

August 31, 2021

Regional Center of the East Bay (RCEB)

Report on the implementation of the requirements of California Welfare and Institutions Code Section 4519.5

Required data for Fiscal Year 2019-2020 was posted on the RCEB internet web site by December 31, 2020. This information remains posted as does data and reports for previous years.

W and I Code, Section 4519.5 (e) requires that the regional center meet with stakeholders in one or more public meetings regarding the data.

“The meeting or meetings shall be held separately from any meetings held pursuant to Section 4660. The regional center shall provide participants of these meetings with the data and any associated information, and shall conduct a discussion of the data and the associated information in a manner that is culturally and linguistically appropriate for that community, including providing alternative communication services, as required by Sections 11135 to 11139.7, inclusive, of the Government Code and implementing regulations. Regional centers shall inform the department of the scheduling of those public meetings 30 days prior to the meeting. Notice of the meetings shall also be posted on the regional center’s Internet Web site 30 days prior to the meeting and shall be sent to individual stakeholders and groups representing underserved communities in a timely manner. Each regional center shall, in holding the meetings required by this subdivision, consider the language needs of the community and shall schedule the meetings at times and locations designed to result in a high turnout by the public and underserved communities.”

In order to identify times that result in a high turnout by the public and underserved communities, input was requested from the bi-monthly meeting of the Diversity and Equity Committee of the RCEB Board of Directors. We received suggestions of regularly scheduled community activities that would welcome our public meeting and allow others to attend as well. This has historically improved turnout especially among members of underserved communities.

Based on this input, times were identified and confirmed with hosts. Due to state and local orders related to the COVID-19 pandemic, all meetings were to be held remotely via Zoom. Translators were scheduled. The meetings were properly noticed 30 days in advance. The public meetings were announced on the RCEB website. The announcement was updated as additional meetings were added. Information was included in RCEB board packets and sent to a community mailing list that has been expanded due to virtual RCEB community meetings held during the pandemic. Announcements were made at community meetings attended by staff prior to the scheduled dates of public meetings. For meetings in conjunction with other groups, the meetings were also

announced by the groups to their regular attendees. The posted schedule is included as Attachment "Schedule" to this report.

Eight public remote meetings were scheduled and announced.

Friday, March 5th at 3:00 PM in collaboration with Friends of Children with Special Needs in Fremont. This session was at the same time as a regular support group occurs. Translation was offered in Cantonese.

Friday, March 5th at 5:00 PM in collaboration with Friends of Children with Special Needs in Fremont. This session was at the same time as a regular support group occurs. Translation was offered in Mandarin.

Tuesday, March 9th at 3:00 PM in collaboration with La Familia Disparity Funds Program. The presentation was conducted in Spanish
Friday, March 12th at 1:00 PM. Hosted by Regional Center of the East Bay

Thursday, March 18th at 1:00 PM In collaboration with Care Parent Network in Contra Costa. The presentation was conducted in Spanish

Tuesday, March 23rd at 3:30 PM in Collaboration with Helping Hands East Bay. Translation was offered in Vietnamese

Wednesday, March 24th at 3:30 PM in in Collaboration with Helping Hands East Bay. Translation was offered in Vietnamese

Tuesday, March 30th 1:00 PM Hosted by Regional Center of the East Bay. The presentation was conducted in English

Meetings:

PowerPoint Presentation Available at www.rceb.org

Minutes At end of this report

March 5, 2021

Attendees: 20

March 5, 2021

Attendees: 65

March 9, 2021

Attendees: 25

March 12, 2021

Attendees: 0

March 18, 2021

Attendees: 23
March 23, 2021
Attendees: 18
March 24, 2021
Attendees: 31
March 30, 2021
Attendees: 6

Total attendees at Public Meetings in 2021: 188

Summary of comments:

- More information about Institutional Deeming
- Unclear about guidelines for delivery of services during the pandemic
- Families unable to connect with their Case Managers
- Families' perception of lack of training for Case Managers
- Families express gratefulness for support provided by La Familia Disparity Funds program
- Need of day programs and others programs for consumers with physical disabilities in addition to developmental disabilities
- Need to increase the number of Case Managers in order to reduce caseload for better attention
- Information needed on housing options
- Address language needs of monolingual families
- More information about Self Determination program
- Questions related to Covid-19 including availability of vaccines

The comments from each meeting are included in the attached minutes.

