

Application Report



Applicant Organization: Regional Center of the East Bay

Project Name: RCEB Language Access and Cultural Competency Plan

Funding Announcement: FY 21/22 Regional Center Funding To Improve Language Access And Cultural Competency

Requested Amount: \$1,474,722.38

Project Summary: The project is designed to inform the activities and initiatives needed in our catchment area to improve language access and cultural competency. This first year will include assessments, surveys and focus groups with people served, families, service providers and other interested community organizations. In addition to the initial assessment, activities will also include adaptation of informational materials so that they are in multiple languages, a variety of formats, and utilize plain language. This includes understanding emerging language needs. For this year, our plan also prioritizes understanding those who identify as multicultural, Black, Latino, and American Indian. Our plan will be dynamic and can change to meet newly identified needs.

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Section Name: Regional Center Profile

Sub Section Name: RC Organization Profile

1. Applicant Question: Description of the Cultural, Linguistic, Racial and Ethnic Diversity of the Catchment

Provide a description of your regional center that includes:

- Counties served
- Geography of the region
- Primary languages of the individuals/families
- Demographics of ethnicities and cultures
- Other relevant information to describe your communities

You may upload an attachment but you must provide a narrative here. Limit your attachments to no more than 3.

Applicant Response:

Regional Center of the East Bay (RCEB) serves Alameda and Contra Costa Counties. Our regional center is located in the San Francisco Bay Area and is mostly urban and suburban. The population of both counties is 2,848,280 from the 2020 census see attached breakdown by race and ethnicity. RCEB's population is approximately 22,000 people. RCEB's population of young children and those in Early Start is more diverse than our adult population. Our multicultural or those identifying as two or more races is significant. We doesn't always update individual's identify when they are adults . RCEB has a much smaller American Indian population that would be expected compared to census data.

The majority of people served by RCEB have a family language of English. The second largest language group is Spanish with over 3,400 individuals. We also serve more that 250 individuals who have Cantonese, Mandarin, Tagalog , and Vietnamese as identified languages. Approximately 140 people use ASL and we have a large deaf community due to the fact that Fremont is home to a School for the Deaf. The population of individuals served by RCEB also has a number of languages that have over 50 people using it including Farsi, Arabic, Korean, Hindi, and other Asian language. There is a small population of Mam speakers (an indigenous language of Guatemala) especially in Oakland. Of note, there are a number of language that are identified as other due to not being a choice in the system.

Attachment:

[Copy of Visual Population AgeEthnicity.xlsx](#) - EXCEL DOCUMENT

2. Applicant Question: Description of Regional Center Efforts to Increase Language Access and Cultural Competency

Provide a description of your regional center's prior and ongoing efforts to increase language access and cultural competency in your catchment area. Examples of language efforts may include but are not limited to:

- Translation(s)
- Language interpretation
- Increase Bilingual staff
- Bilingual service provider recruitment
- Resource development to support those with a primary language other than English
- Other

You may upload a document (e.g. strategic plan or internal policy etc.) but you must provide a narrative here. Limit your attachments to no more than 3.

Applicant Response:

RCEB has a baseline of employing many bilingual staff. A delegate case management agency serves 900 monolingual Spanish speaking individuals. We do not use translators in case management for the Spanish speaking community , We also have bilingual staff who speak Cantonese,Tagalog, Vietnamese, Cambodian , Mandarin, and Farsi. Our plan is always to add case managers who speak the languages in our community. We also have monolingual and bilingual staff in ASL. Our contract with our union prioritizes the hiring of bilingual staff. We use translators/interpreters when needed for psychological assessments.

For public meetings , we have offered translation and interpretation based on request. For POS expenditure meetings, we have hosted in the primary language in conjunction with community based organizations. Board meetings have not offered translation.

Our web site allows for google translate into multiple languages. We also translate POS policies in to Spanish and Chinese .

We have made efforts to recruit service providers who speak languages other than English. We received a service access and equity grant to develop day services for those who spoke Vietnamese, Cambodian, Mien,and Spanish. This resulted in fewer adults with no POS in these communities. We received funds to have a family home agency develop homes for those who speak Cantonese or Vietnamese or use ASL. This had limited success. A CRDP grant was just awarded to develop a home where ASL is the language used.

