

Valley Mountain Regional Center

FY 2017/2018 POS Data Expenditure presentation & Information Meeting

Date: Tuesday, March 5, 2019

Location: ATCAA 427 N. Highway 49, Sonora

Meeting Minutes

This year Valley Mountain Regional Center conducted three different public meetings specifically addressing the Purchase of Service Disparity Report for the Fiscal Year 2017-2018. The meetings were held on March 05, 2019 in Tuolumne County; March 16 in Stanislaus County and March 30 in San Joaquin County.

Attendance: Calaveras County: 9 Stanislaus County 24 San Joaquin 19

There was a total of 52 people who attended all of the meetings

The first of the three public meetings occurred on 3/5/19 in Sonora. The following synopsis demonstrates the substance of the meeting.

Carlos Hernandez Jr., VMRC's Cultural Specialist, began the meeting by welcoming participants and leading introductions. Mr. Hernandez shared the agenda for the public meeting.

Mr. Hernandez provided the presentation in English and Spanish. All materials for the meeting were made available in English and Spanish.

In attendance were persons receiving services, parents, vendor staff, and VMRC staff.

3 – Parents (Hispanic) 3 Tuolumne County

3 – VMRC Staff (1 Hispanic, 2 White staff) 2 Staff Tuolumne County, 1 Staff All 5 Counties

1 – SCDD staff (White) All 5 Counties

1 – Family resource Network Staff (White) All 5 Counties

1 – ATCAA Agency Staff (White) Tuolumne County

Mr. Hernandez provided an introduction for the POS expenditure data presentation and mentioned that two handouts were provided in English and Spanish which was the POS Data presentation and a workshop form "What's Working / What's Not Working". Mr. Hernandez continued to provide a brief summary of VMRC demographics, counties covered, number of individuals served, POS funding for FY 2017/18 and the number of Service Coordinators and number of Bilingual Spanish-speaking Service Coordinators. Mr. Hernandez then explained the purpose of the presentation and the data being presented and why consumer and family feedback is very important. The Cultural Specialist explained that the "Primary Goal for VMRC is to meet the Consumer's Needs. Data was provided by DDS for regional centers to access and utilize the same report format. VMRC's reports were generated and posted on VMRC's website by December 2018, as required by law.

Mr. Carlos Hernandez clarified the ethnic, age and primary language data in some detail, and advised that variance in expenditures is occurring throughout the regional center system. Mr. Hernandez stated that people receiving services self-identify according to the categories provided by the State of California on all intake documents. Mr. Hernandez shared the VMRC Staff Ethnicity by percent and compared the data with 2016, 2017, 2018; the data showed that VMRC has significant growth within the Asian Staff. The White staff has stayed stagnant and the Hispanic staff has reduced approx. 1% within the last 2 years. Mr. Hernandez shared information on VMRC Consumers by Ethnic Group: Fiscal Years 2016, 2017, and 2018 were compared. The information revealed that by July 2018 VMRC Hispanic consumers surpassed the White consumers in growth of whom are being served by Regional Center. Mr. Hernandez provided examples of the Asian community and shared some examples why the Asian community is low on the chart. Average cost of services for persons served by ethnicity and age: The data depicted the highest per capita expenditures for ethnicities was for persons age 22 and over. One of the parents asked why Early Start is higher per capita cost than Children's units. The Cultural Specialist expounded that for Early Start and the age category of 3-21 years of age, here are a few reasons and one of them might be the fact that by the age of 3-22 the school begins to offer the services that regional centers offered when child was in Early Start.

Breakdown of various categories was reviewed and discussed.

Consumers with no purchase of service by ethnicity is as follows:: In FY 16' 17' 18' the Native American community remains the same. The Hispanic group increased by 70 consumers who do not have Purchase of Services. The Asian group increased by 33 and the Caucasian group showed that people without POS have slightly reduced.

Cost of services billed based on where person serve lived: The graph depicted that most people receiving services live in the family home with a parent or guardian. The chart depicted that the next largest categories of residence type were for Independent/Supported Living and Community Care facilities. It was explained that it is more costly living in a Community Care facility than living with their families.

Graph Cost of Services per persons by residence type: The Cultural Specialist compared cost of living in a CCF and family home. The graph illustrated the cost by residence type and age category. Overall, POS expenditures for FY 17/18 for those who identified as White/Caucasian were higher than those who identified as Hispanic, although the total number of people served in the Hispanic category was higher by 288 Consumers. The White/Caucasian category received double the amount in Total Expenses and in Total Authorized services than the Hispanic population.

