



# INLAND REGIONAL CENTER

*Enhancing Lives*

...valuing independence, inclusion and empowerment

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March 7, 2018

Rapone Anderson  
Regional Center Branch Manager  
California Department of Development Services  
PO Box 944202  
Sacramento, CA 94244-2020

Dear Mr. Anderson,

Attached you will find the Inland Regional Center's (IRC) plan to ensure that the services authorized and approved are of the highest quality and available to all Consumers no matter the age, language, ethnicity, diagnosis, geographical location, living arrangements, or other identifiable challenges.

We have continued to take a collaborative approach to gathering our input from the community. IRC has continued to collaborate with Office of Clients Rights, Autism Society of Inland Empire and State Council on Developmental Disabilities to assist with marketing the Purchase of Service Data and meeting dates.

For the first time, our Community Engagement and IT teams were able to live stream the meetings. This allowed for stakeholders to attend who may not have been able to travel to IRC for the meetings. The live streams were also interactive, and we were able to gather input and answer questions using this format.

The attached report has input from our Community, Partner Organizations, and Staff, summarized with a plan to continue to address the disparities in Purchase of Services.

Please feel free to contact me at (909) 890-3400 or via email at [Ljohnson@inlandrc.org](mailto:Ljohnson@inlandrc.org) with any questions, concerns, or additional input. We welcome the opportunity to discuss our activities with you.

Sincerely,

Lavinia Johnson, Executive Director  
Inland Regional Center



## Inland Regional Center

### Diversity/Disparity Data Involvement Action Items

Actions were taken by Inland Regional Center (IRC) to improve attendance and participation in the discussion of Diversity/Disparity Purchase of Service Data:

- Presented Diversity/Disparity Data to the community March 22, 2018, in San Bernardino
  - o Three meetings: one English, one Spanish, one to Vendors in English
  - o Each session included an open forum for Consumers/families/vendors to present public testimony regarding IRC services
- Created "We want to hear from you!" campaign to make Public Testimony marketing easier to understand and more Consumer-friendly
  - o Posted "We want to hear from you!" flyer on IRC's calendar 90 days before the meetings
  - o Solicited participation via Facebook, Twitter, Instagram, and Community Engagement Program Manager's LinkedIn account 60 days before the meetings
- Two separate event pages – one English and one Spanish
  - o February 2018 IRC newsletter included the "We want to hear from you!" flyer
  - o Included flyer with all IPPs being mailed 50 days before the meetings
- Total of 2000 flyers were mailed
  - o Posted a graphic on inlandrc.org homepage announcing meetings 90 days prior – site viewed over 76,000 times during this timeframe - stat retrieved from Google analytics
  - o Disparity data report was posted on IRC's website on December 29, 2017
- Announcement was among the top 10 most visited pages. As of March 7, 2018, it was viewed on average 20,000 times per month – stat retrieved from Google analytics
- Offered online options for individuals who were unable to attend the Public Testimony meetings but wanted to contribute information/input – live stream:
  - Spanish: 26
  - English: 39
- o A survey was made available on inlandrc.org in English and Spanish
  - Posted/active as of January 29, 2018
  - Autism Society Inland Empire made the IRC survey available on their distribution networks
    - o 3200 by email and 2300 through Facebook
- o A link to the survey was made available on social media sites on December 29, 2017



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- Twitter, Facebook, and Instagram
- Contact email placed on all marketing materials and distributed/posted with an invitation to provide input
  - Total of 64 surveys were received
- Community Engagement Unit presented the meeting and/or announcement and distributed flyers at the following outreach events:
  - APEP Orientation, Palm Desert
  - Olive Crest Presentation, Riverside
  - Adult Behavioral Health Department, Lake Elsinore
  - “Somos Una Voz” parent support group, Victorville
  - “Angeles Especiales” support group, Fontana
  - 27th Annual Health & Resource Fair, Indio
  - Second Annual Social Emotional Supports Fair, Murrieta
  - Community Engagement Program Manager presented meeting details to IRC managers and directors
  - Inland Empire Disabilities Collaborative (IEDC), San Bernardino
  - Fiesta Educativa Conference, Riverside
  - “IRC 101” presentation at the Mexican Consulate, San Bernardino
  - Office of Clients’ Rights Advocacy (OCRA) sent out flyers and tips on public testimony to group leaders in the community. OCRA announced the meeting, distributed flyers, and provided a quick overview to attendees on public testimony at three of their trainings: February 24, 2018, in Blythe, March 3, 2018, English training in Murrieta, March 3, 2018, Spanish training in Murrieta
  - Fiesta Educativa staff distributed flyers to their connections and families in the community
  - Desert Sands Unified School District Resource Fair, Indio
  - EPU distributed flyers at two of their trainings in San Bernardino County
  - Carla Lehmann from Latino Parents Mentor marketed the meeting