Does the data indicate a need to reduce disparities in the purchase of services among consumers in the regional center's catchment area? If the data do indicate that need, the regional center's recommendations and plan to promote equity, and reduce disparities, in the purchase of services.

RCEB has been reviewing this data for a number of years and finds that in order to make meaningful conclusions, it is important to sort the data in ways that allow for better comparisons. For example, comparing children ages 3 to 21 living at home to each other. As well as comparing adults living at home to each other versus comparing all adults to each other. We know that those living out of home have higher 24 hour care costs funded by regional centers. Those living at home often have similar needs but supports are often provided through generic resources such as IHSS.

Analysis and Recommendations Re: Adults

Annual authorizations and expenditures for consumers 22 and over are provided in the tables below:

In our analysis, we look at the expenditures based on where people are living. For adults living out of home, expenditures are lower than for African American and Hispanic people. Targeted efforts in assuring that people are receiving the supports that they want and need should occur for these groups. In addition, for adults living at home, our lowest expenditures are in the Asian communities, there have been focused community based organization projects to address these communities which need to continue.

Ethnicity	Annual Authorizations	Annual Expenditures
African American	\$41,660	\$36,124
Asian	\$36,594	\$31,241
Other	\$45,324	\$33,797
Hispanic	\$30,820	\$26,069
White	\$58,258	\$50,427

Adults Living Out of Home

Ethnicity	Annual Authorizations	Annual Expenditures
African American	\$61,792	\$55,977
Asian	\$87,844	\$81,139
Other	\$90,549	\$68,807
Hispanic	\$64,689	\$59,177
White	\$81,072	\$72,955

Adults Living At Home

Ethnicity	Annual Authorizations	Annual Expenditures
African American	\$19,100	\$13,878
Asian	\$18,362	\$13,490
Other	\$20,218	\$13,592
Hispanic	\$18,056	\$14,360
White	\$22,456	\$15,073

Children Ages 3-21

This group has varied needs and we year we saw few changes in expenditures in the 3-21 age group (see charts below). Expenditures for all are expected to go up in 20/21 due to additional supports related to the pandemic. Children usually receive significant support from education and those expenditures are not reflected here Over the previous years, there have seem declines in expenditures which have been related to the transition of many behavioral supports to Medi-Cal and insurance. What is noted here is that while African Americans and Whites, have higher expenditures for children, expenditures for Asian and Hispanics and those identified as other are consistently lower from year to year. There are a number of projects targeted to these communities that should continue. While expenditures are important in looking at underserved communities, many of these projects have also supported families in obtaining services such as Medi-Cal and In Home Support Services (IHSS) which are not reflected in this data.

Ethnicity	Annual Authorizations	Annual Expenditures
African American	\$12,004	\$8,412
Asian	\$8,670	\$5,673
Other	\$8,797	\$5,003
Hispanic	\$7,052	\$4,687
White	\$12,281	\$7,935

Year to Year

Ethnicity	2018-2019 Annual Expenditures	2019 -2020 Annual Expenditures
African American	\$7,426	\$8,412
Asian	\$5,803	\$5,673
Other	\$4,347	\$5,003
Hispanic	\$3,960	\$4,687
White	\$7,104	\$7,935

Language and Authorizations

The impact of language on purchase of service is significant. Disparities in purchase of service exist by language. In most cases, expenditures for those whose family language is other than English have lower purchase of service expenditures than those who speak English only. RCEB sorted our expenditure data by age/language/ and ethnic group. As mentioned above, looking at language by age is important because what would be purchased for children is quite different from what is purchased for adults.

