

**PUBLIC MEETING
LUNAR NEW YEAR EVENT
MARCH 7, 2015 10:30 A.M.
GARFIELD SCHOOL
1640 22ND Ave., Oakland.**

MINUTES:

Translation available in Cantonese, Vietnamese, Cambodian, Mien

ATTENDEES: Approximately 140

PRESENTATION:

Powerpoint presentation in English with simultaneous translation for each language in small groups utilizing head sets.

Discussion:

After the presentation, surveys were completed for input from participants. These surveys were in four languages. ACMHS staff assisted with completion of the survey including when the individual was not able to read/write in any of the available languages.

Summary of comments:

- In general, language access, transportation and information access are the barriers to seek services.
- In the area of child care, day care, afterschool program, and respite (in-home and out-of-home) are difficult to find good quality and responsible providers. The vendor rate is too low and difficult to find providers. The choices for good programs are limited. There is always a long waiting list for good program. Part-time work parents have more difficulty to find child care. Getting a stranger into the home makes parents uncomfortable.
- In the area of behavioral intervention/ABA services, insurance company may not have the appropriate provider, the quality of the providers are generally not very good. Funding from RCEB is hard to seek if parents have insurance. Social skill training service is even harder to get funding.
- In the residential placement area, elderly parents found it challenging to place their adult children for their defiance, the language barrier, the poor ability to make adjustment and the lacking in cultural food availability make the placement so challenging. It is even harder when the demand for 1:1 aide is needed.
- In the day program area, many of them found it hard to adjust to the planned activities without a bilingual staff there. Transportation is always an issue. Program staff always needs case managers to translate or to relay messages to consumers and families.
- In the education area, it is always a challenge for parents to understand the availability of eligible services for their children. Their policy and procedures are not easy to understand. It is the same challenge with Regional Center system and DOR system.

- Need more quality ABA providers and a good after school program or camps or social recreation program for the child to practice what they learned.
- Need good quality respite vendor/agency to secure providers for the children with special needs. This will truly give some relief as what the policy said.
- Need to train more bilingual staff for the day program and the residential facilities.
- Need to provide more education and support for parents to understand their rights and to navigate community resources.
- Need to have more bilingual vendors for ILS, life skill and vocational training.
- Need to provide opportunities for consumers with similar functioning level to interact in sports meet or talent shows.
- Need to have more bilingual information on housing, SLS vendors, section 8 housing.
- Need to have better access for transportation, especially to travel to another city or country.
- Need more bilingual information on the latest healthcare reform, especially on all the changes impacting the coverage.
- Need to advocate for a better rate for vendors, especially those with bilingual and bicultural capabilities.

**PUBLIC MEETING
CONCORD OFFICE
MARCH 18, 2015 4:00 P.M.**

MINUTES:

One Attendee

Translator was available for Spanish translation

Presentation:

- PowerPoint with summary of data
- Handout with data summary provided

Discussion:

The attendee asked about where the data was available. What other meetings would be held?
What was year to year comparison of purchase of service authorization.

Discussed slide detailing this information.

PUBLIC MEETING

MARCH 21, 2015 10:00 A.M.

Sycamore Congregational Church

El Cerrito, CA

MINUTES:

Translation available in Japanese and Tagalog

ATTENDEES: 18

PRESENTATION:

Powerpoint presentation

Family completed surveys

Discussion:

- Questions about insurance
- Needing more services such as daycare
- Adult services
- Concerned re: transition ABA to Medi-Cal
- Need to collaborate with schools on transition – schools not providing vocational training
- Web based rating system for provider

PUBLIC MEETING
MARCH 26, 2015 10:30 A.M.
RCEB San Leandro Office

MINUTES:

Translation available in Spanish

ATTENDEES: 25

PRESENTATION:

PowerPoint presentation and data handouts provided.

Discussion:

- Questions arose regarding why a child was not eligible for socialization service as they felt that this was needed for all children.
- Concern on the length of time to obtain a wheelchair and accessories through Medi-Cal and Regional Center. Participant wished that they received more support from RCEB/Case Managers for school, as they sensed that others received more support.
- A participant's Son has CP and believes he is on a waiting list for a service and commented that it takes a longer time for services for Latinos due to language barrier.
- Parents want to be informed of all the available services that they could be provided with. Discussed IPP process/identify needs in team.
- Parent shared needs with case manager but due to changes in insurance, parent is not getting help from insurance or RCEB.
- Wheelchair has taken over one year. RCEB mentioned it was approved.
- Request for daycare/but states CM mentioned to mom it was their responsibility to care for child.
- IPP changes. What if family wants something that is not on IPP Addendum.
- Felt too little speech given at school.
- Family had asked for ABA, never denied but never in the IPP .
- Discussed process, advocacy.

PUBLIC MEETING

MARCH 28, 2015 4:30 P.M.

FCSN, Peralta Blvd. Fremont, CA

MINUTES:

Translation available in Cantonese, Mandarin, Korean

ATTENDEES: 50

PRESENTATION:

PowerPoint presentation

Handouts of Data available

Discussion:

- Reasons for ILS and SLS being grouped together.
- ABA providers – lack of resources availability. Language Times
- Request for a list of services on the website. There are a few afterschool programs with aids.
- Concerned regarding transition from ABA to Medi-Cal.
- Need to collaborate with schools on transition – schools are not providing vocational training.
- Web based rating system for provider