

**Measures Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditures – 2019 (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"> <li>• Birth to age 2 inclusive</li> <li>• Age 3 to 21 inclusive</li> <li>• Twenty-two and older</li> </ul>	<ul style="list-style-type: none"> <li>• Three Consumer/family promotora projects targeting populations whose primary languages are: Farsi, Arabic, Spanish, Vietnamese, and Cantonese, and consumer/families who are black and live in East and Far East contra Costa County.</li> <li>• Meetings with individuals, families, and community partners to identify unmet needs.</li> <li>• 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.</li> <li>• Informational material distributed by RCEB is being translated into threshold languages in our community.</li> </ul>
<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"> <li>• Three day services projects tailored to address the needs of the following populations: Cantonese, Vietnamese, Spanish and Cambodian.</li> <li>• Outreach through community events for families whose primary language is other than English.</li> <li>• Educational events, such as conferences for consumers and families whose primary language is other than English.</li> <li>• RCEB continues to hire bilingual, bicultural staff</li> <li>• Cultural competency training provided for RCEB staff and some vendors.</li> </ul>

**MEASUREMENT METHODOLOGY FOR PUBLIC POLICY AND COMPLIANCE MEASURES**

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

<b>Measure</b>	<b>Measurement Methodology</b>
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