The chart below is an aggregate of expenditures for adults by primary language. We continue to see lower expenditures in some language groups than for those who speak English. Projects and focused support for the Vietnamese, Mien and Cambodian groups need to continue. Our efforts in these communities have focused on those with no purchase of service (POS). This year we will be able to have reduced caseloads for those with low to no POS. These adult populations may be a focus for one of these caseloads.

Ethnicity/Language	Expenditures
All/English	\$41,840
Spanish	\$22,605
Asian/Mandarin	\$39,221
Asian/Korean	\$28,776
Asian/Japanese	\$51,208
Asian/Cantonese	\$25,707
Asian/Vietnamese	\$16,286
Asian/Cambodian	\$12,900
Asian/Tagalog	\$28,713
Asian/Mien	\$7,424

Below is the chart of expenditures for Asians by language and ethnicity for children 3 years through 21 years. Disparities exist, however these are different than in the adult group.

Ethnicity/Language	Expenditures
All/English	\$6,636
Asian/Cantonese	\$10,016
Asian/Japanese	\$3,553
Asian/Tagalog	\$6,947
Asian/Korean	\$8,370
Asian/Mandarin	\$4,405
Asian/Vietnamese	\$5,240
Asian/Mien	\$4,275
Asian/Cambodian	\$1,127

No Purchase of service.

A reduction in the percentage for some adult consumers by language with no POS is evidenced in the following chart. We recently focused on the development of programs to support Vietnamese/Cambodian/and Mien speaking individuals. This was funded through the disparities program several years ago. We are reviewing why the proportion of those speaking Mien dropped during this period as one of the programs was targeted in this grant.

	2018 - 2019	2019 - 2020
ASL	2.4%	3.1%
English	13.0%	13.7%

Spanish	18.3%	18.6%
Cantonese	22.8%	24.4%
Mandarin	7.5%	10.0%
Vietnamese	36.4%	34.0%
Korean	19.4%	16.7%
Cambodian	47.2%	47.1%
Other Asian	26.9%	25.0%
Mien	48.6%	57.1%
Tagalog	27.7%	22.6%
Arabic	15.4%	20.0%
Farsi	30.4%	24.4%
Hindi	13.8%	13.3%
Urdu	22.2%	12.5%

Early Start

In looking at expenditures in the Early Start program, we find that expenditures are highest in the Asian, White and Multi-Cultural groups. The differences are very small except for those identified as multicultural. This group's expenditures are much higher than others.

ETHNICITY OR RACE	EXPENDITURES
ASIAN	\$ 4,012
AFRICAN-AMERICAN	\$ 3,985
HISPANIC	\$3,808
OTHER/MULTICULTURAL	\$4,586
WHITE	\$4,040

However, language appears to impact expenditures for some groups. These language groups have 40 or more Early Start children. One would actually expect that in Early Start, if the family language were other than English, there would be additional supports needed for interpretation. While Vietnamese children have the highest expenditures, the other languages other than English have far lower expenditures and give the need for interpretation may reflect even lower services than just at face value. This points to a need to identify supports in Early Start for children in monolingual Spanish speaking, Arabic, Cantonese, and Mandarin language groups.

LANGUAGE	EXPENDITURES
ENGLISH	\$4,181
SPANISH	\$3,955
ARABIC	\$3,512
VIETNAMESE	\$4,359
CANTONESE	\$3,294
MANDARIN	\$3,280

Regional Center of the East Bay’s recommendations and plans to promote equity and reduce disparities.

Recommendations:

The following recommendations continue for our regional center based on our review of current data and input at public meetings. There are definitely disparities between ethnic and language groups. We will continue to work with our consumers, families, and community partners to identify solutions to promote equity. Some solutions may not change the purchase of service expenditures and other measurements including satisfaction, meeting desired outcomes among others may need to be considered.

Continue to provide support to all families during the COVID-19 pandemic. Some supports include PPE distribution to families and service providers, adapting service delivery according to new guidelines, collect information related to incidence of infection among consumers and family members.