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Inland Regional Center Diversity/Disparity Assurance Plan  
Fiscal Year 2016/2017

Diversity/Disparity Presentation Stakeholder Meeting Notes

We want to hear from you!

Purchase of Services  
Inland Regional Center  
March 22, 2018

Conference Center  
1425 S. Waterman Ave.  
San Bernardino, CA 92408

5:30 PM - 6:30 PM English

7:00 PM - 8:00 PM Spanish

Attended by: Lavinia Johnson, Executive Director, Kevin Urtz, Associate Executive Director, Vince Toms, Director Community Services, Don Meza, Director of Adult Services, Felipe Garcia, Director of Children and Transition Services, Treva Webster, Director of Early Start and Intake, Merissa Steuwer, Director of Financial Services, CJ Cook, Community Engagement Manager, Jonathan Eckrich, Training and Development Manager, Lilliana Garnica, Diversity Outreach Coordinator, George Gonzalez, CST III, Ismeth Estrada, CST I, Amelia Maldonado, Community Relations Specialist, Daisy Quiroz, Event Developer and Outreach Specialist, Cody Williams, Greg Harrison, and Stephen Donahue, Consumer Advocates.

Attendance by session: Community Members, Consumers, Vendors, and Parents:

English: 60  
Spanish: 75

Live stream:

English: 39  
Spanish: 26

Presented information - Fielded questions - Requested feedback

The POS Disparity meeting was also presented to IRCs vendors in English the morning of March 22, 2018: 205 attended



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### **Issues Identified by Diversity/Disparity Stakeholder Meetings**

This is summary of input provided from multiple sources. Verbatim input available upon request.

#### **Input from Meeting – English session**

List all agencies and local support groups with contact information.

Have more meetings/forums and provide child care.

Parents don't know what to ask for. The coordinators should offer workshops. Give answers in writing. Give out a list of all available services. Provider information about community colleges. Provide transportation for Consumers attending colleges outside San Bernardino county.

Cannot communicate with IRC. There needs to be better communication with case worker.

CSC has been wonderful. CSC is amazing.

Have friendly people in the front office. Have a copier and fax machine at the front desk.

Create a new website that is user friendly, inviting, and easy for Consumers to use. Make the Bulletin in English and Spanish. Make data more accessible.

Provide respite options from different areas.

Social recreation needs to be restored.

Parents of Consumers with severe behaviors are having to cut hours from work to take care of Consumer.

Create better programs for Consumers such as day programs with multiple activities. Micro-enterprise options for Consumers. Vendors need to improve their customer service and need sensitivity training. Parents should not have to sign arbitration clause to pay for lawyer services.

Share Facebook groups with support groups. Find better ways to connect with families so that they can become more involved. Provide a list of supervisors in English and Spanish on the website.

Difficult to find an LVN in the Indio area. IRC must show evidence that services are benefitting Consumers. 1000 less Consumers living at home last year. Last year more services were used, less money is making it into homes - \$66m to \$63m over a year even though population increased. Speaker wants to know why less funds are being used and wants to be a part of the solution.

Families not receiving NOAs. IRC needs to educate service coordinators to send out NOAs. Families don't know what services to ask for. Have a questionnaire that finds out what service they might want.



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IRC needs to focus on Person Centered and proper supports. Programs are not accepting Consumers with behaviors.

### **Input from Meeting – Spanish session**

Give transportation to Consumers to give parents a break. Parents need help. Speaker wants parents of typical kids to know what it's like to have Consumer children.

More services are needed in Riverside county. Coming to San Bernardino is inconvenient. Need earlier hours for training. Need training for Consumers with other diagnoses than Autism. Support the Support Groups. Information is not in Spanish – this is a barrier. Spanish community feels left out.

Fiesta Familiar should not be limited to one session per month.

