

Application Report



Applicant Organization: Regional Center of Orange County

Project Name: Language Access and Cultural Competency

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

Requested Amount: \$906,000.00

Project Summary: RCOC will provide individuals and families an equal opportunity to access support and services they need in the most culturally competent and linguistically appropriate manner. All RCOC information and materials will be equally accessible with improved access to RCOC's website, public meetings held in-person/virtually and translation of resources in Vietnamese, Korean and Spanish. Community input will be collected from surveys, listening sessions and leadership forums in these specific communities; additionally, RCOC will host a D/HH community leadership forum.

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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:

Orange County is home to one of the largest populations of Vietnamese Americans outside of Vietnam, and large immigrant populations of Chinese, Asian Indians, Koreans and other nationalities contribute to our diversity. According to 2020 Census data, the 3 largest ethnic groups in Orange County are White (Non-Hispanic) (39.8%), Hispanic (34%), and Asian (21.7%).

Since Regional Center of Orange County (RCOC) serves Orange County residents, the families and people served by RCOC clearly reflect the diversity of the county population. The languages spoken by those we serve are also very diverse and include English, Spanish, Vietnamese, Arabic, American Sign Language (ASL), Khmer, Chinese (Cantonese and Mandarin), Farsi, Korean, Russian, and Tagalog.

Geographically, there are some neighborhoods/areas which attract new immigrants of similar ethnicity/language (e.g., Vietnamese, Korean, Cambodian, Chinese) whereas other ethnicities, such as Spanish, are more dispersed throughout the county.

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:

Increased language access and cultural competency in RCOC's catchment area have been an ongoing priority. Below are some of the efforts and/or strategies that have been applied by RCOC:

- More than 70% of our Service Coordinators are bilingual in one of 16 different languages (i.e.: Spanish, Vietnamese, Korean, Japanese, Khmer, Mandarin, Cantonese, Tagalog, Farsi, Arabic, Hindi, ASL, French, Portuguese, Swahili and Punjabi)
- All Service Coordinators complete Cultural Competency Training and Diversity and Inclusion Training upon being hired and re-take the training periodically.
- By far the majority of frequently used documents in case management and/or official letters have been translated into Spanish and Vietnamese.
- Interpretation in Spanish and Vietnamese are offered at all RCOC public meetings.
- RCOC publishes a quarterly newsletter in English, Spanish and Vietnamese; it includes inserts in Spanish and Vietnamese which share information tailored specifically to those two ethnic groups.

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:

In the past, RCOC has identified Hispanic and Vietnamese as target populations for outreach. Hispanic is always the second largest ethnic group in Orange County after those who identify as White; the Vietnamese segment is the next largest ethnic population in Orange County. Therefore, much of our efforts will be focused upon the Hispanic and Vietnamese communities. The language data provided by DDS on April 6th also highlighted the need for Korean and Mandarin Chinese support, so RCOC is planning on reviewing the data with internal staff to discuss these language needs.

The data directs the search for bilingual new Service Coordinator staff. Some concerns do exist as to the accuracy of this data; many families appear to be categorized as "Other." Efforts will continue to assure that data collected is as specific as possible.

Even though RCOC's website has a vast amount of content and helpful information, the website design is not user friendly. Efforts are currently underway to re-do the website in order to make it more accessible to all families and individuals served.

Virtual meetings have advantages but also create barriers for those who are not tech savvy and/or do not have reliable internet. We are planning on developing a new audio system to make public meetings equally accessible in a hybrid mode – so those who are physically in attendance at a meeting as well as those who are attending virtually have equal access to interpretation.

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:

We are planning on hosting listening sessions in Spanish, Vietnamese and Korean via Zoom to gather stakeholder input to better understand their language needs and how RCOC might improve access to information among the families and individuals served by RCOC. In addition, surveys in Spanish, Vietnamese and Korean will be utilized as another way to gather stakeholder inputs; and will be shared broadly via postage mail, email, social media and outreach activities.

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
 - Partner with CBOs to host a community meeting
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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:

- Korean
 - Vietnamese
 - Spanish
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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:

- Self-Advocates/Consumers
 - Family Members
 - Service Coordinators
 - Intake Staff
 - Service Providers
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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
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- Identify distribution list

Applicant Response:

We plan to contract with Thompson Policy Institute on Disability (TPI) of Chapman University as the consultant to assist with the survey development and analysis.

