese, and African American support groups, and our equity partnerships forums. Within these events, we intend to create dialog and encourage discussion to inform SG/PRC of the needs of its community.

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2. Applicant Question: Gathering Stakeholder Input

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

Applicant Response:
- Listening Sessions
- Public meetings
- Outreach Events
- Surveys
- Other

Applicant Comment:

SG/PRC intends to create community outreach events to reach stakeholder groups to assess the cultural competency needs of the SG/PRC community, relying on Zoom and surveys through both electronic technology (Constant Contact), U.S. mail, and during IFSP and IPP meetings, and quarterly meetings, and as a feature of our Admissions and Assessment process. We envision the survey instruments to be developed in all threshold languages through the internal and external consultants.

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3. Applicant Question: Listening Sessions and Public Meetings

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

Applicant Response:

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

Applicant Comment:

SG/PRC will hold listening sessions as a strategy to gain feedback and guidance as a form of its culture, ethnicity, and race assessment process.

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4. Applicant Question: Ethnicity Focus in Listening Sessions

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

Applicant Response:

- American Indian or Alaska Native
- Asian
- Black/African American
- Deaf and Hard of Hearing
- Hispanic
- LGBTQ+
- Native Hawaiian or Other Pacific Islander
- Other Ethnicity or Race / Multi-Cultural
- Other Culture
- Other

Applicant Comment:

SG/PRC will offer listening sessions for its Deaf and Hard of Hearing Community, and focused on specific cultures, ethnicities, and races, including Spanish, Korean, African American, Vietnamese, Filipino, Chinese, and other cultures, ethnicities, and races contingent upon results of targeted outreach campaigns.

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5. Applicant Question: Survey Recipients

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

Applicant Response:

- Self-Advocates/Consumers
- Family Members
- Service Coordinators
- Intake Staff
- Management
- Regional Center Board Members
- Service Providers
- Community Organizations
- Local Governmental Agencies
- Other

Applicant Comment:

SG/PRC will assess culture, ethnicity and race needs of its community through surveys relying on Zoom, U.S. Mail, (Constant Contact) and in-person meetings with the reach covering all internal staff, SG/PRC's Board and Board Committee Members, Individuals Served, Parent's Place , Vendor Advisory Committee, Community Organizations, and Equity Partners. Surveys will be offered in Spanish Korean Vietnamese Chinese, Tagalog, and the preferred language of the individual served or their parent.

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6. Applicant Question: Development of Survey

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

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

The Department will review all surveys before distribution.

Applicant Response:

SG/PRC's culture, ethnicity, and race assessment survey will be created and designed by SG/PRC's internal team, with guidance, design, and expertise from external consultants. The data will be stored and analyzed through the internal team (SG/PRC Language Access/Cultural Competency Team).
We intend to use the culture, race, and ethnicity data to analyze the impact on No or Low POS outcomes where applicable. Survey in Spanish, Korean, Vietnamese, Tagalog, Chinese and the preferred language.

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7. Applicant Question: Distribution of Survey

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

Applicant Response:

- Phone
- In-person interview
- Email
- US Mail
- Website Link
- Text Message Link
- QR Code
- Virtual Interview
- Other

Applicant Comment:

SG/PRC's survey will be distributed during in-person IPP/IFSP meetings, Admissions meetings, and community events (i.e., dental clinic), through Parent's Place, U.S. Mail, Constant Contact, SG/PRC webpage, email, text messages links, etc.
Surveys will be offered in Spanish, Korean, Vietnamese, Chinese, Tagalog, and translated using external consultants.

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8. Applicant Question: Surveys - Language Focus

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

Applicant Response:

- American Sign Language
- Cantonese Chinese
- Korean
- Mandarin Chinese
- Spanish
- Tagalog
- Vietnamese

Applicant Comment:

Surveys will be offered in Spanish, Korean, Vietnamese, Chinese, Tagalog and translated using external consultants.