Total Authorizations noted for the White population vs. threshold ethnicity of Hispanic: Whites/Caucasian's total authorized was \$95,564,243. Hispanics total authorized was \$55,019,557. A difference of \$40,544,686 in total authorizations.

Total Expenses noted for VMRC's White population vs. threshold ethnicity of Hispanic population: Whites \$92,061,791 > Hispanics \$45,795,760 Difference of \$46, 266,031 in total Expenses.

Mr. Hernandez then presented data on persons served by primary language and per capita spending by primary language: Over 76% of people served by VMRC indicated their primary language is English, followed by approximately 23% for Spanish and the remainder for other languages. Per capita expenditures for persons with English as their primary Language were higher than those with Spanish as their primary language. Cultural Specialist Carlos Hernandez shared information about what the data presented tells us. POS variances exist but it does not answer the reason why services are being used, or why services are not being used. It was explained to families that more information is needed and how important it is for families to share their concerns with Valley Mountain Regional Center to learn from one another.

Mr. Hernandez Shared Community feedback & Responses and explained that VMRC has gathered a list of community concerns and is working on addressing them. A few examples:

- Lack of information about regional center services, disabilities, resources, information in Spanish or access, misunderstandings
- Language barriers: vendors lack staff that speak Spanish, vendors cannot offer competitive wages, lack of commitment to bilingual staff
- Lack of trainings in the area of services offered
- Front lobby not welcoming and intimidating to new clients
- Lack of IEP advocacy, Service Coordinators not getting adequate training
- Families not understanding child's diagnosis
- Families not trusting the system due to the political climate
- Legal status may make some people wary of requesting services
- Not enough socialization / sports
- Many services such as respite don't fit within the culture or meet the needs of the community

Cultural Specialist informed the audience that VMRC is making a difference in the community, such as community outreach and Committee's within VMRC to address issues shared by families Cultural Specialist Carlos Hernandez informed the public that VMRC in 2016-2017 VMRC applied for grants to help reduce disparities such as the ABX2-1

In FY 2016-17 VMRC was awarded \$441,600 in funding to address disparity through the following projects:

1. Staff Training – provided Person Center Training, Cultural Competency - Completed
2. Promotora – ATCAA, Gamaliel of California over 48 Families are still active in training other families.
3. Community Outreach Project - Over 60 Community Outreaches / Cultural Event Over 600 People in attendance
4. Translated Documents – 15 Languages / 20 documents
5. Translator System – 400 people have used translator equipment
6. Bilingual pay for vendor staff – 20 Children and 17 families. These families are still able to access Spanish-speaking staff

7. The frequency and duration of the trainings and information for parents have decreased due to lack of funding

In FY 2017-2018 VMRC applied for \$559,000 but was awarded \$30,000 for continued community outreach efforts.

Closing-

Mr. Hernandez shared information about what the data presented, tells us. POS spending variances exist but the data does not answer why variances exist. More information is needed. The data does not indicate that people's needs are not being met. VMRC honors personal choice and follows a stringent person centered planning process with persons needs identified in the IPP.

Mr. Hernandez then proceeded to facilitate a small group workshop which consisted of them filling out form "What's Working / What's Not Working" which is used in Person Centered training. Families filled out forms and a few asked if they had to put their names on the form. Cultural Specialist replied with "No you do not have to put your name on the form".

WHAT'S WORKING / NOT WORKING – 2 PERSPECTIVES –WORKINGIN TEAM'S OF 2

(Forms attached for documentation efforts)

WHAT'S WORKING

VMRC has many benefits that our children deserve and they have appropriate evaluations

1. Trainings in Spanish
2. VMRC provides specific explanations about the services. so parents are much more informed and prepared to choose an education plan for their children
3. Having meetings in all 5 counties
4. Person centered planning training
5. VMRC collaborating with SAC6, SCDD, FRN, DRC/OCRA
6. IEP Trainings FRN/SCDD in Spanish is helpful
7. List of services regional center can pay – in other languages is helpful
8. ABA Therapy provided for my son

NOT WORKING

1. Several services that would benefit our children are not available in or area.
2. Too high ratios for Service Coordinators

