

# Ethnicity of Service Coordinators Compared to RCOC Consumers

<b>Ethnicity or Race</b>	<b>Service Coordinators (n=252)</b>	<b>Consumers (n=19,207)</b>
Asian	25%	13%
Black/African American	4%	2%
Hispanic	43%	33%
White	26%	38%
Other/Unknown	2%	14%

# Highlights of POS Expenditure Data

Ethnicity or Race	Average Authorized Cost			
	For All Ages	Birth to 2 years, inclusive	Ages 3 to 21 years, inclusive	Ages 22 years and older
Asian	\$15,073	\$9,191	\$14,552	\$21,090
Hispanic	\$12,112	\$5,790	\$10,247	\$21,103
White	\$23,108	\$6,612	\$13,523	\$32,148
<i>Overall Average</i>	<i>\$16,863</i>	<i>\$6,849</i>	<i>\$12,287</i>	<i>\$27,615</i>

For All Ages	Average Authorized Cost	
	Living at Home	Living Out of Home
Asian	\$12,700	\$42,511
Hispanic	\$9,720	\$37,621
White	\$12,705	\$40,493
<i>Overall Average</i>	<i>\$11,230</i>	<i>\$40,294</i>

# Highlights of POS Expenditure Data (continued)

Ethnicity or Race	No Purchase of Services			
	All Ages	Birth to 2 years, inclusive	Ages 3 to 21 years, inclusive	Ages 22 years and older
Asian	15.80%	3.90%	19.00%	21.40%
Hispanic	23.70%	6.00%	33.70%	22.30%
White	14.40%	6.10%	24.50%	10.80%
<i>Overall Average</i>	<i>18.10%</i>	<i>5.30%</i>	<i>27.50%</i>	<i>15.20%</i>

Language	No Purchase of Services			
	All Ages	Birth to 2 years, inclusive	Ages 3 to 21 years, inclusive	Ages 22 years and older
Korean	10.50%	8.30%	11.80%	9.80%
Spanish	26.60%	7.10%	35.60%	25.00%
Vietnamese	20.80%	4.20%	23.20%	26.90%
<i>Overall Average</i>	<i>18.10%</i>	<i>5.30%</i>	<i>27.50%</i>	<i>15.20%</i>

# Building Our Expertise in Linguistic and Cultural Competency



Presented at the RCOC Board of Directors' Retreat  
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# How This Intersects With RCOC's Guiding Principles

## *Family Supports*

Family support services are flexible and innovative in meeting the family's needs as they evolve over time, are tailored to the preferences of the individual family, and are consistent with their cultural norms and customs.

# How This Intersects With RCOC's Guiding Principles

## *Service Planning and Coordination*

Services and supports are sensitive to the diverse religious, cultural, language, socioeconomic and ethnic characteristics of their community.

# Why is Information Sharing Required?

*Section 4622 (g) (1) of the Welfare and Institutions Code requires that:*

*Regional centers provide necessary training and support to Board members to facilitate their understanding and participation, including issues relating to linguistic and cultural competency.*

# The Value of Addressing Linguistic and Cultural Competence



To be responsive to communities with changing demographics



To raise awareness of diverse views and beliefs about disability



To comply with Federal and State laws



To ensure that individuals and families receive the services and supports they need



To improve quality, effectiveness and satisfaction with services and supports

# What Does *Culture* Mean?

A cultural group can be described as people with common origins, customs and styles of living, sense of identity or language. Their common experiences shape their values, goals, expectations, beliefs, perceptions and behaviors.



# What is Cultural Competency?

*...a set of congruent behaviors, attitudes and policies that come together in a system, agency or among professionals that enables effective work in cross-cultural situations.*



# What is Linguistic Competency?

*Linguistic competence is the capacity of an organization and its personnel to communicate effectively, and convey information in a manner that is easily understood by diverse audiences.*



# Culture and Language May Influence:

- Wellness belief systems
- How disabilities are caused or perceived
- The behaviors of people seeking services or their attitudes towards providers
- The delivery of services by the provider who looks at the world through his or her own culture and language

# What are Cultural and Linguistically Appropriate Services ?

*...Services that are respectful of and responsive to cultural and linguistic needs.*



# Characteristics of a Culturally Competent Organization

The organization demonstrates an awareness of, respect for, and attention to diversity of the people with whom it interacts (persons served, personnel, families/caregivers) that are reflected in attitudes, organizational structure, policies and services.



# The Positive Impacts of Linguistic and Cultural Competency to the Board

- *When the Board reflects, and is sensitive to, the diversity of the community it serves, the organization will be better able to build bridges to the community, access resources and respond to external influences.*
- *Diverse perspectives on the Board can help identify the opportunities and the risks when facing a major decision.*

# The Positive Impacts of Linguistic and Cultural Competency to the Board

- *Diversity should be thought of as a basic indicator of an agency's capacity to sustain itself in the long term.*
- *It is important to cultivate new board members who can expand the board's collective cultural awareness and help respond to our community's future needs.*

# What is a Board Member's Role and Responsibility?

*Board members have the responsibility to review annually the performance of the Regional Center in providing services that are linguistically and culturally appropriate.*

*Board members may provide recommendations to the Director of the Regional Center based on the results of that review.*



**Strength lies in differences, not in similarities.**

**~ Stephen R. Covey**

# References

- Welfare and Institutions Code § 4622
- U.S. Department of Health and Human Services-Office of Minority Health
- National Culturally and Linguistically Appropriate Services (CLAS) Standards
- National Center for Cultural Competency
- Council of Nonprofits
- National Center for Cultural Competence at Georgetown University