Children need recreational services. Youth need more services. Create programs for school aged children. Children need to learn skills regarding socialization. Need help finding services for Consumers with behaviors. Hire experienced vendors. Vendors do not have the skills to help Consumers.

Distribute information about services for Consumers leaving high school. Consumers need language and behavior skills. Provide information about the supports that are available. Distribute information about events, trainings, and tutoring in Spanish. More training for parents and Consumers. More promotion of events and trainings on social media. Provide information about available sports programs.

Don't forget the past because that's where you learn for the future.

Goals are listed in the IPP but IRC is not providing supports or services to achieve those goals.

When IRC changes the CSCs, no one lets the Consumer and family know about the change. CSCs are getting sloppy and are not asking questions. Consumer needs to be asked about updates but that's not happening. CSCs are not relaying information about trainings. Improve in answering phone calls. No one calls back. They shouldn't have to talk to a supervisor every time. People feel ignored and don't have confidence in IRC.

Speaker asked for things listed in the IPP but was told to request it from the school. Speaker asked for an iPad for her child but was told to ask for it at school. Speaker was denied a service. She asked for the service again a year later and was told to go through IHSS.

### **Input from Surveys**

Lack of understanding to what is available. Make families aware of all programs IRC offers. Educate families on advocacy. Improve responsiveness to requests for additional services.

Offer Social activities for adults, therapy resources and assistance. Create community programs that will give children with disabilities opportunities to participate with non-disabled peers. Come up with a



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game plan for making sure that families get the services promised to them. Offer sports, dance, gymnastics for children receiving regional center services.

Start being an advocate for the clients instead of denying services every chance you get. Train the case workers to do their job, answer the phone, and have pride in what they do. I would like to see an interest from the case carrier to help my son achieve his goals. Don't make parents jump through hoops to get insurance to cover a service that they will not cover.

IRC should offer programs for teenagers transitioning to the adult world. Train Consumers to get to and from jobs via public transportation. Train adult clients how to interview for jobs, what type of conversations are appropriate at work and their responsibilities as employees. IRC needs to spend more money with the Department of Rehabilitation, Exceed, Goodwill Industries, Desert ARC and any other organizations that provide job placement and/or job development for adults with autism. Find work like stocking at Costco. Jobs need to be closer to home, so transportation times are not a problem. Match work with client's capabilities.

Needs are met. School provides services. Doing a great job already. Everything is excellent. So helpful. Please keep things going the way they are. Do not take away anything that may hinder ABA therapy.

Intake process is lacking. There are too many families denied services left to battle Autism alone. Hire more people to do the assessments to reduce wait time.

Do not like the programs you offer.

Every time we have met with the care manager only low-level work for a high functioning Autistic man was offered. Also, transportation is a very big problem because we live in a rural area...it involves long circuitous rides...making it all not worth it.

They need more IRC offices in the different communities. San Bernardino is far for a lot of families to travel by public transportation. There is a big need in mid county San Jacinto/Hemet area.

Offer work initiatives and programs that offer a multitude of career skills. Provide life skill courses for those who do well academically but have poor life skills.

Make Consumer homes client centered and make them do activities with the children instead of a glorified babysitting service. Check on homes regularly. Ask what activities, if any, they do with their clients. Ensure they interact with Consumers and that they don't leave them alone for hours on end.

Maintain the same case workers for a specific period of time.

Offer social programs, summer programs, and programs that involve helping the family as a whole. Help us advocate. Don't take away services because we don't know how to advocate against such a big entity like yourself. Provide better access to programs. Provide a true advocate that will help.



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Make the co-pay reimbursement process and invoice submission process easier to navigate and easy to understand.

Inform more people more often of new and existing services. Offer services to clients and give them selections instead of clients having to ask what services are out there. Help pay for vitamins. Increase parent trainings in Temecula and Murrieta area. Adult day programs and employment opportunities near Lake Elsinore. Provide more resources to new families and help them get connected with the right people and services.

More center-based programs where we can work on pre-school readiness and social emotional development with other children and support for parents.

Accept all children with Autism. Offer social programs, ABA, and counseling. Earlier diagnosis of Autism. Provide services while waiting for insurance. Improve the screening process for children 2.5 and older. They are frequently told not to apply if they're close to age 3. Professional development to those who evaluate for Autism, so they are aware of early detection and differences in characteristics between boys and girls with autism. Provide the same level of respect for children who come from ESL families and who's families do not strongly advocate for services.