3. Parents don't know the services available
4. In rural areas there is a lack of service providers
5. Loss of communication with the equipment
6. Loss of communication with the results of the goals or disinterest in the cases by VMRC
7. Not notifying families of service coordinator changes in a timely manner
8. SC not having what services are available
9. Cultural Events in San Joaquin, Stanislaus County need to do rural Counties maybe smaller scale
10. Communication is the keys when it breaks down its frustrating
11. Families are scared to say their child needs a lot of help. Human Element
12. More community Trainings; Families do not have enough training. Families want training informing that you can't "catch" a disability.
13. Need to educate communities
14. Need more "SIB Shops" maybe family shops
15. My SC does not return my calls
16. My new Service Coordinator never called me to inform me she was new
17. I was not informed of the Service coordinator change
18. My service coordinator did not find me a respite provider
19. My service coordinator never gave me information on how to help my child's needs.
20. VMRC and Service Coordinator never answer their phones.

Stakeholder Questions and Input:

Carlos Hernandez opened up the meeting for questions and answers.

Parent shared that she is thankful for VMRC educating parents which in turn has helped her find services for her child. Parents asked when they could possibly have "Coffee with the Boss" up in the rural areas. Cultural Specialist Mr. Hernandez responded that they would set up a meeting as soon as possible. In order to bring the program to rural areas.

VMRC Plans and recommendations to address identified disparities

Facilitator Carlos Hernandez informed the public that VMRC would continue its efforts on minimizing disparities within our catchment areas. Cultural Specialist mentioned the following efforts:

1. VMRC will continue a regional center awareness campaign via the local Speaker's Bureau presentations at various community venues, as well as **event participation**, Coffee with the Boss, **and** parent leadership trainings.
2. VMRC will keep working on instant communications for our consumers and families using all social media platforms. Through continued creation and maintenance of bilingual outlets, we hope to increase access to information for current and potential consumers and families. Additionally, trainings and electronic equipment access needs will be addressed to ensure use.
3. VMRC will provide trainings in the community at places families feel comfortable (parks, libraries, etc.).
4. VMRC will continue to provide adequate **translators** and translation equipment to communicate with all of our consumers and families.
5. VMRC will develop testing methods for bilingual staff to ensure competency when communicating verbally or in writing with consumers and families.
6. VMRC will create a calendar and list all trainings and events on the agency website.
7. VMRC will host an Annual Cultural event, bringing together people of all ethnicities and cultures, in an effort to provide needed information and **numerous** community resources.
8. VMRC will continue to help families understand their IEP documentation and attend meetings with families.
9. VMRC will develop a "Lifetime/Timeline" training film to demonstrate the processes and services provided throughout a consumer's lifetime. Translation of the training film to occur upon completion.

Carlos Hernandez concluded the meeting at approximately 1:20 pm

Valley Mountain Regional Center

FY 2017/2018 POS Data Expenditure presentation & Information Meeting

Date: Thursday, March 16, 2019

Location: Valley Caps 1900 Blue Gum Ave #B, Modesto Ca 95358

1:30am – 2:30pm

Meeting Minutes

Carlos Hernandez Jr., VMRC's Cultural Specialist, began the meeting by welcoming participants and leading

Introductions. Mr. Hernandez shared the agenda for the morning.

Spanish speaking presenter. All materials for the meeting were made available in English and Spanish.

In attendance were persons receiving services, parents, vendor staff, and VMRC staff.

17 - Self- Advocates 6 White, 2 Latino, Middle Eastern 1, Multi1, Unidentified 7

5 – VMRC Staff (2 Hispanic, 2 White staff, 1 Multi)

1 – SCDD staff (White) All 5 Counties

1 - Office Of Client Rights Staff White

Following is a summary of the public meeting that occurred on 3/16/19:

Mr. Hernandez provided an introduction for the POS expenditure data presentation and mentioned that two handouts were provided in English and Spanish which was the POS Data presentation and a workshop form “what’s working / what’s not”. Mr. Hernandez continued to provide a brief summary of VMRC demographics, counties covered, number of individuals served, POS funding for FY 2017/18 and the number of Service Coordinators and number of bilingual Spanish speaking Service Coordinators. Mr. Hernandez then explained the purpose of the presentation and the data being presented and why consumer and family feedback is very important. Ethnic, age and primary language data in some detail, and advised that variance in expenditures is occurring throughout the regional center system. Mr. Hernandez stated that people receiving services self-identify according to the categories provided by the State of California on all intake documents.

