

Measures Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditures – 2021

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. • 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. • Identify community organizations in the Black/African American community that do not currently work with RC to partner with to meet needs. • As the community navigator programs funded by DDS at Family Resource Centers are begun, support their activities in connecting families from underserved communities to regional centers. Establish a clear point of contact for the program at RCEB. • As RCEB expects to increase case management staff next July, identify unmet needs (if any) in staff who are culturally competent to mirror our diverse community and target recruitment efforts towards this.
<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 will continue to hire bilingual, bicultural staff • Cultural competency training provided for RCEB staff and vendors.

		<ul style="list-style-type: none"> • RCEB will continue working with a Family Home Agency (FHA) provider to develop culturally and linguistically appropriate living options. • RCEB is developing supports to provide communication access for those with ASL needs in their homes. • 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. • All public meetings will allow individuals and families to request translation and interpretation in their language with adequate notice
		<ul style="list-style-type: none"> •

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	<ul style="list-style-type: none"> • RCEB will review IFSP/IPP satisfaction surveys and NCI data reports to identify areas for improvement. • RCEB will translate satisfaction surveys into the language of the individual/family served.

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