Section Name: Language Assessment

Sub Section Name: Language Access and Culture Plan

1. Applicant Question: Language Data Review

Explain how your regional center will review, consider, and incorporate data provided by the Department on April 6th in your language assessment process. Examples of data analysis and consideration may include:

- Review data within the organization/staff
- Review with Board Members
- Review with families, community, and stakeholders
- Steps to improve data
- Steps to broadly share data
- Outreach/In-reach efforts to share data

Applicant Response:

1) RCEB plans to review data on language within the agency and to identify how to assure that data is accurate and that there are common understandings of how to complete required data by all staff. An initial step will be to work on assuring that data fields for language as well as ethnicity and race are completed. Those who identify with more than one group will have all noted

2) Our language data has been shared with our community as part of our expenditure meetings. We will utilize the data in order to identify the groups we will need to conduct out reach to in order to understand the language needs of our community.

3) We will discuss this data and our work in the Diversity and Equity Committee of the RCEB BOD as we move through the first year of the project

2. Applicant Question: Gathering Stakeholder Input

To better understand the language needs of your community, select what strategies your regional center will implement to gather stakeholder input. Check all that apply. Provide details for each selected strategy in the textbox. If you selected "Other", please identify what that will be.

Applicant Response:

- Listening sessions
- Surveys

Applicant Comment:

Listening session - identify the needs of those served in our threshold language groups. Is information provided by RCEB and the policies for services understood by people in the language group. We will also specifically target out reach to one smaller language group. Plan to use professional facilitator for these meetings

Survey- In order to capture feedback on priorities from larger groups.

3. Applicant Question: Listening Sessions and Public Meetings

One strategy to build trust with your community and learn about the language needs of individuals and families served by your regional center is to host listening sessions and/or public meetings. Check all of the types of listening sessions and/or meetings you plan to host to gather input on language needs. Detail may be added for each selected strategy in the textbox below. If you selected "Other", please identify what that will be.

Applicant Response:

- Host listening session(s) with self-advocates
 - Host listening session(s) with family members
 - Host listening session(s) with CBOs
 - Host meetings with nontraditional community partners
 - Partner with CBOs to host a community meeting
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Applicant Comment:

RCEB has been successful in partnering with CBOs to plan and host meetings. We also will identify non traditional community partners (faith based organizations, social service agencies) who may be able to provide perspectives especially in language groups which are new in our region. Specifically those using an indigenous language, Mam which has been growing in our community

4. Applicant Question: Language Focus in Listening Sessions

If your language assessment includes hosting listening sessions or community meetings, identify the language(s) focus for each session planned. Check all that apply. If you selected "Other", please identify what that will be.

Applicant Response:

- American Sign Language
- Arabic
- Hindi Northern India
- Tagalog
- Spanish
- Cantonese Chinese
- Mandarin Chinese
- Vietnamese

Applicant Comment:

We selected ASL, our threshold languages as well as two languages that are growing in our region (Arabic and Hindi) that have not been the focus of focused efforts.

5. Applicant Question: Survey Recipients

Surveying is one method to learn more about the needs of your community. Select individuals and/or group(s) your regional center will survey. Choose all that apply.

Regional centers including this in their plan will be required to include standardized survey questions that will be provided by the Department. Detail may be added for individuals and/or group(s) selected in the textbox below. If you selected "Other", please identify what that will be.

Applicant Response:

- Community Organizations
 - Service Providers
 - Self-Advocates/Consumers
 - Family Members
 - Service Coordinators
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Applicant Comment:

We plan on surveying large groups in order to gather information on particular groups . These surveys will be used to gather and understand larger themes from groups which will be expanded on in listening sessions.

