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Language Access and Cultural Competency (LACC)

Conducted by the Thompson Policy Institute on Disability
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Background

The Thompson Policy Institute on Disability (TPI) partnered with the Regional Center of Orange County (RCOC) to devise and execute four initiatives under the Language Access and Cultural Competency (LACC) program. These initiatives encompassed:

- (1) Administering a survey targeted at RCOC monolingual clients and families to include Spanish, Vietnamese, and Korean-speaking communities. Members of the Deaf and Hard of Hearing community also participated in the extended survey.
- (2) Hosting listening sessions tailored for Spanish, Vietnamese, and Korean families, and
- (3) Presenting the survey data at a leadership forum with RCOC vendors and partners, incorporating a focus group meeting and survey.

Through these formats, we collected valuable input, providing a comprehensive understanding of the perspectives of RCOC monolingual family and community members. This information will guide improvements aimed at better addressing the distinctive needs of these demographic groups.



RCOC Monolingual Family Surveys

The program evaluators distributed this anonymous survey to clients and families of the Regional Center of Orange County. There were two survey distribution methods: (1) electronic correspondence utilizing Chapman University's Qualtrics Survey platform and (2) United States Postal Service mail. Surveys sent via U.S. mail included self-addressed and prepaid postage envelopes for respondents to return their surveys confidentially to the Thompson Policy Institute at Chapman University. All envelopes containing any personal information, such as a name or address, were destroyed to uphold the confidentiality of the survey. Surveys were disseminated in May 2023 with a return date in June 2023.

The Qualtrics platform upholds survey confidentiality by employing a multifaceted approach to safeguard respondents' privacy and data security. Qualtrics uses advanced encryption protocols to protect survey data during transmission and storage, ensuring that sensitive information remains confidential. The Department of Developmental Services (DDS) and the Regional Center of Orange County (RCOC) developed the questions in this survey.

The survey was available in four primary languages: (1) Spanish, (2) Vietnamese, (3) Korean, and (4) English for the Deaf/Hard of Hearing (DHH). An outside agency translated each survey requiring translation into English for the program evaluators, ensuring confidentiality by not providing any identifiers. The survey distribution targeted RCOC families who self-identified as monolingual. Table 1 details the total number of surveys distributed and the total number of surveys received.



The distribution methods for the DHH surveys differed from those used for the Spanish, Vietnamese, and Korean surveys. Instead of being distributed through electronic correspondence and U.S. mail, the DHH surveys were made available to families at a local DHH vendor fair. This variance in distribution contributed to a notably lower response rate and limited overall outreach for this group.

Table 1: RCOC Surveys

	Total Surveys Sent	Online Responses Received	Mailed Responses Received	Total/Percentage of Responses
Spanish	4,161	462	387	849 (20%)
Vietnamese	1,001	88	189	277 (27%)
Korean	145	115	28	143 (98%)
D/HH	N/A	30	N/A	30

Listening Sessions

Listening sessions were conducted for each group, excluding the Deaf/Hard of Hearing families, with all sessions held in the primary language of the respective stakeholder group. All listening sessions were held in October and November 2023. During these sessions, preliminary data from the surveys was presented. Following the data presentation, the RCOC moderator posed a series of questions, including:

1. What can RCOC do to be sure that it is inclusive and welcoming to people of all backgrounds and identities?
2. What questions do you have about RCOC services and/or eligibility? Are there any gaps in services that need to be addressed?
3. How easy is it for you to connect with your service coordinator or someone at the Regional Center when you have questions or concerns?
4. Can you share some experiences (positive/negative) that you or your family members have with RCOC?
5. How can RCOC better serve the needs of families and clients?
6. Is there anything else you would like to share that has not been covered by the questions?

Each listening session aimed to cover as many questions as possible within the allotted time frame of the listening session. Participants' responses did not always answer the specific questions, but their feedback was recorded. Therefore, all data may not correspond to specific questions, and topics covered in each group may vary. Participants were also encouraged to submit written responses if they felt they needed more opportunity to speak or wished to provide further details. Subsequently, all responses were collected, translated, analyzed, and coded to highlight noteworthy findings.

The following results section highlights the outcomes of the surveys (both electronic and mail surveys) as well as the listening sessions for each group.

Spanish Monolingual RCOC Families Survey Results

Accessibility of Information

The presented findings highlight the accessibility of information for Spanish monolingual families. Nearly half, 49%, of the families surveyed expressed that obtaining necessary information in their language was completely easy, while 25% found it mostly easy, and 21% considered it somewhat easy. One percent did not provide a response and only 4% conveyed that acquiring information in their language was not easy, underscoring the overall ease of accessibility for Spanish-speaking families.