Continue to hold monthly virtual community meetings to provide updates and current information. Enhance use of social media to reach out to all families including virtual meetings, email, Facebook, text messaging and others on other ways to improve communication about services and supports available. A Q&A segment is at the core of these community events

Continue to work with diverse stakeholders to address the digital divide. This includes Addressing accessibility to internet, access to devices and education to navigate online resources.

Employ staff who reflect the diversity of language and culture in our community. Continue to use one contract delegate case management agency to provide case management to consumers and families who are monolingual Spanish speaking. RCEB is not always able to identify trainers who speak multiple languages and will plan to request funding for translation headsets so that more languages can benefit from simultaneous translation.

Continue working with diverse stakeholders to address racial inequities at all levels in the RCEB community. Board of Directors to continue to hold bi monthly Diversity and Equity committee meetings of the Board of Directors. This group serves as a way to get input on potential activities and to plan for outreach to our community.

Attend and support conferences and other events in our community which provide education and information about regional center services to our diverse community in multiple languages. RCEB participates in the planning and implementation of many events that support diverse communities and are funded by DDS Equity Funding.

Work with DDS on assuring that all RCEB staff fully participate in Implicit Bias training.

Support identified individuals with low to no purchase of service on 1:40 caseloads to assure that needed supports and services can be identified and accessed

Focus on identifying resources to serve children in Early Start especially those who do not have English as the primary family language. Request funding through DDS Equity funding for start up to develop more providers to support children in Early Start in their natural environments in the family's language.

Continue to increase the availability of materials in multiple languages and multiple modalities to explain potential services and the individual program plan/individual family service plan. We intend to seek funding for more efforts for all ages.

Promote consideration of the Self Determination program in all communities but especially those that have low purchase of service expenditures due to a lack of availability of culturally and linguistically congruent providers.

Continue to update the RCEB website to make it easier to obtain information both on RCEB and community resources. Our multilingual website is now easily accessible on smart phones. During a number of our diversity and equity meetings, there has been discussion of the importance of increasing the use of text messaging and other hand held device communication methods.

Develop living arrangement including SLS, residential services, and FHA homes that are culturally and linguistically congruent in new communities.

PUBLIC MEETINGS MINUTES

I

Date: March 5, 2021 at 3:00 PM

Location: ZOOM - Friends of Children with Special Needs

Language: Presentation in English. Translation into Cantonese provided. Power Point in Chinese

Number of Attendees: 20

Actions to improve attendance and participation: The meeting was held in collaboration with Friends of Children with Special Needs, a service provider to RCEB consumers from various Asian ethnicities.

Comments from attendees

- It's hard to find case coordinator who speaks Cantonese in San Mateo of GGRC
- Request for **Respite Service**, but not got responses from my case manager
- Case managers is not reliable. How can the regional center supervise these staff?
- would like to request **DD waiver**
- Would like to request **Adult Services List** & apply for **Self Determination Program**.
- I have not heard about additional respite hours available

II

Date: March 5, 2021 at 5:00 PM

Location: ZOOM - Friends of Children with Special Needs

Language: Presentation in English. Translation into Mandarin provided. Power Point in Chinese

Number of Attendees: 31

Actions to improve attendance and participation: The meeting was held in collaboration with Friends of Children with Special Needs, a service provider to RCEB consumers from various Asian ethnicities.

Comments from attendees

- We requested **DD waiver (institutional deeming)** in our IPP back in August 2020 and we only got very little status updates from our RCEB manger and supervisor. Sometimes no words in 2 months. Now, it has been for 6 months already, and we are still in the middle of nowhere, at least that's how I feel. Very frustrated. Is there anything parents can do to speed up the process?
- We do have a purchase in place and it's been in 6 months

III

Date: March 9, 2021 at 3 PM

Location: ZOOM – La Familia Counseling

Language: Presentation in Spanish – Power Point in Spanish

Number of Attendees: 65

Actions to improve attendance and participation: The meeting was held in collaboration with La Familia Disparity Funds Program

Comments from attendees from our catchement area

- I have a problem with the regional center because I have two children with autism and they only give me 15 hours for both and the truth is it's a lot of work and I occupy a lot of help. Could you help me?
- I don't receive any help; they always have excuses. All this time my children have been without their ABA therapy. They're just going to start. Los que have supported me are the doctors. They send emails to social workers and they to those of the regional center and neither do they attend me ! There are many barriers for us Hispanics.
- They do not increase the hours

- They did not respect the directives. One of them in the midst of a pandemic and they didn't want it to be the same provider but a different one.