6. Applicant Question: Development of Survey

Explain how you will create the survey and include what steps you will take to store data received from the survey. Examples of steps to develop a survey:

- Review language data
- Use professional language translation
- For quality assurance, review draft language translations with community organizations, universities, and other community partners
- Identify distribution list

Applicant Response:

Surveys will be developed with a consultant to focus on specific areas that we want to gather information on . We intend to use professional translation as well as the input of some community organizations and partners to assure as a quality assurance step so that questions are understandable to those surveyed. We will also work to assure that the survey is administered in a way that works for the people being surveyed

7. Applicant Question: Distribution of Survey

Select what method(s) you will use for distributing the survey. Choose all that apply. If you select "Other", please identify what that will be.

Applicant Response:

- Phone
- Website Link
- Text Message Link
- In-person interview

Applicant Comment:

Our methods of conducting the survey will depend on the survey and what our target group is. We will consider using two modalities ie starting with web based or text links, depending on response following up with phone call or in person.

8. Applicant Question: Surveys - Language Focus

For surveys developed into videos or translated into Non-English languages, identify the language(s) your regional center will focus. Check all that apply. If you selected "Other", please identify what that will be.

Applicant Response:

- Cantonese Chinese
- Other
- Hindi Northern India
- Arabic
- Vietnamese

Applicant Comment:

We indicated other for those speaking Mam

9. Applicant Question: Coordinating with Other Regional Centers

If you plan to coordinate with another regional center(s) who serve(s) a common diverse population (e.g., Cambodian, Hmong, and/or Slavic, etc.) or if you will consolidate efforts to meet common cultural needs within your catchment, state what steps you will take to coordinate efforts.

Applicant Response:

RCEB plans to coordinate an informational conference for our shared deaf and Hard of Hearing Populations. This will be intended to both share information, develop relationships, and understand the needs of the community which are served by many shared services across our community

Section Name: Cultural Competency Assessment

Sub Section Name: Cultural Competency Assessment

1. Applicant Question: Culture, Ethnicity and Race Data Review

Explain how your regional center will review, consider, and incorporate data provided by the Department on April 6th in your cultural competency assessment. Examples of data analysis and consideration may include:

- Review data within the organization/staff
- Review with Board Members
- Review with families, community, and stakeholders
- Steps to improve data
- Steps to broadly share data
- Outreach/In-reach efforts to share data

Applicant Response:

RCEB will review the data received vis a vis culture as part of our work to develop a comprehensive plan.

RCEB wants to review our data to further understand our provider community and the cultural and linguistic representation that is available to serve our community.

While we have data on race and ethnicity, we have an increasing number of individuals who are identified as "other" or multicultural. This is a group that may require improvements in our data and people may also have been miscategorized here. We will be developing improved questions to ask at intake and other times. It is important to also work with families and stakeholders on how best to ask these questions. We also need to better understand our American Indian community and improve the data on this community. We also intend to obtain feedback on our data from the community and what better ways we could gather information.

2. Applicant Question: Gathering Stakeholder Input

To better understand community needs related to cultural competency, cultural humility, and/or cultural sensitivity etc., identify what strategies your regional center will implement to gather stakeholder input. Check all that apply. Provide details for each selected strategy in the textbox. If you selected "Other", please identify what that will be.

Applicant Response:

- Listening Sessions
- Outreach Events
- Surveys

Applicant Comment:

RCEB wants to understand what we can do better in working with our culturally diverse community.

We intend to utilize surveys listening sessions, and outreach events to understand how service delivery and communication about services can be improved.

What information do people want to understand regional center services? Does every community get referred to regional centers and get through our processes

3. Applicant Question: Listening Sessions and Public Meetings

One strategy to build trust with your community and to learn about the cultural competency needs of your catchment area is to host listening sessions and/or public meetings. Check all that apply. Provide details for each selected strategy in the textbox. If you selected "Other", please identify what that will be.

Applicant Response:

- Host listening sessions with family members
- Host listening sessions with self-advocates
- Host meetings with nontraditional community partners

Applicant Comment:

We want to hear from people served, families, as well as non traditional community partners who may be knowledgeable about what we can do to improve relationships in diverse communities and understand what we need to modify and adapt to serve all communities in a way that is culturally competent. We are interested in learning from groups such as faith based communities and other social services that have experiences in communities that may better inform what we do.