Improving Equitable Access to Educational Information

When inquired about potential enhancements for improving information accessibility, the top responses, in order of priority, were conducting meetings/presentations in their preferred language, offering translated materials, assisting in completing paperwork, and supplying an interpreter.

When asked how RCOC could improve the materials these families receive in their language, the following narrative themes were expressed:

A prevailing concern is the need for comprehensive language access and accurate translation services, particularly in Spanish. Respondents expressed a desire for all information, including essential documents like the Lanterman Act, to be available in their language. Respondents emphasized the need for accessibility and information dissemination, with requests for more details on community programs, faster communication, and additional educational resources, especially for adolescents. Cultural competence and sensitivity were emphasized by respondents, along with calls for equal access to quality services for all individuals with disabilities.

Satisfaction with current services is evident, with positive remarks on the clarity and effectiveness of information provided for families with special needs. Improvement suggestions include more straightforward explanations and more explicit information. Overall, the feedback focuses on tailoring services to diverse needs, improving communication, and fostering inclusivity and cultural competence.

Spanish Monolingual RCOC Families

Survey Results

Improving Equitable Access to Educational Information (continued)

When queried about their perception of having equal access to RCOC educational information in comparison to the material available in English, 48% agreed, while 20% stated uncertainty, and 15% mentioned they did not have equal access. Seventeen percent did not respond to this question.

Furthermore, 58% of respondents expressed confidence in the usefulness of the information presented in their language. Among them, 30% consider it mostly useful, 10% find it somewhat useful, 1% deem it not useful, and 1% did not respond to this question.

RCOC Communication

Spanish monolingual families have expressed their communication preferences with RCOC, ranking phone calls as their top choice, followed by email, text messaging, and walk-in interactions. When the RCOC Service Coordinator is available, these families favor receiving information directly from the Service Coordinator. Email communication and interaction with the Service Coordinator were the most common ways of receiving information, with additional sources being RCOC's Dialogue Newsletter and printed materials. Notably, 81% of respondents rely on 1-3 sources for information; therefore, it is best when RCOC utilizes multiple methods for communication to increase their reach and accessibility.

In terms of language preference, 66% of respondents favor written communication in Spanish, while spoken language is preferred by 26% of respondents. Eight percent of respondents did not respond.

Regarding presentation formats, 56% of respondents lean towards in-person presentations, while 34% prefer Zoom sessions. Ten percent of respondents did not respond to this question.

Furthermore, 75% of respondents confirmed receiving RCOC communication emails about community events and workshops.

Spanish Monolingual RCOC Families

Survey Results

Service Coordinator Awareness

Eighty-eight percent of respondents know their Service Coordinator's name, and 89% know how to contact their Service Coordinator.

Barriers to Participation

The top responses for barriers respondents face in participating in RCOC events or sponsored events include work hours conflict with event times, transportation, preference for in-person meetings, and child care.

Respectful to Culture

Sixty percent of respondents indicated that the information they receive is respectful of their culture, with an additional 31% stating it is mostly respectful, 8% indicated it is somewhat respectful, and 1% did not respond. Notably, no respondents indicated that the information is not respectful.

Advocacy for Services

When asked if families disagree with a service decision if they have been informed about the next steps to advocate for their needs and/or concerns, 69% agreed, 17% disagreed, and 14% did not respond.

General Comments

The feedback covers various aspects, including communication issues, language barriers, the need for better-trained Service Coordinators, concerns about the appeals process, and requests for more information about available services.

Spanish Listening Session

These themes collectively highlight various challenges and suggestions related to the services and support provided by RCO, emphasizing the importance of communication, service coordination, accessibility of information, resources and programming, and cultural sensitivity.

Families are seeking more interaction and connection to their Service Coordinators promptly. They feel as though it would be helpful if Service Coordinators could provide more information and guidance. They see the Service Coordinators as a critical resource to provide information about available services and resources in the community. Parents express a desire for guides to understand processes related to services, authorizations, and appeals. Families noted that positive experiences often involve individuals who are well-informed, educated, and actively advocate for their rights. Education and training within the community are seen as crucial for navigating the system effectively.

Several respondents highlighted challenges related to communication and language barriers. Having bilingual staff and supervisors who understand the cultural nuances can significantly impact the quality of services. Respondents felt there needed to be more consistency in services, specifically with the Spanish-speaking community, over other communities.