- Only 15 hours for one and not for the other

- I have an adult child with cerebral palsy but I feel like we're lagging behind. There are no quality programs for adults with special needs and multiple disabilities

- Why the regional center does not give a class to say all the benefits they give?
- I agree. They say “we will see” but then do nothing and the months go by without any response! We call and they never answer

- I also have 2 kids with autism and my other girl is under evaluation and I agree. That's how they are. They supposedly assign you to a Case Manager but they never answer or just rarely. The one that has helped me a lot is also a person from this group and I thank you very much for your support

- The workers in charge with our cases do not do their job well. Until I started looking for these meetings I'm finding out a lot of things that my worker never informed me about or the hours of respite from COVID-19.

- The customer's need is above any policy. Then there is no limit of services
- We need another meeting to clarify our doubts we need more information
- Equity
- My daughter has Down syndrome and she gets hours for personal care but when my son was diagnosed they didn't give him hours. What they did was, they took half of the hours away from my daughter to give them to my son. Is that's correct? We have years with this situation. Thank you.
- That is not correct. They have very different needs
- Every individual is different and their needs are different
- What if Case Managers don't answer?
- Mi son needs speech therapy. Can the regional center give you that service?
- I have no respite and I have 2 children with autism
- You need to talk to your coordinator. Each case is individualized.
- Last year at a public meeting like this, there was talk of working together with the recreation services department of some cities such as Oakley.
Is that happening with more cities? Or was it suspended?
- We need the RCEB to make programs to educate our community to promote equity
- After I started attending these meetings I started to have more knowledge. I would like more meetings like this where I could raise my voice to have the courage to ask for services for my son.
- Many times, Latinos are uninformed. I thank La Familia who has helped me to know the services, attending to their meetings I have been able to get information and thus get services, now I have IHSS and some other services.
- I thank La Familia because I have obtained information and educated myself in their meetings. I would like the letters sent to us from the DDS and the Regional Center to be sent to us in Spanish.

- We need more recreational things for our children that apart from intellectual disability, they have physical disabilities, as well as day programs, spaces adapted for them, etc. I would also like to ask (although we have done so before) that the Regional Centre hire more Social Workers so that they can give us a better service. Also, staff who will be in charge of following up on each case, since sometimes the moms stay with the service halfway because they do not know how to fill out forms.
- I believe that Case Managers should also be educated more so that they know how to identify which services are suitable for our children. I would also like them to send us a survey every 6 months to find out if we need anything or they are doing a good job.
- My kids have 20 hours of Respite each. My daughter who has Down's syndrome had 180 hours of personal care and when my son was diagnosed with Autism, they took 90 hours from her and gave them to my son. Now she only has half of what she previously received. Is this correct? That they share in personal care hours?
- I would like the letters from the Regional Centre and the DDS to be sent in Spanish as well. Sometimes we receive the letters with the information in English and we do not benefit or find out what is happening because it is not in our language.
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IV

Date: March 12, 2021 at 1:00 PM

Location: ZOOM – Regional Center of the East Bay

Language: Presentation in English.

Number of Attendees: None

Actions to improve attendance and participation: The meeting was posted on the Regional Center website and announced at different meetings

Comments from attendees

N/A

V

Date: March 18, 2021 at 1:00 PM

Location: ZOOM – Care Parent Network

Language: Presentation and Power Point in Spanish.