4. Applicant Question: Ethnicity Focus in Listening Sessions

If your cultural competency assessment includes hosting listening sessions or community meetings, identify the ethnicities and/or culture(s) for each session planned. Check all that apply. For example, if you will focus on the Middle Eastern community, check Other Ethnicity or Race/Multi-Cultural and provide detail of your efforts in textbox below.

Applicant Response:

- American Indian or Alaska Native
- Black/African American
- Other Ethnicity or Race / Multi-Cultural
- Hispanic

Applicant Comment:

In order to focus our efforts these groups will be the focus for our first year.

5. Applicant Question: Survey Recipients

Surveying is one method to learn more about the needs of your community. Select individuals and/or group(s) your regional center will survey to complete your cultural competency assessment. Choose all that apply. Provide details for selected individuals and/or group(s) in the textbox. If you selected "Other", please identify what that will be.

Applicant Response:

- Service Providers
- Community Organizations
- Family Members
- Self-Advocates/Consumers
- Service Coordinators
- Intake Staff

Applicant Comment:

Surveys will be used to gather information from broader groups than what could be captured in listening sessions

In this area, we intend to survey staff in order to gather baselines prior to conducting implicit bias training for staff and to understand what overas well expect to be providing implicit bias training to staff, we intend to survey staff to understand current

6. Applicant Question: Development of Survey

Explain how you will create the survey and include how you will store data received from the survey. Examples of steps to develop a survey:

- Culture, ethnicity and race data
- Identify distribution list
- Use professional language translation
- For quality assurance, review draft language translations with community organizations and partners

The Department will review all surveys before distribution.

Applicant Response:

Surveys will be reviewed by both DDS and either consumer/family consultants or professional consultants to assure that they are appropriate for the groups being surveyed in language and voice. Data will be maintained confidentially .

RCEB wants to conduct a survey to understand the race, ethnic identity, and languages of our service providers and their staff. This may serve as the basis for better information for consumers and families in the future. I

7. Applicant Question: Distribution of Survey

Select what method(s) you will use for distributing the survey. Choose all that apply. If you select "Other", please identify what that will be.

Applicant Response:

- Phone
- Email
- Text Message Link
- In-person interview

Applicant Comment:

This will vary based on the target groups for surveys.

8. Applicant Question: Surveys - Language Focus

For surveys developed into videos or translated into Non-English languages, identify the language(s) your regional center will focus on. Check all that apply. If you select "Other", please identify what that will be.

Applicant Response:

- Other

Applicant Comment:

Checked unknown at this time as we survey cultural competency , we will have to later determine language needs

9. Applicant Question: Coordinating with Other Regional Centers

If you plan to coordinate with another regional center(s) who serve a common diverse population (e.g., Cambodian, Hmong, and/or Slavic, etc.) or if you will consolidate efforts to meet common cultural needs within your catchment, state what steps you will take to coordinate efforts.

Applicant Response:

RCEB plans to partner with GGRC to initiate relationships with American Indian community. While approximately one percent of the population in Alameda and Contra Costa identifies as American Indian, we do not serve a similar percentage of individuals. Our counties served and those in GGRC's area are together considered the Oakland Region when Urban Indian populations are defined. Of note, studies of the health of American Indians in our community show a number of risk factors for IDD.

In addition as described in the language section, we will also collaborate with GGRC in increasing understanding of our deaf and hard of hearing communities.

Attachment:

[UIHI-Census-Data-2010-Oakland \(1\).pdf](#) - PDF FILE

10. Applicant Question: Culturally Competent Language Interpretation

Describe how your Regional Center will provide consistent and culturally competent language interpretation in individual planning meetings and public meetings (e.g., Self-Determination Program, Local Advisory Committee meetings and activities etc.).

Applicant Response:

RCEB has provided case managers who speak the family language in most IPP and IFSP meetings. We use interpreters for less common languages however we plan to recruit for case managers who speak Arabic and Hindi. We will also begin to use a phone translation line for intake and other urgent communication .