Suggestions focused on improving communication, coordination, transparency, and empathy within the system to better support parents and caregivers of individuals with special needs. Several comments highlight the importance of coordinators showing sensitivity to the challenges that parents, particularly those with children with special needs, are facing.



Vietnamese Monolingual RCOC Families Survey Results

Accessibility of Information

The presented findings highlight the accessibility of information for Vietnamese monolingual families. More than half of respondents, 52%, expressed that obtaining necessary information in their language was completely easy, while 35% found it mostly easy, and 9% considered it somewhat easy. Only 3% conveyed that acquiring information in their language was not easy, and 1% did not respond. These percentages indicate a relative ease for Vietnamese families to access information in their language from the Regional Center of Orange County.

Lastly, 65% of respondents believe the information on they receive in their language is useful. Among them, 29% consider it mostly useful, 4% find it somewhat useful, 1% deem it not useful, and 1% did not respond.

Improving Equitable Access to Educational Information

When respondents were asked how RCOC could improve the materials received in their language, the feedback was overwhelmingly positive. This group appreciated the increase in information provided in Vietnamese. The materials received in Vietnamese have proven to be clear, detailed, and excellent overall. They request that all information disseminated to families be translated into Vietnamese so that they can stay informed.

Respondents suggested that RCOC could enhance access to information by maintaining the amount of translated materials, offering interpreter services, conducting meetings and presentations in Vietnamese, and assisting with completing paperwork.

A significant majority of this group, comprising 65%, strongly believed that they have equal access to RCOC educational information compared to materials available in English, while only 12% disagreed. Eleven percent indicated they did not know, and 12% did not respond.

Vietnamese Monolingual RCOC Families Survey Results

RCOC Communication

The survey results highlight that Vietnamese families primarily obtain information from RCOC through various channels. The top four sources include email, communication from their Service Coordinator, printed materials, and RCOC's Dialogue Newsletter. Notably, 82% of respondents rely on 1-3 of these information sources; therefore, it is best when RCOC utilizes multiple methods for communication to increase their reach and accessibility. Preferred means of RCOC sharing information are ranked as follows: the Service Coordinator is the top choice, followed by emails, printed materials, and text messaging. Phone calls are the preferred communication method for these families, followed by emails and text messaging. Additionally, 62% favor Zoom presentations, while 28% prefer in-person presentations from RCOC. Ten percent provided no response.

Regarding language preference, 84% of respondents favor written communication in Vietnamese over spoken communication. Furthermore, 73% of respondents have confirmed receiving RCOC communication emails regarding community events and workshops.

Service Coordinator Awareness

When asked about knowing their service coordinator's name, 83% of Vietnamese families responded yes, indicating both recognition of the individual and knowledge of how to contact their service coordinator. In comparison, 14% indicated a need for more familiarity with their Service Coordinator and contact information. Three percent of respondents did not respond.

Barriers to Participation

The top barriers Vietnamese families face in participating in RCOC events or sponsored events include in-person meetings as their preference is virtual meetings, work hours conflicting with event times, the event not being held in their preferred language, and the availability of a language interpreter.

Respectful to Culture

Sixty-six percent of respondents indicated that the information they receive is respectful of their culture, with an additional 29% stating it is mostly respectful and 4% stating it is somewhat respectful. Notably, none of these respondents indicated that the information is not respectful and 1% did not respond.

Vietnamese Monolingual RCOC Families Survey Results

Advocacy for Services

Sixty percent of the participants believe that when they disagree with a service decision, they are provided with information about the subsequent steps to voice their needs and concerns. In contrast, 27% expressed disagreement with this statement. Thirteen percent did not respond.



Vietnamese Listening Session

Vietnamese Listening Sessions Results

The collective themes emerging from the Vietnamese Listening Sessions indicate a positive interaction with the services offered by RCOC. Many participants conveyed appreciation and positive feedback for the assistance provided by RCOC, acknowledging positive changes over time. Families also highlighted the supportive demeanor of the staff, an increase in support, translation, and overall improved accessibility.

A common desire for enhanced communication and information dissemination was noted. Families expressed a need for a better understanding of the services provided by RCOC, emphasizing the importance of workshops, informative materials, and effective communication methods. Participants consistently desired detailed information on RCOC services, particularly regarding Self-determination. There was also a recurring theme of seeking information about programs tailored to specific age groups, focusing on services for students aged 18-22.

Families reported some communication challenges, from the past and current, with an acknowledgment of improvements over time. Parents have found themselves independently navigating research, paperwork, and learning processes. Families expressed a desire for increased information sharing from RCOC and Service Coordinators.