Day Programs need to make changes in their program to be able to provide services to those individuals with Autism who require more specialized services. Insist that the Day Programs provide services to these individuals instead of turning them away.

More events for 16 and under Consumers. Provide toilet training services.

Provide meaningful vocational training and support programs in conjunction with technical and vocational schools as well as community colleges. Our capable autistic young men and women need to keep learning a variety of academic, social, and vocational skills in a supervised and supportive environment within their immediate communities.

Hire more caring and competent people to ensure fairness. Hire vendors that provide pre-employment skills at everyone's level to continually build Consumer skills toward competitive integrated employment. Help vendors think "outside the box." No more old-style thinking, but creative and innovative.

Reinstate social recreation and make respite an additional service. When Consumer parents request for an increase in respite hours IRC should not take into account IHSS hours the Consumer receives. Would like to see respite care consider my other special needs child who is not eligible for Regional Center services. Offer respite options for out of home respite for children with behavioral and medical needs. LVN respite for weekends needs to be available. Either more agencies need to be approved as vendors OR the parents should have the option of finding a nurse that IRC pays directly. Respite is very important for family members. Time away or "me time" helps us recharge and take better care of our children.

It would be great if there could be year-round activities like swimming, STEM opportunities, and tutoring. It is difficult to find programs for special needs that merry-go-round type of criteria.





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Offer web-seminars for families. Give out surveys.

Community based employment, job coaching, social skills training, self-advocacy/self-determination, employment programs with behavioral and OT support to help with self-regulation.

Offer more support groups for adults with Asperger's. Offer job services to help transition into adulthood. Non-special needs children can work at 15 1/2 but my child cannot receive services to help him explore his job options until he is already an adult. Better information about programs for young adults. Transition to adult programs. There seems to be a gap between 18-22 that needs to be supported. More local Transition programs.

Social geared programs. Partner with non -profits like ASIE and others to develop and run these programs. Especially for teens and young adults. Work Collaboratively with community partners as agreed in the CIE Blueprint.

Real advocacy for Consumers. Focus on the forgotten teens and adults within the community for true inclusion. Make sure 15-18-year old's do not have to wait for needed services. Create more oversight into day programs and group homes where tooth decay, abuse and obesity or malnutrition can be easily identified. Keep Consumers dignity in mind when throwing events, make them worthwhile, proper, and actually nice as they would be for IRC staff not cold pizza or an oreo and string cheese on a paper plate. Get DJs that get people paired up, that encourage people to play games, and that will make single dancers feel included. It's not only fair but ethical.

CSCs need to be more familiar with the internship program. Families should not have to find a place for their loved one to work. IRC has employment specialists who should be meeting with each client that expresses interest in this program . The employment specialist should be approaching workplaces in the community to facilitate this connection. CSC's should follow a check list of services available with basic descriptions of the service. Families need to be informed about respite and respite provider options. Families need to be made aware of Medi-Cal Waiver. CSC's need extensive training in customer service. Families need to be notified in writing immediately when their CSC has changed and include the name and contact information for the new CSC. Families should not have to wait 6 months to receive a copy of their IPP.

### **Additional Suggestions**

Satellite location for live streaming of POS Disparity meeting.



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## **Strategies for Disparity Assurance Plan Implementation**

### **Diversity Outreach Coordinator**

Inland Regional Center (IRC) hired a bilingual Diversity Outreach Coordinator to design and implement outreach projects focused on the underserved populations identified in the Purchase of Service (POS) Disparity Data: the Spanish speaking/Hispanic community and Consumers with a primary diagnosis of Autism. The Diversity Outreach Coordinator played a significant role in IRC's Disparity Data process, facilitated community input meetings, assisted in the design and distribution of marketing materials to underserved populations, and presented data findings in both English and Spanish. Additionally, the Diversity Outreach Coordinator fostered relationships with IRC Service Coordinators to help identify trends in POS from the case management perspective. The Diversity Outreach Coordinator worked alongside IRC's Manager Training and Development to develop staff training's that created a greater awareness of POS disparity and cultural competence.

### **IRC Staff**

Using IT's Learning Management System, IRC required all new staff to receive training on disparity and how to join IRC's efforts in addressing it. The Diversity Outreach Coordinator presented on disparity and IRC's two new programs designed to connect with underserved Consumers to 11 case management unit meetings.