Cultural Specialist shared how the “Money Flows”

1. The state of California and the federal Government gives money to the budget of health and human services
2. Who then gives money to the budget of DDS who gives money to the 21 regional centers. Valley Mountain Regional Center covers this local 5-county catchment area.

The Cultural Specialist explained that the “Primary Goal for VMRC is to meet the consumer’s needs. Data was provided by DDS for regional centers to access and utilize the same report format. VMRC’s reports were generated and posted on VMRC’s website by December 2018, as required by law.

VMRC Staff

Mr. Hernandez spoke about VMRC Staff Ethnicity by percent and compared the data with 2016, 2017, 2018; the data showed that VMRC has significant growth among Asian staff. The White staff has stayed stagnant and the Hispanic staff has reduced approx. 1% within the last 2 years.

VMRC Consumers by Ethnic Group

Mr. Hernandez shared information on VMRC Consumers by Ethnic Group: Fiscal Years 2016, 2017, and 2018 were compared. The information revealed that by July 2018 VMRC Hispanic consumers surpassed the White consumers in growth of whom are being served by Regional Center. Mr. Hernandez provided examples of the Asian community and shared some examples of why the Asian community is low on the chart

- The Green graph line is the Caucasian line and it has stayed the same with slow growth
- Blue line: is the Hispanic group and it has surpassed and continue to climb over the Caucasian group
- Yellow line: is the Asian group which is climbing very slowly.

Average Cost of Services for Persons Served by Ethnicity and Age

Average cost of services for persons served by ethnicity and age: The data depicted the highest per capita expenditures for ethnicities was for persons age 22 and over. One of the parents asked why Early sSart is higher per capita cost then the Children unit. Cultural Specialist expounded that for early start and the age category of 3-21 years here are a few reasons and one of them might be the fact that by the age of 3-22 the school begins to offer the services that Regional centered offered when child was in Early Start.

Consumers with no purchase of service by ethnicity:

Amount Spent and Authorized Services By Ethnicity or Race

In FY 16’ 17’ 18’ the Native American community remains the same. The Hispanic group increased by 70 consumers who do not have Purchase of services. The Asian group increased by 33 with people without Purchase of Services. The Caucasians group showed that people without POS have slightly reduced

Total Authorizations:

- Whites Total Authorized \$95,564,243
- Hispanics Total Authorized \$55,019,557
- Difference of \$40,544,686 in total authorized services.

In Total Expenses

- Whites \$92,061,791
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Cost of services billed based on where person serve lived

The Cultural Specialist mentioned that folks receiving services live in the family home with a parent or guardian. The chart depicts that the next largest categories of residence type were for Independent/Supported Living and Community Care facilities. It was explained that it is more costly living in a Community Care Facility than it would be living with their families.

Cultural Specialist compared Cost of Living in a CCF and family home. The Graph illustrated the cost by residence type and age category. Overall, POS expenditures for FY 17/18 for those who identified as White were higher than those who identified as Hispanic, although the total number of people served in the Hispanic category was higher by 288 Consumers. The White category received double the amount in total expenses and in total authorized services then the Hispanics.

Mr. Hernandez informed information about persons served by primary language and per capita spending by primary language. Over 76% of people served by VMRC indicated their primary language is English, followed by approximately 23% for Spanish and the remainder for other languages. Per capita expenditures for persons with English as their primary language were higher than those with Spanish as their primary language.

Cultural Specialist Carlos Hernandez shared information about what the data presented, tells us. POS variances exist but it does not answer the reason why services are/are not being used. It was explained to families that more information is needed and how important it is for families to share their concerns with Valley Mountain Regional Center to learn from one another.

VMRC wants to be fair to all “What does this mean?”

- VMRC wants to provide services for all
- That all VMRC Service Coordinators will know about all services
- VMRC will continue community outreach
- Material in different languages
- Staff will speak different languages and translate

Mr. Hernandez then proceeded to facilitate a small group workshop which consisted of them Filling out form “What’s working / what’s not” which is used in Person Centered training. Families filled out forms and a few asked if they had to put their names on the form. Cultural Specialist replied with ” No you do not have to put your name on the form”.