Steps to follow:

- Review DDS' survey questions & modify for our local area.
- Translate into Spanish, Vietnamese & Korean
- Check accuracy of the translations with CBOs' inputs.
- Identify distribution list
- Distribute
- Gather all responses & scan them for record keeping purposes
- Synthesize and analyze the results

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:

- Email
- US Mail
- Website Link
- QR Code

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:

- Korean
- Vietnamese
- Spanish

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:

N/A

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:

RCOC recently formed an internal team called Diversity and Inclusion Task Force including Directors, Managers, Supervisors, bilingual SCs, Family Resource Center staff and Cultural Specialist. The mission of the Task Force is to develop strategies that foster an environment based on trust, respect, collaboration and transparency that promote equal access to information and services for all persons and families served by RCOC. Besides sharing the data provided by the Department with RCOC directors, and the stakeholders who participate in the above-mentioned Listening Sessions; we are planning to share the data with the Task Force. The information will help to enhance the Task Force's decision in identifying immediate priorities and projects.

RCOC hosted our first Asian Pacific Islander (API) Leadership Forum in 2019 that included representatives from county agencies, CBOs, faith-based organizations, community leaders, etc. to connect and share concerns, as well as successful strategies. The input we received from the forum has helped us to better serve our API families in the most culturally and linguistically competent manner.

Based on the success of the past API forum, we are planning on hosting similar forums focusing on Spanish, Vietnamese, Korean and D/HH community to share the language data provided from the Department. We also hope that we can gather more specific strategies for the Vietnamese community, as well as learn about the Spanish, Korean and D/HH communities.

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
- Surveys
- Outreach Events

Applicant Comment:

The listening sessions and the surveys (in Spanish, Vietnamese and Korean) will be used for both language and cultural competence assessment.

We are planning on hosting similar forums focusing on Spanish, Vietnamese, Korean and Deaf/Hard of Hearing community to share the language data provided from the Department. We also hope that we can gather more specific strategies for the Vietnamese Community, as well as expand our knowledge of the Spanish, Korean and D/HH communities.

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 self-advocates
- Host listening sessions with family members
- Host listening sessions with community organizations
- Partner with local CBOs to host a community meeting

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:

- Asian
- Hispanic

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:

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

We are planning on contracting with Thompson Policy Institute on Disability (TPI) of Chapman University as the consultant to assist with the survey development and analysis. The surveys (in Spanish, Korean and Vietnamese) will be used for both language and cultural competence assessment.

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:

- Email
 - US Mail
 - Website Link
 - QR Code
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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:

- Korean
- Spanish
- Vietnamese

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:

N/A

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:

For public meetings, RCOC is fortunate to have identified and contracted with a well-experienced local interpreter. Her many years of experience in interpreting meetings related to the developmental disability field improves the accuracy of content and the understanding of the Spanish-speaking families. We are aware of needing to identify Vietnamese, ASL and Korean interpreters of the same caliber and build experience. We have found it helpful to send the materials being used prior to the meetings so interpreters have time to review and prepare. This can help with the quality of the interpretation.

In the past, due to budgeting limitations, we could only provide Spanish and Vietnamese interpreters (RCOC's threshold languages) at the public meetings. Now with support from the Language Access and Cultural Competency Funding, we are planning on offering interpretation services in Spanish, Vietnamese and Korean at all of the public meetings and/or parent training workshops hosted by RCOC.

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:

RCOC is planning on hiring a full time bilingual staff as Community Outreach and Access Coordinator. This new position will oversee all of the related projects/activities funded through Language Access and Cultural Competency Funding as well as working alongside the RCOC Cultural Specialist to provide family support and assist with community engagement activities.

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:

We are planning on contracting with the Community Based Organizations who are culturally and linguistically appropriate for Hispanic, Vietnamese, Korean and Deaf/Hard of Hearing communities. We anticipate that these consultants will improve outreach to the targeted communities as well as assist with the language access and cultural competency related projects/activities.

We also planning on contracting with Thompson Policy Institute on Disability of Chapman University (TPI) as our consultant who will be responsible to develop, gather and analyze the surveys. RCOC has utilized TPI for our routine leadership surveys and the quality of the surveys and reports were always well organized and very professional.

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:

Our long-term goal is to provide all families and persons served by RCOC an equal opportunity to access the support and services they need in the most culturally competent and linguistically appropriate manner. All RCOC information and materials will be equally accessible to all.

Short-term goals:

1. By the end of December 2022: RCOC will identify all of the documents/materials that need to be translated into Spanish, Korean and Vietnamese.
 2. By the end of December 2023: RCOC will complete the revision of our website to make it more accessible to Spanish-, Vietnamese- and Korean-readers.
 3. By April 2023, a new system will be in place to make public meetings equally accessible in a hybrid mode – so those who are in attendance in the meeting as well as those who are attending remotely have equal access to interpretation.
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