- September 25, 2017: CEU staff training on IRC's disparities and the two programs designed to address them – presented by Diversity Outreach Coordinator.

### **Community Partnerships**

Diversity Outreach Coordinator collaborated with community partners to connect with underserved Consumers and families:

- Inland Counties United for Change (ICUC)

Moreno Valley Unified School District

Perris Union High School District

Riverside Unified School District

- Coachella Valley Autism Society of America (CVASA) – Palm Desert
- Fiesta Educativa, Inc.

Fiesta Familiar Parent Orientation - Ontario

Fiesta Educativa Annual Conference – Rancho Cucamonga and Murrieta

APEP Parent Orientation – Palm Desert

- Mexican Consulate – San Bernardino



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- Autism Society Inland Empire (ASIE)
  - Life After High School workshop in Murrieta - sponsorship from CAC \$250 and from IRC \$750
  - IRC marketed Advocacy Boot Camp workshop for ASIE
- State Council on Developmental Disabilities (SCDD)
  - IRC marketed SCDDs class on IRC services for the Pomona area

The Diversity Outreach Coordinator attended the following community meetings/trainings:

- Inland Empire Disabilities Collaborative (IEDC) – San Bernardino

March 2017, September 2017, November 2017, February 2018

- Children and Family Services – Building Community Partners – San Bernardino

June 2017, August 2017, September 2017, January 2018

- Inland Empire United Way – Cultural Competency During the Holidays - Ontario

December 2017

- "Community Conversation about Prevention" meeting - Victorville

January 2018

- Asian Pacific Islander Cultural Competency: sub-committee of DBH – San Bernardino

February 2018

### **Autism Parent Education Program (APEP)**

Currently, there are 8,863 IRC Consumers with Autism; 32.8% have no POS, which equates to 2,903 Consumers. When compared to fiscal year 2015/2016, the disparity increased by 4.5%. Consumers with Autism are 9.9% more likely not to have a purchased service when compared to other developmental disabilities served by IRC. To reduce POS disparity within the diagnosis of Autism, IRC partnered with Fiesta Educativa, Inc., an organization dedicated to empowering families of persons with disabilities. Fiesta Educativa, Inc. has served as the IRC Service Provider for the Autism Parent Education Program (APEP). APEP provided parents a deeper understanding of Autism while assisting them in determining services they may find beneficial. The Autism Parent Education Program is a 16-hour course, presented in four-hour sessions, provided in English and Spanish. APEP topics include Autism, behaviors, socialization, communication, insurance funding and service/supports, with an emphasis on Autism services. Sessions were taught by a licensed trainer with a background in Autism and Autism service provision. As of March 7, 2018, IRC generated 216 APEP referrals. As of March 2018, the APEP program was delivered to parents in Rialto, Victorville, San Bernardino, Riverside and Moreno Valley. Upcoming 2018 APEP trainings are scheduled in the following cities: Rialto, San Jacinto, and Palm Desert.

The efforts to implement APEP continue. The primary goal was to increase the use of POS among Consumers with a diagnosis of Autism. IRC Consumers with the diagnosis of Autism were identified and



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connected to APEP in various ways. CSCs referred families from their caseloads to the program. The Diversity Outreach Coordinator informed families about APEP at outreach events, parent training, and support groups. The service provider marketed the program. The Diversity Outreach Coordinator raised awareness about APEP at case management unit meetings and continued to work alongside those teams to target and reach out to families.

The secondary goal was to track and increase the amount of POS for clients who attended the APEP course; therefore, if a Consumer/family expressed interest in a service, the request was shared with the Service Coordinator so that they can implement a POS. Data collection efforts demonstrated that 29% of parents requested and received new or additional POS post-APEP training.