In summary, the prevalent themes centered around the importance of effective communication, comprehensive information on services, tackling challenges within RCOC they continue to face, providing support for program navigation, and ensuring families are well-informed about available resources.

Korean Monolingual RCOC Families

Survey Results

Accessibility of Information

The presented findings highlight the accessibility of information for Korean monolingual families. Sixty-seven percent of Korean respondents indicated that obtaining necessary information in Korean was not easy, while 18% found it somewhat easy, and 11% was mostly easy. 4% of respondents believe it is completely easy. These results indicate a strong agreement that Korean monolingual families generally feel it is more difficult to obtain information in Korean from RCOC.

From the information these families receive, 20% of respondents believe that the information they receive in Korean is completely useful. Among them, 20% consider it mostly useful, and 44% find it somewhat useful. Six percent of respondents believed that the information is not useful. Ten percent did not respond.

Improving Equitable Access to Educational Information

When respondents were asked how RCOC could improve access to information, the themes identified focused on challenges with translation, the need for more accessible and accurate information, a desire for bilingualism in materials, and the importance of clear communication in disability-related content. Responses emphasize the difficulty in relying solely on automated translation software such as Google Translate, highlighting the need for more accurate translation of materials.

The desire for information in Korean is evident, with a preference for materials written directly in Korean. There is a request for better quality translations, specifically by qualified translators. Additionally, there is a call for increased awareness and publicity to make services more accessible, with suggestions for bilingual advisors and experts to review translated content for clarity. Overall, the themes revolve around the challenges, preferences, and recommendations related to translation, accessibility, and communication in the context of disability-related materials in Korean.

Korean Monolingual RCOC Families

Survey Results

Improving Access to Information

Forty-six percent of respondents feel they do not have equal access to RCOC educational information compared to materials available in English. Only 22% believe they have equal access, 16% of respondents stated they were unsure, and 16% of respondents did not provide a response. These data indicate a need to increase Korean monolingual families' access to educational information.

RCOC Communication

The top results show that Korean monolingual families receive information from RCOC by email, their Service Coordinator, parent support groups, and RCOC's Dialogue Newsletter. Sixty-eight percent of respondents use 1-3 sources to obtain information from RCOC. Korean families indicated that the best way to communicate with them is through email, the Service Coordinator, text messaging, and printed material. These results suggest that these families prefer to communicate with RCOC by email rather than phone. These families also prefer Zoom presentations (55%) rather than in-person (29%) presentations from RCOC. Sixteen percent provided no response.

Regarding language preference, 74% of respondents favor written communication in Korean over spoken communication. Seventy-one percent of respondents indicated receiving RCOC communication emails about community events and workshops, whereas 15% stated that they do not, and 14% did not respond.

Service Coordinator Awareness

When asked about knowing their service coordinator's name, 81% of Vietnamese families responded yes, indicating both recognition of the name and knowledge of contacting their service coordinator. In comparison, 15% indicated a lack of familiarity with their Service Coordinator's name and contact information.

Barriers to Participation

The top barriers Korean families face in participating in RCOC events or sponsored events include events held in another language with no availability of language interpretation services, child care, and work hours conflicting with the times of events.

Korean Monolingual RCOC Families Survey Results

Respectful to Culture

Only 7% of respondents indicated that the information they received from RCOC was completely respectful to their culture, while 49% indicated it was somewhat respectful. Twenty-two percent believe the information is mostly respectful, but 21% also indicated the information is not respectful of their culture. One percent did not respond.

Advocacy for Services

Fifty-one percent of Korean respondents feel they need to be more informed about the next steps to address their needs or concerns when disagreeing with a service decision. Only 27% indicated they know how to advocate for their needs or concerns. Twenty-two percent of the respondents did not respond to this question.



Korean Listening Session

Korean Listening Sessions Results

The Korean listening sessions highlighted some positive experiences with RCOC. This included an appreciation for service coordinators and highlighted some positive experiences with RCOC staff members for their helpfulness, kindness, and welcoming attitude. They appreciated the access to the Family Resource Center.

Some of the challenges highlighted pertained to RCOC customer service, particularly regarding response times from certain Service Coordinators and frustration over the perceived lack of support provided.

Communication emerged as a significant concern, with discrepancies between RCOC and other Regional Centers in communication methods and service offerings.

During the listening sessions, participants advocated for increased bilingual support, including the presence of Korean-speaking Service Coordinators, interpreters at events, and translation of documents. Enhancing bilingual support could address accessibility issues individuals face, such as comprehension of procedures, especially in service applications, support, advocacy, and addressing delays in RCOC responses.