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9. Applicant Question: Coordinating with Other Regional Centers

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

Applicant Response:

SG/PRC will coordinate meetings with RCOC, FDLRC and ELARC to partner with them regarding strategies, resources, and expertise to refine SG/PRC's plan.

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10. Applicant Question: Culturally Competent Language Interpretation

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

Applicant Response:

SG/PRC will translate and interpret both its Language and Cultural Assessments results and plans and offer them in English, Spanish, Korean, Vietnamese, Chinese and Tagalog, and rely on Deaf and Hard of Hearing interpreters for it Deaf and Hard of Hearing Communities.
SG/PRC will offer language and culturally competent service delivery through the plan created by the SG/PRC Language and Cultural Competency Team and external consultants, coalescing survey and listening session outcomes, and feedback received. The plan will include translation services and supports for agency operational functions, forms, and materials, and interpretation services for SG/PRC community sponsored trainings, seminars and informational sessions covering all aspects of SG/PRC service delivery.

Section Name: Language Access and Culture Plan

Sub Section Name: Language Access and Culture Plan

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1. Applicant Question: Regional Center Staffing

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

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

Applicant Response:

SG/PRC's far-reaching aspirations is achieved through its Language and Cultural Competency team that will drive change and create opportunities for continuous improvements through community outreach, assessments, and feedback communication systems. The proposed Operations Staff, will secure internal assessments, develop short-term and long-term goals, and procurement, coordination, and management of projects contracted with external consultants. Additionally, the SG/PRC Language and Cultural Competency team will be responsible for the creation, development of ongoing assessment tools, and communication strategies to gather stakeholder input, guidance, and feedback.

Attachment:
Language Access & Cult Plan.docx - WORD DOCUMENT

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2. Applicant Question: Consultants

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

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

Applicant Response:

Assessment / Discovery - TBD (Master's Degree Level or Higher)

- Contract for Spanish Listening Session - Language, Culture, Ethnicity, Race

- Contract for Korean Listening Session - Language Culture, Ethnicity, Race

- Contract for Vietnamese Listening Session - Language, Culture, Race

- Contract Chinese Listening Session - Language, Culture, Race

- Contract Tagalog Listening Session - Language, Culture, Race

- Contract African American Listening Session - Culture, Ethnicity Race

- Contract Listening Session - Deaf and Hard of Hearing

- Contract Listening Session - LGBTQ

- See attachment for all the details.

Attachment:
Consultants.docx - WORD DOCUMENT

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3. Applicant Question: Language Access and Cultural Goals

Timelines for completion of your language assessment and the development of your Language Access and Culture Plan will include short-term and long-term goals that may extend beyond a fiscal year. Provide at least one long-term goal and at least 2 short-term goals. All RC Language Access and Cultural Competency Plans and reports will be due as follows:

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

Applicant Response:

Short-Term Goals

- Recruitment and Hiring of Staff to Support SG/PRC's Language and Access & Cultural Competency Plan.

- A milestone chart of activities detailed in the plan / Data Sharing Meetings / Listening Sessions and Consultant procurement.

- Community Meetings, and Introductions of SG/PRC's Language and Access Cultural Competency Team with DDS, community partners, flyers, and Constant Contact.

- Procurement of consultants to implement data sharing, listening sessions, and surveys.

- Implementation of pay differential for staff that are bi-lingual.

- Securing consultant for data analysis systems and programs as stated in the SG/PRC plan for surveys, listening sessions, and community outreach.

Long-Term Goals

- Data sharing meetings, listening sessions, and surveys as detailed in the plan and aligned with milestone chart to be developed by SG/PRC team.

- Meetings with staff, individuals served and their families, service providers and community partners regarding SG/PRC's plan and feedback received from listening sessions and surveys.

- Securing consultants for interpretation and translation services.

- Securing consultant for staff cultural competency trainings.

- Creating a staff cultural competency training program as part of SG/PRC's business process.

- Data systems, bridges, and ability to connect activities through data to outcomes, based on annual survey.

- Annual survey strategy.