The qualitative data from each completed APEP series was collected and maintained by IRC for future reporting to the Department of Developmental Services (DDS). APEP exit surveys qualitative data collection concluded that IRC parents

- are seeking more tools they can apply at home
- are interested in ABA, speech therapy, occupational therapy, and feel more services are needed for transitioning their children from school into adulthood/employment, etc.
- feel as though they have a strong network of family and friends
- feel more confident being with their child in public
- understand the importance of written documentation
- are asking for records in writing from service providers and from their child's school

### **Fiesta Familiar Program (FF)**

Currently, there are 6,970 Consumers who speak Spanish as a primary language; 26% have no POS, which equates to 1,815 Consumers. When compared to fiscal year 2015/2016, the disparity increased by 0.55%. Spanish speaking Consumers are 3.6% more likely not to have a purchased service when compared to those served by IRC who speak other languages. Additionally, there are 14,447 clients of Hispanic ethnicity; 28% have no POS, which equates to 4,042 clients. When compared to fiscal year 2015/2016, the disparity increased by 1.54%. Hispanic Consumers are 6.0% more likely not to have a purchased service when compared to other ethnicities served by IRC. To reduce the POS disparity within the Spanish speaking and Hispanic populations, IRC collaborated with Fiesta Educativa, Inc. to provide the Fiesta Familiar Program.

Fiesta Familiar (FF) is an educational program designed for families of individuals with developmental disabilities. It considers the social, cultural, and linguistic characteristics of Consumers and their families. FF is a 2-3-hour parent training held in an informal setting. Topics include explanation of services by type, service provision, the Individual Program Plan (IPP) process, how to access services, etc. The course is taught by parents with a strong working knowledge of the regional center; the curriculum was created in collaboration with IRC. FF was intended to be held monthly at various locations throughout



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both San Bernardino and Riverside County including Victorville, San Bernardino, Riverside, Hemet, and Indio. As of February 5, 2018, a total of 62 FF referrals were sent to the service provider; however, no trainings were scheduled, and therefore IRC did not collect quantitative or qualitative data from this program.

Through Fiesta Familiar, IRC aims to increase knowledge within the Spanish speaking and Hispanic community about developmental disabilities, available services, and methods to acquire services. IRC worked with Service Coordinators to ensure Spanish speaking and Hispanic Consumers with no POS were offered the program; moreover, as of November 2017, FF was opened to all families whether they had POS or not.

As with the APEP Program, exit surveys will be given to attendees of Fiesta Familiar, to evaluate the effectiveness of the program and to determine services that attendees are interested in receiving. Services desired by the Consumer/family will be shared with the Consumer's Service Coordinator so that they can implement a POS. The data from each completed Fiesta Familiar series will also be collected and maintained by IRC for future reporting to DDS.

### **Challenges and Barriers**

IRC continues to aim at having five series of APEP and Fiesta Familiar trainings per quarter for a total of 20 per year. The challenges and barriers surrounding meeting these goals are the following:

- Lack of transportation
- The name of the program and service provider, "Fiesta Educativa" and "Fiesta Familiar," may be implying that the program is only for a Spanish speaking audience. A group of 13 attendees made up of 4 Hispanics, and 9 Caucasians were asked if the name of the program implied anything related to the language that this program is offered in. All attendees stated that their first impression was that the program only caters to a Spanish speaking audience.
- Dates and times do not work for the parents
- Lack of childcare – specifically for siblings
- Parents request a referral, and when the program is offered, they do not commit or lose interest
- High no-show rate

### **Public Service Announcement (PSA)**

Public Service Announcements were created and posted on IRC's website. CSCs were recommended to use these PSAs as a tool to offer and explain the programs to their families. Please take a moment to watch IRC's Public Service Announcements.

- English PSA:

<https://www.youtube.com/watch?v=UidtQ07nmd0&feature=youtu.be>



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- Spanish PSA:

<https://www.youtube.com/watch?v=OUB1L8cfRvc&feature=youtu.be>

### **Diversity Outreach Continues at Inland Regional Center**

A Diversity Outreach blog was posted on IRC's website with the Diversity Outreach Coordinator's email as the contact for more information related to disparity and the FF and APEP programs. Please take a moment to read IRC's blog.

