

Measures Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditures – 2020(Draft)

Outcome	Measurement Methodology	• Activities
<p>Individuals of all ethnicities at all ages will have access to RCEB funded services necessary to meet the needs as identified through the IPP/IFSP process.</p>	<p>Prior FY purchase of service data and client master file (CMF)</p> <ul style="list-style-type: none"> • Birth to age 2 inclusive • Age 3 to 21 inclusive • Twenty-two and older 	<ul style="list-style-type: none"> • RCEB continues to work with La Familia and the Case Management team that serves our Asian /Pacific Islander communities to identify effective outreach methods in underserved communities. • Informational material distributed by RCEB is being translated into threshold languages in our community. Continue to assess the need for translation into additional languages as population changes. • Support local community based organizations with participation in events, provision of data, and other needs in their targeted outreach to underserved communities as part of disparity grants.
<p>RCEB funded services for individuals who speak languages other than English will increase.</p>	<p>Prior FY purchase of service data and client master file (CMF).</p> <p>Per capita purchase of service expenditures by individual’s primary language (for primary languages chosen by 30 or more consumers only).</p>	<ul style="list-style-type: none"> • RCEB continues to hire bilingual, bicultural staff • Cultural competency training provided for RCEB staff and some vendors. • RCEB is working with a Family Home Agency(FHA) provider to develop options to serve individuals with a family language of Cantonese or Vietnamese as well as those who use ASL to communicate. • RCEB is developing supports to provide communication access for those with ASL needs in their homes.

MEASUREMENT METHODOLOGY FOR PUBLIC POLICY AND COMPLIANCE MEASURES

Measures Related to Reducing Disparities and Improving Equity in Purchase of Service Expenditures (Optional)

Measure	Measurement Methodology	Activities
Individuals of all races/ethnicities will be satisfied with the services and supports received by the family and family member.	NCI data: Child Family Survey: FY 15/16 and FY 18/19 Adult Family Survey: FY 16/17 and FY 19/20 Family Guardian Survey: FY 16/17 and FY 19/20	RCEB will reviews IFSP/IPP satisfaction surveys to identify areas for improvement . RCEB will translate satisfaction surveys into the family/individual language of the individual served RCEB will identify new ways for individuals and families to submit survey responses

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