Overall, the feedback revolves around enhancing inclusiveness, improving access through interpreters and translation of documents, addressing challenges faced in communication, and accessing RCOC information.

Deaf and Hard-of-Hearing RCOC Families Survey Results

Accessibility of Information

The DHH community expressed a strong consensus regarding the accessibility of information from RCOC. Among respondents, 32% found it completely easy, 33% mostly easy, and 29% somewhat easy. Only a small minority, 6%, reported difficulty in obtaining information.

When asked how useful the information is from RCOC, 42% of respondents believe that the information they receive in their language is completely useful. Among them, 26% consider it mostly useful, 29% find it somewhat useful, and a mere 3% deem it not useful.

Improving Equitable Access to Educational Information

The feedback provided emphasized the importance of accessible resources for the American Sign Language (ASL) community, particularly for children and parents seeking to learn ASL to enhance communication within families. Suggestions include expanding ASL learning opportunities, utilizing mass text messaging services for disseminating information to the deaf community, offering information in both English and Spanish Sign Language, and ensuring accommodations such as large print and ASL interpreters at various service encounters. Improvement areas highlighted include better communication with individuals with multiple disabilities and increased notification about available programs during meetings with service providers.

When asked whether they feel they have equal access to RCOC educational information compared to material available to the hearing community, 40% said yes, 37% said no, and 23% did not know. Additionally, 54% of respondents requested meetings and presentations with sign language interpreters, videos with sign language interpretation, closed captioning, and subtitles for access.

Deaf and Hard-of-Hearing RCOC Families Survey Results

RCOC Communication

Regarding how the DHH community receives information from RCOC, the top responses included email, the Service Coordinator, and the RCOC website. Participants noted that the most effective methods for RCOC to disseminate information to them were through email, their Service Coordinator, text messages, the RCOC website, and printed materials. The respondents indicated they prefer to communicate with RCOC by email, which was 83%. Additionally, significant percentages indicated preferences for text messaging (53%) and phone calls (47%). In-person presentations are favored (53%) over Zoom presentations (27%) or Zoom meetings with sign language interpreters (20%). Lastly, 83% of respondents do receive RCOC communication emails about community events and workshops.

Service Coordinator Awareness

When asked if they knew the name of their Service Coordinator, 77% of families with individuals who are Deaf or Hard of Hearing responded they did. Additionally, 80% of respondents stated that they know how to contact their service coordinator, while 20% reported not knowing how to contact them.

Barriers to Participation

A wide array of obstacles hindered participation within the DHH community. The top challenges identified by 30% of respondents included transportation limitations, difficulties in arranging childcare, and a strong preference for in-person gatherings. Additionally, 23% cited barriers such as the unavailability of sign language interpreters and conflicting work schedules as reasons for their limited involvement in RCOC events.

Respectful to Culture

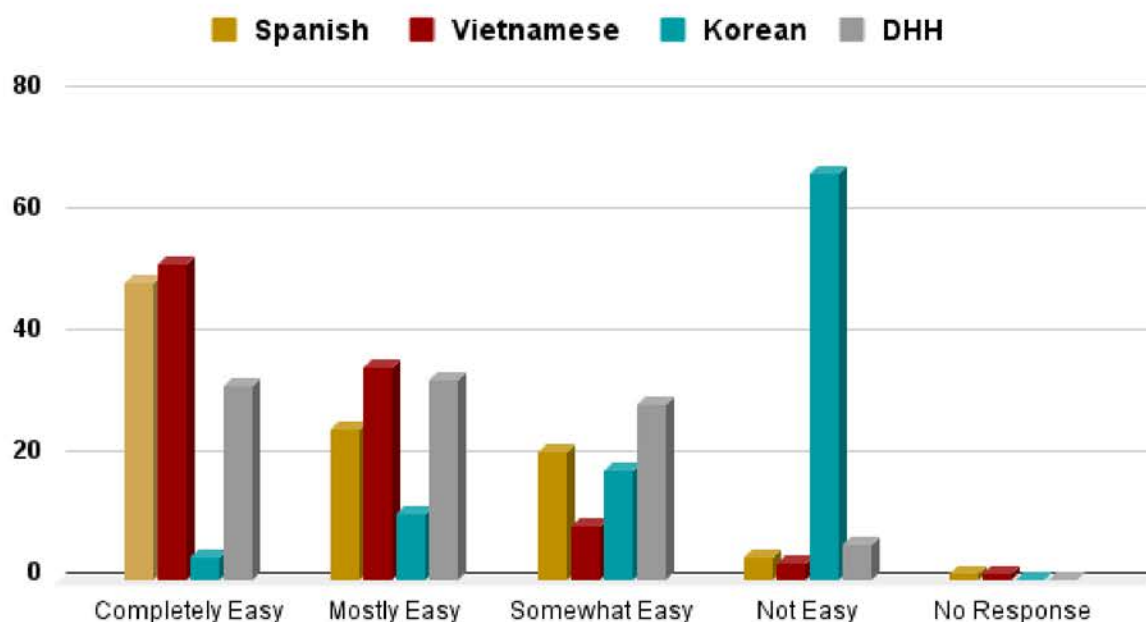
When asked if the information provided by RCOC was respectful to their culture, 48% of respondents indicated that the information was completely respectful, 42% indicated it was mostly respectful, and 10% indicated it was somewhat respectful.