WHAT'S WORKING / NOT WORKING – 2 PERSPECTIVES –WORKINGIN TEAM'S OF 2

(Completed forms are attached)

WHAT'S WORKING

1. People who are listening to me and service coordinators acting on it
2. VMRC is being more accessible
3. Coordinator advocates for me
4. Service Coordinator gets back to me in a timely manner
5. Good transportation and advocating
6. Communication with SC
7. Outreach program/activities
8. Programs day programs
9. Low cost health care
10. VMRC helps me with day program
11. Vocational training through day program
12. Residential services
13. Transportation Services
14. Day program services
15. Provides busing to day program
16. Day Program Transportation gives consumer something to do
17. Case Management – Supportive available for Calls
18. DME- the fact there is an option
19. Possible vision services (Glasses)

NOT WORKING

1. Putting in a call but not getting in contact right away back. That's frustrating!!
2. Set up your phone and let people know you're away or so many days. (VOICEMAIL)
3. Monthly send account amount bank statement to consumers so they know how much they have
4. Service Coordinators change too often
5. Not enough notice of change of coordinator
6. Notify clients when SC goes on vacation
7. Would like to be more involved in hiring & advocating
8. More trainings include SAC6 members in trainings
9. More recreation to do in the weekend
10. More transportation on weekends
11. SC to visit day program more
12. More Choices in day programs
13. More employment services
14. More options to healthcare
15. Dental providers and vision

16. Help Sac6 with trainings more contact from services coordinators
17. Quicker response to messages left with SC
18. Sac6 new employer orientation
19. More funding higher pay for day program staff
20. Hear consumer voices more often and get them more involved in decision making
21. More staff at day programs
22. More job coaches available
23. Consumers wanting to earn more money, more work, so they can buy cars and afford housing
24. More budgeting trainings needed along with community based trainings
25. More respite hours wanted
26. More frequent visits from Service Coordinators
27. Wanting to discuss better services for consumers
28. New office at VMRC
29. Invite SAC6 for presentation
30. VMRC staff should come to day program more often
31. More work program more vans for day program
32. More staff at day program
33. Short staff
34. SC's checking in more
35. More activities / involvement
36. SC's more involved more monitoring
37. DME Needs not addressed too long to receive

VMRC keeps working very hard to a better job of serving the whole VMRC Community!

VMRC hired Carlos Hernandez Jr as their first ever Cultural Specialist! He gets to represent VMRC out in the community and tell people about the service and supports VMRC offers.

Cultural Specialist informed the audience that VMRC is making a difference in the community, such as Community outreach and Committee's within VMRC to address issues shared by families Cultural Specialist Carlos Hernandez informed the public that VMRC in 2016-2017 VMRC applied for grants to help reduce disparities such as the ABX2-1

In FY 2016-17 VMRC was awarded \$441,600 in funding to address disparity through the following projects:

1. Staff Training – Trainings provided Person Center Training, Cultural Competency - Completed
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4. Translated Documents – 15 Languages / 20 documents

5. Translator System – 400 people have used translator equipment
6. Coffee Connections at VMRC – One one one Conversations between Director and families
7. Bilingual pay for vendor Staff – 20 Children and 17 families these families are still able to access Spanish speaking staff

In FY 2017-2018 VMRC applied for \$559,000 but was awarded \$30,000 for continued Community Outreach efforts.

Discussions:

Self-advocate asked that she would like to have Coffee with the Boss Tony Anderson.

Self-advocate informed the rest of the self-advocate how important the use of your voice is. “Fight for your rights”

VMRC Plans and recommendations to address identified disparities

Facilitator Carlos Hernandez informed the public that VMRC would continue its efforts on minimizing disparities within our catchment areas. Cultural Specialist mentioned the following efforts:

1. VMRC will continue a regional center awareness campaign via the local Speaker’s Bureau presentations at various community venues, as well as **event participation**, Coffee with the Boss, **and** parent leadership trainings.
2. VMRC will keep working on instant communications for our consumers and families using all social media platforms. Through continued creation and maintenance of bilingual outlets, we hope to increase access to information for current and potential consumers and families. Additionally, trainings and electronic equipment access needs will be addressed to ensure use.
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9. VMRC will develop a “Lifetime/Timeline” training film to demonstrate the processes and services provided throughout a consumer’s lifetime. Translation of the training film to occur upon completion.

Closing- Carlos Hernandez concluded the meeting at approximately 1:20 pm

Valley Mountain Regional Center

FY 2017/2018 POS Data Expenditure presentation & Information Meeting

Date: Thursday, March 27, 2019

Location: PCS Lodi 651 North Cherokee Lane Lodi, Ca 95240

8 pm – 9pm

Meeting Minutes

Carlos Hernandez Jr., VMRC’s Cultural Specialist, began the meeting by welcoming participants and leading

Introductions. Mr. Hernandez shared the agenda for the morning.