Second,, we will begin to offer Spanish translation at all Board meetings, Diversity and Equity, and Service and Support meetings as well as required public meetings and monthly informational meetings, We will also provide translation/interpretation by request for other llanguages.. Our SD Local Advisory committee has provided translation in Spanish and other languages from the funds available for SDP so this will continue with those funds.

We will evaluate the use of and requests for translations over the year. In addition, we will request feedback from the persons using the translation services as to the competence o

Section Name: Language Access and Culture Plan

Sub Section Name: Language Access and Culture Plan

1. Applicant Question: Regional Center Staffing

Funding for regional center staffing shall not exceed 50% of the total allocation received. If you plan to hire regional center staff to implement your Language Access and Culture Plans, explain what they will do and how they will support your efforts to improve language access and culture in your catchment. Include staffing in your budget.

All staffing requests must be approved by the Department. DDS will review and approve staffing requests within the GrantVantage system.

Applicant Response:

We intend to hire several staff. We are a large regional center and while we have made multiple efforts in this area over the years we have been limited by the availability of staff to focus on these efforts.

We propose the addition of a Manager of Equity and Access, an Administrative Specialist, and 2 additional Cultural Specialists. The Manager would have responsibility for activities in this area. We envision an administrative specialist with technological skills to assist with tracking materials and coordinating outreach events. We want to have two new cultural specialists but may consider spitting one of those positions into part time ambassadors. In addition we would move the Health and Safety position for Non English speaking populations to this group.

Our intent is to hire staff who represent the languages and cultures we serve in these positions. We also included funds to support new bilingual positions in Arabic and Hindi. Only the additional stipend is included for these.

2. Applicant Question: Consultants

If your regional center proposes consultants to complete your assessment, planning process and/or implementation, provide a brief narrative as to the minimum qualifications of the consultant, provide a scope of work, and a budget. Include consultants in your budget.

All consultant requests must be approved by the Department. DDS will review and approve staffing requests within the GrantVantage system.

Applicant Response:

RCEB plans to contract with consultants to provide support in the following areas: professional facilitation of listening sessions; development of surveys and analysis of surveys; consultation on efforts at outreach in communities.

Minimum qualifications will vary depending on the role however we will require a minimum of 5 years of experience working in the area of consultative expertise and fluency in whatever language is required.

RCEB will also select consultants with a preferences for those familiar with Bay Area communities and the IDD community.

3. Applicant Question: Language Access and Cultural Goals

Timelines for completion of your language assessment and the development of your Language Access and Culture Plan will include short-term and long-term goals that may extend beyond a fiscal year. Provide at least one long-term goal and at least 2 short-term goals. All RC Language Access and Cultural Competency Plans and reports will be due as follows:

- Language Access and Culture Plan to be submitted by June 15
- Semi-Annual Progress Report due by October 1
- Semi-Annual Progress Report due by April 1

Applicant Response:

Long Term Goal:

By July 1, 2023, RCEB will have completed our formal language access and culture along with planned re assessment periods for the future plan. Plan will guide activities in the next year.

Short Term

Hire Manager of Equity and Access , and one Cultural Specialist by 9/15/2022 .Hire other positions by 10/15/2022

Identify and contract with consultants by 10/15/2022

Develop surveys of language groups/cultural groups with a focus on understanding what is needed in each community. Identify types of methods for each community . Distribute. by 2/2/2023

Conduct small group listening sessions to obtain feedback on materials as well as regional center policies for improvement. Start 3/1/2023

Develop survey of service providers to understand race/ethnicity , and languages strengths in our provider community . Distribute by 2/2/2023

Identify non traditional community groups , faith based organizations and conduct meetings across catchment area to develop relationships with 3/1/202. Target at least 15 .

Begin work on translation /conversion of materials. Identify areas requiring plain language /changes to our policies. Fall 2022.

Collaborate with GGRC to plan/implement shared outreach activities with local Native American communities by 3/15/23.

Collaborate with GGRC on a shared outreach/conference with the Deaf/Hard of Hearing community by 5/31/2023