<https://www.inlandrc.org/2017/12/12/diversityoutreach/>

### **Qualitative Data**

The CSCs assigned to identified Consumers with no POS were contacted by email and asked to reach out to their Consumers and offer both the FF and APEP programs. Qualitative data was collected from CSCs resulting from their conversations with their families when the programs were offered. Feedback was also collected at outreach events and community training:

- Consumers have POS and feel that their needs are met
- Parents/Consumers did not respond to CSCs phone call attempts
- APEP dates and times did not work with parent's work schedule and or PT and OT appointments
- Parents unable to attend APEP due to no babysitting for Consumer's siblings
- Parents want respite but are trying to get a family member to become the Consumer's respite provider
- Parents will consider APEP at a later time
- Consumer phone numbers disconnected or incorrect – CSC will follow-up with a home visit
- Single parent – APEP dates and times do not accommodate parent schedule
- A shared case with other RC – case will be transferred out of IRC permanently
- The parent unable to attend APEP – parent recovering from surgery
- Parents not interested in the programs at this time
- Parents waiting for respite services to start committing to attending APEP
- The Consumer has respite, and parent feels they don't need any other services
- The Consumer receiving ABA and parent feels they don't need any other services
- Grandparent referred to APEP – parent stated that Grandma spends the most time with Consumer



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- Parents informed of APEP and Fiesta Familiar – awaiting parent responses
- Parents said they are too busy for a 16-hour program – referring to APEP
- Parents requested respite and did not want to commit to APEP or Fiesta Familiar
- Parents asked for information and help with co-pays and did not want to commit to APEP or Fiesta Familiar
- Parent not interested in APEP or Fiesta Familiar – mom feels all needs are being met through the Consumer's school district

The collection of both quantitative and qualitative data will continue to be gathered through various sources including but not limited to feedback from CSCs, outreach events, support groups, and contact made with Consumers, families, and stakeholders through presentations and trainings held throughout San Bernardino and Riverside counties.

### **Outreach**

IRCs Community Engagement Unit attended 192 outreaches. The collection of qualitative data from outreach events concluded the following:

- School diagnosed child with Autism – IRC eligibility process determined that child does not qualify for RC services
- The parent unable to contact CSC with their questions and concerns
- Consumer moved counties and parent was not aware that RC case could have been transferred to IRC
- Parent not aware that immigration status does apply in qualifying for IRC services
- Parent unaware that a family member or family friend can be the Consumer's respite provider
- Parents want social recreation services to be reinstated
- Parents want more options for transition and adult Consumers other than day programs
- Parents want camp services to be reinstated
- Parents were unaware that Consumers with developmental disabilities could vote

### **Community Trainings**

The Diversity Outreach Coordinator and Training Unit presented various trainings in both English and Spanish. Training locations varied throughout Riverside and San Bernardino County and at IRC's main office: IRC's New Parent Orientation, How to Advocate for Your Child, and IRC 101. Trainings were offered and delivered to parents/guardians by phone for those who requested it. The on-going challenge of these two parent trainings is related to the Spanish sessions - minimal to zero attendees.



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### **New Parent Orientation**

New Parent Orientation covers who IRC is, who it serves, the Lanterman Act, purchased services overview, the CSCs role and responsibilities, IPP and related documents, the appeals process, tips on how to remain up to date with IRC, and the various events and trainings that IRCs Community Engagement and Training Unit offers. New Parent Orientation served 1-15 parents/guardians in each session. In fiscal year 2017/2018, except for December 2017, New Parent Orientation was offered monthly in both English and Spanish.

### **How to Advocate for Your Child**

How to Advocate for Your Child covers IPP, IEP, 504 plan, eligibility and requirements, tips on how to become an informed and involved parent/guardian, IRCs events and trainings, tips on how to collect and organize records, how to prepare for an IEP and IPP meeting, post IPP and IEP follow-up tips, Lanterman Act, purchased services overview, CSCs role and responsibilities, and the appeals and NOA process. In fiscal year 2016/2017, the How to Advocate for Your Child training in Spanish was delivered five times throughout both counties. These Spanish trainings were organized in collaboration with the following organizations:

- Ontario Public Library
- Riverside Public Library
- “Somos Una Voz” parent support group – Victorville

### **IRC 101**

IRC 101 covers Lanterman Act, the eligibility process, qualifying diagnoses, purchased services, the appeals process, events and trainings, the CSCs role and responsibilities, and how to remain up to date with IRC. In fiscal year 2016/2017, the IRC 101 training in Spanish was offered 15 times. Three trainings scheduled at the Mexican Consulate (September 2017 – November 2017), were canceled by the Consulate due to very low attendance specifically related to immigratory changes and changes related to DACA. The Consulate stated that many of their clients refrained from soliciting services from the consulate due to fear of being deported.