Number of Attendees: 23

Actions to improve attendance and participation: The meeting was held in collaboration with Care Parent Network

Comments from attendees

- The Latino community needs more information
- We need more information in Spanish. For example, the letter for Covid vaccine is in English only.
- In Contra Costa we need more Day Programs, camping, and other programs for individuals with physical disabilities in addition to developmental disabilities
- The RCEB needs more Case Managers
- We need facilitators to help us complete processes with RCEB such as respite and daycare forms
- Case Managers need more training
- Can RCEB conduct surveys every six months to find out how families are doing?
- What additional programs exist during the pandemic?
- Should speech therapy be paid by the school or by the insurance?
- We need more information about regional center services in Brentwood

VI

Date: March 23, 2021 at 3:30 PM

Location: ZOOM – Regional Center of the East Bay

Language: Presentation in English. Translation into Vietnamese provided. Power Point in English

Number of Attendees: 18

Actions to improve attendance and participation: The meeting was held in collaboration with Helping Hands East Bay, a service provider to RCEB consumers from various Asian ethnicities.

Comments from attendees

- Why are adult Asians living out of home spending more money than Whites?
- Is POS for Self-Determination consumers also included in this report?
- When will the Self Determination program become available for all?
- What is Self-Determination?
- The RCEB's website content is available in Vietnamese
- What is the reason for having these meetings?
- Can entire family get vaccinated when a RCEB consumer is vaccinated?
- Hopefully everyone over the age of sixteen can get vaccinated soon
- Does RCEB staff provide help with conservatorship application?
- RCEB has a say in conservatorship depending on whether a client is able to make decisions

VII

Date: March 24, 2021 at 3:30 PM

Location: ZOOM – Regional Center of the East Bay

Language: Presentation in English. Translation into Cantonese provided. Power Point in Chinese

Number of Attendees: 31

Actions to improve attendance and participation: The meeting was held in collaboration with Helping Hands East Bay, a service provider to RCEB consumers from various Asian ethnicities.

Comments from attendees

- Why is it hard for an Asian adult to live out of home? We started the conversation with our Case Manager but it takes a few years
- An explanation of different living options and the financial support available for each option was provided by RCEB staff in Cantonese.
- Are Day programs going to restart soon?
- Will transportation be offered again?
- Why are wages for in home respite providers so low?
- Two adult disable brothers applied for in home respite but the service was provided only to one person
- Can consumers and families be vaccinated at home?
- What happens to SSI when a consumer moves out of home?
- What is limited conservatorship? Can it be helpful? I'm considering it because my son does not know how to make decisions
- Can I apply to be an IHSS worker to provide care for my adult daughter?

VIII

Date: March 30, 2021 at 1:00 PM

Location: ZOOM – Regional Center of the East Bay

Language: Presentation in English.

Number of Attendees: 6

Actions to improve attendance and participation: The meeting was posted on the Regional Center website and announced at different meetings

Comments from attendees

- RCEB should make sure that families have accessibility to information about options available for them. In my family we don't use respite for my brother but my parents don't know what other things my brother can do. We're not quite sure what's out there for him. Since Case Managers know so much about services, perhaps they could say: "if your child is interested in these kinds of activities, you may be interested in these kind of services" or something like that.

- Comment from ED Lisa Kleinbub: Our Services and Supports Committee has been looking on how do we communicate about different services. We're creating some brochures that will have information in simple, one page, fact sheets for Case Managers and families to look at together to understand services and how are they authorized. Hopefully that will help families as they move through the system. We're happy to have further feedback from families. Our "write to us" email address is available on our website so you can provide feedback. Also, if you look at our performance contract, every year there's a couple of measures that are included, one of which looks at services by language, another one looks at services by ethnicity. We want services especially for the adult population to be more equitable across different language groups.
- Perhaps with the Self-determination Program we will see a little bit of an increase in POS at least in the Hispanic community. I used to have a bilingual caseload. One thing I noticed was that a lot of moms do not work and because they stay at home, they do not use respite or childcare. They were more interested in getting things like diapers. A few of them were undocumented and for that reason they did not want any assistance. Sometimes they were just skeptical about the whole system.