Advocacy for Services

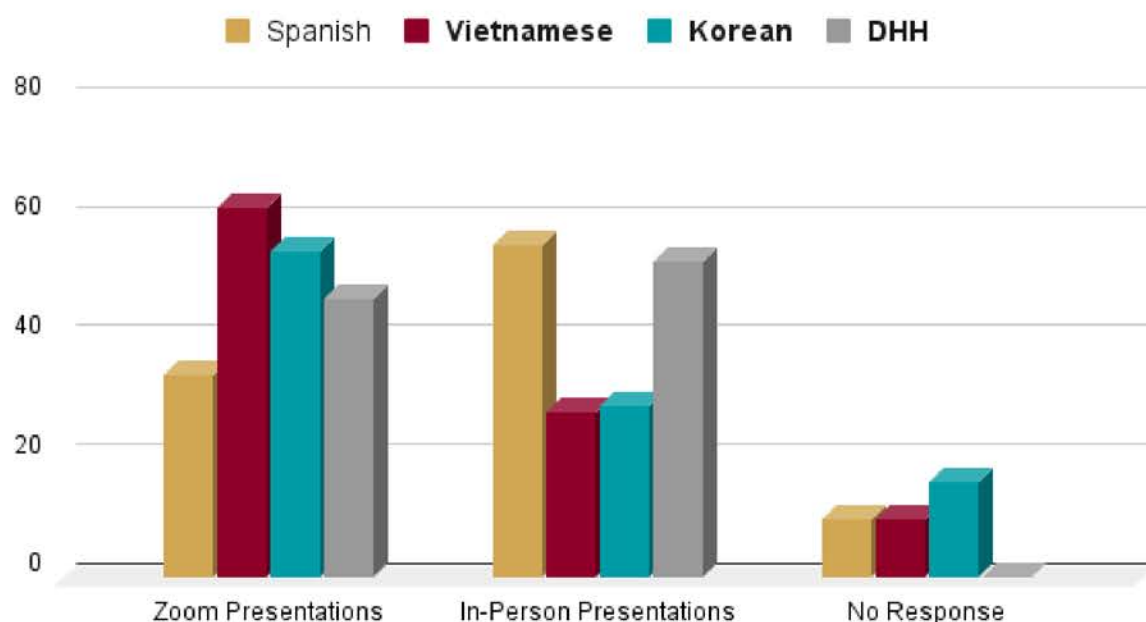
Sixty-three percent of the participants believe that when they disagree with a service decision, they are provided with information about the subsequent steps to voice their needs and concerns. In contrast, 37% expressed disagreement with this statement.

Comparison Data

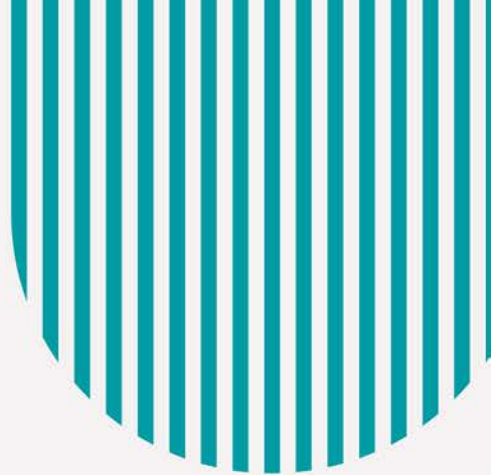
Access to Information



Presentation Preferences



Comparison Data



Communication Preferences (in order of preference)			
Spanish	Vietnamese	Korean	DHH
<ul style="list-style-type: none">• Phone call• Email• Text messaging• Walk-in interactions	<ul style="list-style-type: none">• Email• Printed material• Text messaging• Phone calls	<ul style="list-style-type: none">• Email• Text messaging• Printed material	<ul style="list-style-type: none">• Email• Text message• RCOC website• Printed materials

It is important to note that every group highlighted the significance of accessing and communicating with their service coordinator as a top preference.