Presentation was given in English with a Spanish translator present.

Spanish speaking presenter. All materials for the meeting were made available in English and Spanish.

In attendance were persons receiving services, parents, vendor staff, and VMRC staff.

10 - Parents 8 Latino parent, 1 White, 1 Latino interpreter

2- Self advocate White

3- Chose not to self-identify

2 – VMRC Staff (1 Hispanic, 1 White staff)

1 - Office of Client Rights Staff White

1 – Multi Cultural

The following is a summary of the public meeting held on 3/27:

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Consumers with no purchase of service by ethnicity:

Amount Spent and Authorized Services By Ethnicity or Race

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VMRC wants to be fair to all “What does this mean?”

- VMRC wants to provide services for all
- That all VMRC service Coordinators will know about all services
- VMRC will continue community outreach
- Material in different languages
- Staff will speak different languages and translate

Mr. Hernandez then proceeded to facilitate a small group workshop which consisted of them Filling out form “What’s working / what’s not” which is used in Person Centered training. Families filled out forms and a few asked if they had to put their names on the form. Cultural Specialist replied with “No you do not have to put your name on the form”.

(Attached are the documents completed at the meeting by participants)

WHAT’S WORKING / NOT WORKING – 2 PERSPECTIVES –WORKINGIN TEAM’S OF 2

WHAT’S WORKING

1. Service Coordination
2. Medic Alert
3. Respite

4. Thank you for having interpreters
5. Some of my SC's would listen to me when I Run my meetings or plan my IPP Meeting
6. My SC has helped when understanding what I want
7. SC Helped me understand
8. You learn a lot about the development of your kids
9. VMRC Motivates us as parents that we are the best advocates for our children
10. They teach us parents resources for our children

NOT WORKING

1. Translators don't help parents enough. Translators get frustrated when parents don't understand difficult terminology
2. When parents need Service Coordinators the Translator always takes a long time to contact SC
3. Long process to approve VMRC Services
4. I can't find someone to provide respite. Please help me find one
5. Service coordinators need more training in IEP and respite services.
6. The process of getting services approved
7. I have too many Service coordinators (High Turnover)
8. We do not know what services there is
9. We would like to know who the agencies are that provide services
10. Would like to know the process to approve services
11. I believe VMRC receive a lot of money for just them to be helping in IEP
12. My son only receives 1 visit a year. Would like more visits through the year
13. Service Coordinators don't inform families about all services VMRC provides

In FY 2017-2018 VMRC applied for \$559,000 but was awarded \$30,000 for continued Community outreach efforts.

Discussions:

- Parent group informed that they see the efforts VMRC is placing on the community
- Cultural Specialist informed families that their voices are very important to keep asking or talk about any concerns they might have.
- Self - Advocate informed the group that sometimes it's confusing to have so many Service Coordinators. Cultural Specialist informed him that VMRC has started a committee in order to provide training to new staff in order to try to retain staff.

VMRC Plans and recommendations to address identified disparities

Facilitator Carlos Hernandez informed the public that VMRC would continue its efforts on minimizing disparities within our catchment areas. Cultural Specialist mentioned the following efforts:

1. VMRC will continue a regional center awareness campaign via the local Speaker's Bureau presentations at various community venues, as well as **event participation**, Coffee with the Boss, **and** parent leadership trainings.
2. VMRC will keep working on instant communications for our consumers and families using all social media platforms. Through continued creation and maintenance of bilingual outlets, we hope to increase access to information for current and potential consumers and families. Additionally, trainings and electronic equipment access needs will be addressed to ensure use.
3. VMRC will provide trainings in the community at places families feel comfortable (parks, libraries, etc.).
4. VMRC will continue to provide adequate **translators** and translation equipment to communicate with all of our consumers and families.
5. VMRC will develop testing methods for bilingual staff to ensure competency when communicating verbally or in writing with consumers and families.
6. VMRC will create a calendar and list all trainings and events on the agency website.
7. VMRC will host an Annual Cultural event, bringing together people of all ethnicities and cultures, in an effort to provide needed information and **numerous** community resources.
8. VMRC will continue to help families understand their IEP documentation and attend meetings with families.
9. VMRC will develop a "Lifetime/Timeline" training film to demonstrate the processes and services provided throughout a consumer's lifetime. Translation of the training film to occur upon completion.

Closing- Carlos Hernandez concluded the meeting at approximately 9:20 pm