The IRC 101 training was organized in collaboration with the following organizations and or presented at these locations:

- Mexican Consulate – San Bernardino
- Coachella Valley Autism Society of America – Palm Desert
- Inland Counties United for Change – Moreno Valley, Perris, and Riverside
- Immigration Law Offices of Hadley Bajramovic, PC – San Bernardino Valley College
- “Somos Una Voz” parent support group – Victorville
- “Angeles Especiales” parent support group - Fontana





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The Community Engagement Unit and Consumer Advisory Committee provided IRC's adult and transition age Consumers with the following trainings:

- Soft Job Skills
- Dress for Success
- Social Media for the Job Seeker
- Interview Techniques
- A tutorial on the Paid Internship Program
- Employment and SSI workshop
- Job application workshop

### **Consumer Advisory Committee (CAC)**

Events hosted by IRC's CAC employed IRC Consumers:

- DJ
- Magician

A backpack giveaway event for IRC Consumers hosted by service provider Premier in collaboration with Community Engagement and the CAC employed an IRC Consumer as a mascot. This resulted in other mascot job assignments for the Consumer.

ASIE Grant: IRC's CAC provided Autism Society Inland Empire (ASIE) with a \$250 grant to purchase translation devices.

### **Goals**

1. Diversity Outreach Coordinator along with the Training Unit will organize cultural competency trainings for case management staff:

- January: Senior Disability Awareness – presented by IRC Seniors Program Manager
- February: African American Cultural Competency – presented by IRC Early Start Program Manager
- April: Disability Awareness – presented by IRC's Consumer Advocates
- May: Asian Pacific/Asian American Cultural Competency
- June: LGBTQ Cultural Competency – presented by DBH
- July: Mental Health Cultural Competency
- August: Improving Personal Health @ IRC – presented by IRC's Yoga Instructor



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- September: Hispanic Cultural Competency – presented by IRC Diversity Outreach Coordinator
  - October: Self-Awareness – Training Unit
  - November: Native American Cultural Competency
2. In April 2018, IRC is hosting a “Growing Up with Autism” event for all staff.
  3. IRC will have a Spanish website - projected to be up by May 1st.
  4. IRC will have an all-day conference catered to parents of IRC Consumers.
  5. IRC will begin working with CBOs TASK and IMHP (approved proposals by DDS) to address disparities.
  6. IRC will put together a Disparity Task Force composed of two Consumer parents from each county, two IRC Consumers from each county, IRC Consumer Advocates, a Parent Liaison, IRC’s Community Engagement Program Manager, IRC’s Diversity Outreach Coordinator, IRC’s Community Engagement CST III, and one Community Partner – Autism Society Inland Empire.
  7. IRC will collaborate with Carla Lehmann, Vice President of “Latino Parents Mentors” which is a Latino support group, to help IRC connect with the community and break down the barriers of mistrust.
  8. Implement the use of gas cards and bus passes with the approved Transportation Proposal for the APEP program.
  9. Increase targeted outreaches that speak specifically to a disparity
  10. Utilize technology to engage parents during orientation

### **Training Unit - New Staff**

In 2016/2017, the Inland Regional Center Training Unit made great strides in training staff and the community on disparity and diversity. For 2018/2019, Inland Regional Center will be implementing changes to how they engage, educate, and empower staff about POS Disparities. The Training Unit will increase staff’s understanding of self-determination, how to update SANDIS accordingly, and the importance of notating primary language and offering services to Consumers and their families in their primary language. As well, the Training Unit will stress the importance of noting deficits on the CDER and capturing unmet needs so when running demographics IRC can identify service gaps based on primary language. The Training Unit will encourage new staff to promote APEP and FF and to reach out to the Diversity Outreach Coordinator when needed. The Training Unit will continue to highlight the importance and raise awareness about IRC disparities during the New Staff Training process

### **Consumer, Parent, and Community Partner Trainings**

The Training Unit will continue to offer translation services, will continue to increase the number of Spanish only training, and will strive to provide all training in a culturally sensitive manner. The Training Unit will continue to collaborate with community partners such as Department of Behavioral Health and



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Law Enforcement agencies in both San Bernardino and Riverside County with the goal of raising awareness about IRC Consumers and how to better link individuals with a primary language of Spanish, or Autism to IRC services. The Training Unit will collaborate with Department of Children and Family Services by offering IRC training to their social workers to assist with a better understanding of the Regional Center System, referral process, and services.