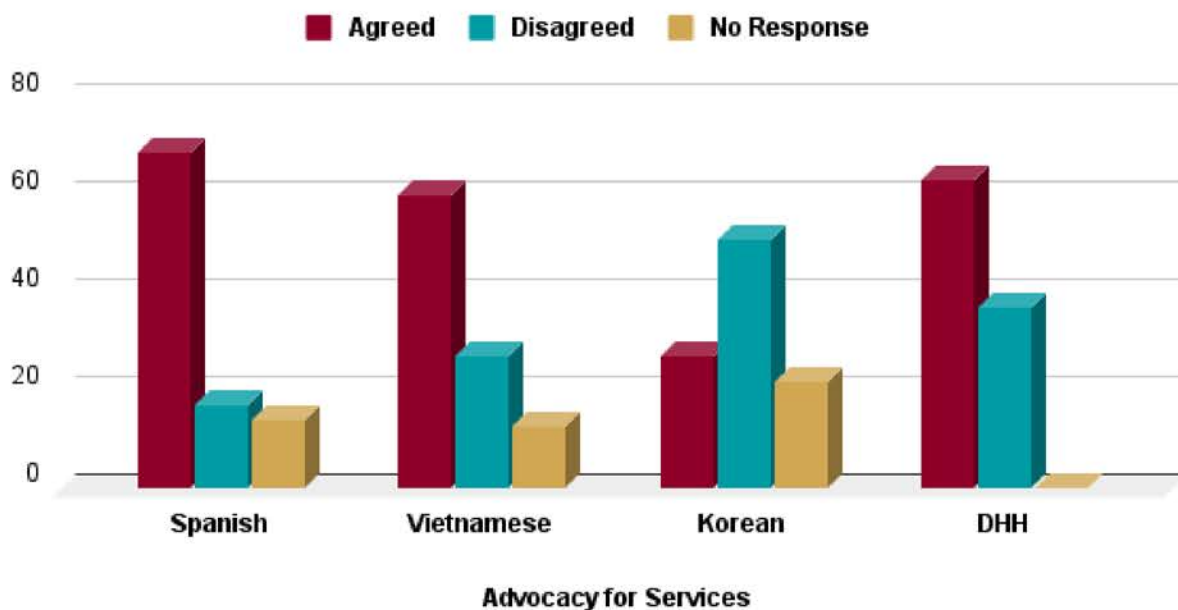
Comparison Data

Barriers to Participation (in order)

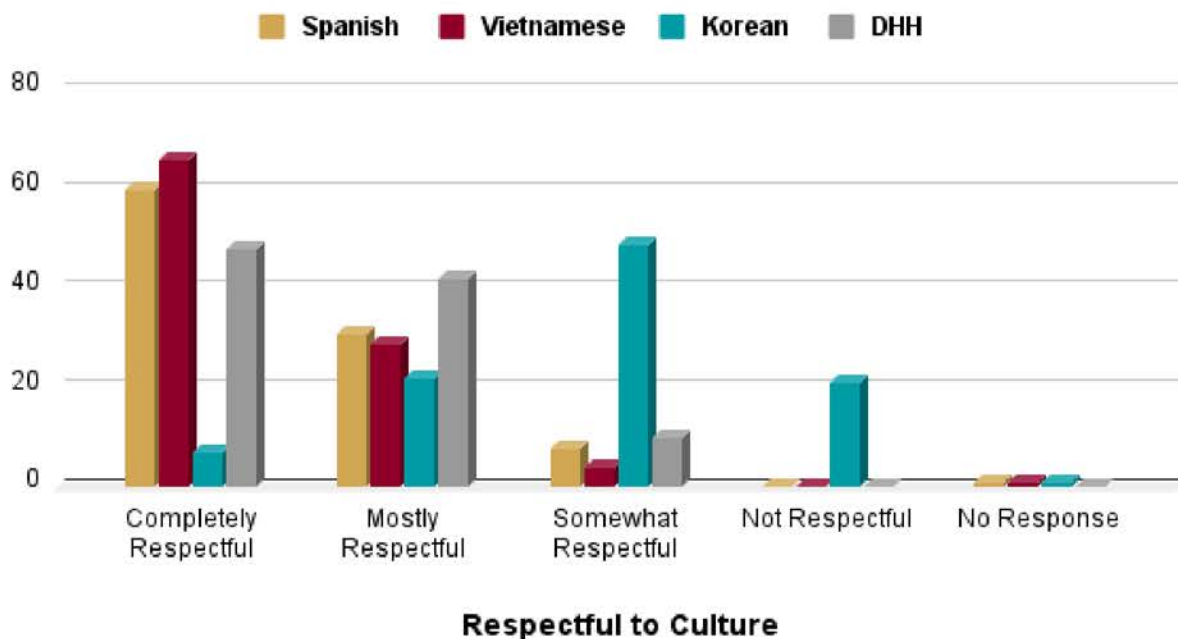
Spanish	Vietnamese	Korean	DHH
<ul style="list-style-type: none">• Work hours conflict with event times• Transportation• Preference for in-person meetings and only Zoom option• Child care	<ul style="list-style-type: none">• Preference is Zoom meetings and only in-person option• Work hours conflicting with event times• Event not being held in their preferred language• Availability of a language interpreter	<ul style="list-style-type: none">• Events held in another language with no availability of language interpretation services• Child care• Work hours conflicting with the times of events	<ul style="list-style-type: none">• Transportation limitations• Child care• Preference for in-person meetings• Unavailability of sign language interpreter• Conflicting work schedules

Comparison Data

If you are in disagreement with a service decision, have you been informed about the next steps to advocate for your needs and/or



Is the information you receive respectful to your culture?



RCOC Leadership Forum

Approximately 57 people attended the RCOC Leadership Forum. Below are the findings from an anonymous 5-question survey completed by attendees following the presentation of the RCOC Language Access and Cultural Competency (LACC) survey and listening sessions. Out of those who attended, 23 individuals completed the post-survey.

The 5-survey questionnaire included the following questions:

1. Did you find the data presented in today's leadership forum informative?
2. Does the data presented today accurately reflect your experiences in working with this population?
3. Do you anticipate incorporating the learnings from this forum into your organization's strategic planning or decision-making processes?
4. Can you identify specific insights or key takeaways that you believe could positively impact your leadership approach?
5. Would you be interested in participating in more diversity and inclusion conversations for the future? If interested, please provide your email below or contact Kaitlynn Truong, Cultural Specialist, at ktuong@rcocdd.com.

Eighty-seven percent of attendees at the Leadership Forum found the survey and listening session results informative, while 65% expressed confidence that the data accurately represents their experiences in collaborating with these populations.

74% of the respondents expressed their intention to integrate the insights from the forum into their organizations' strategic planning or decision-making processes. In comparison, 26% of respondents indicated maybe, and 0% responded no to this question. Seventy percent of individuals indicated they could identify insights that could positively impact their leadership approach.

Finally, 91% of survey participants expressed an interest in engaging in further discussions on diversity and inclusion with the Regional Center of Orange County in the future.

Conclusion and Recommendations

In summary, this program evaluation reports on the experiences of monolingual Spanish, Vietnamese, Korean, and Deaf/Hard of Hearing (DHH) families with RCOC services. The survey results reveal varying levels of ease in accessing information across language groups, with notable differences in preferred communication channels and formats. While Spanish and Vietnamese families generally express relative ease in obtaining information in their respective languages, Korean monolingual families encounter more significant barriers, emphasizing the urgent need for improved translation services and culturally competent communication strategies. Similarly, the DHH community highlights the importance of accessible resources, including American Sign Language (ASL) interpretation and enhanced communication methods, to facilitate greater engagement and participation.

Moreover, the listening sessions highlighted key themes such as the importance of proactive communication, increased support from service coordinators, and the provision of comprehensive information on RCOC services and eligibility criteria from all groups. Participants consistently feel the need to advocate for measures to address communication barriers, enhance cultural sensitivity, and foster greater inclusivity within the RCOC system. We observed that parents participating in these sessions were notably engaged, especially Spanish-speaking and Korean-speaking parents who eagerly voiced their critiques and concerns about current practices. The feedback provided during the listening sessions was notably more critical than that expressed in the written surveys.

The recommendations drawn from these findings emphasize the need for a multifaceted approach to enhance support for RCOC families. Diversifying the dissemination of information, implementing hybrid meeting formats, and expanding informational initiatives are critical steps toward fostering greater awareness, engagement, and empowerment within the RCOC community. By prioritizing language accessibility, cultural competence, and responsive communication, RCOC can effectively address its diverse stakeholders' evolving needs and desires, ultimately advancing its mission of promoting inclusivity and equitable access to services for all.



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