TOGETHER: Understanding Each Other

Regional Center of Orange County
Board of Directors Training
April 7, 2022

Why are we talking about this?

Welfare and Institutions Code § 4622(g)(1) requires:

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

Introduction

The reason for today's conversation

- What is cultural competency/sensitivity/understanding, etc.

- Why is it important to talk about?

- How can we use this to improve our lives and the lives of those we connect, serve and interact with?

Thinking about your own story

- What is your "culture" and what does it mean to you?

- Why is this important to the work we do at Regional Center of Orange County?

Definition

CULTURE can be defined as all the ways of life of a population that are passed down from generation to generation.

This can include, but is not limited to:
- Codes of manners
- Dress
- Language
- Food
- Religion, rituals, ceremonies
- Festivals and holidays
- Art and architecture
- Norms

"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."

The value of addressing linguistic and cultural competency

- To be responsive to communities with changing demographics

- To raise awareness of diverse views and beliefs about disability

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

- To improve quality, effectiveness and satisfaction with services and supports

What is cultural sensitivity?

"I understand we're different and that we may not see eye to eye on things."

The general recognition that there are different cultures, and that cultural lens can impact how people may respond, react, and view a certain situation.

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. ~ Centers for Disease Control (CDC)

…the ability to understand, appreciate and interact with people from cultures or belief systems different from one's own. ~ American Psychological Association

…the ability of a person to effectively interact, work, and develop meaningful relationships with people of various cultural backgrounds.

… is a range of cognitive, affective, and behavioral skills that lead to effective and appropriate communication with people of other cultures. ~ Wikipedia

Cultural humility

More than understanding…

Cultural humility involves understanding the complexity of identities — that even in sameness there is difference — and that a clinician (or anyone) will never be fully competent about the evolving and dynamic nature of a person's experiences.

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 cultural and language

What are Cultural and Linguistically Appropriate Services ?

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

How This Intersects With RCOC's Guiding Principles

Community Life	Family Supports	Early Intervention	Living Options	Service Planning and Coordination	Administration and Governance
Persons served are in safe and supportive settings that promote a life of independence, acknowledge diverse cultural perspectives, and that respect the inherent risks and valuable learning experiences that come from living in the community.	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.	Persons served are provided with needed services and supports in a family-focused and collaborative fashion.	Culturally-sensitive services and supports are provided so that persons served can make informed choices on where and with whom they live, including owning or renting their own homes.	Services and supports are sensitive to the diverse religious, cultural, language, socioeconomic and ethnic characteristics of persons served and their families' communities.	RCOC's staffing pattern reflects and is sensitive to the cultural and ethnic characteristics of its service areas. The RCOC Board of Directors is representative of, and accountable to its stakeholders and the community it serves.

National Core Indicators (NCI) Data Points

RCOC Statistics

NCI and Stats

National Core Indicators (NCI) Surveys in a Nutshell…

- NCI is a voluntary effort by public developmental disabilities agencies to measure and track their own performance

- The core indicators are standard measures used across states to assess the outcomes of services provided to individuals and families

- Indicators address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety

https://www.rcocdd.com/nci/
https://www.dds.ca.gov/rc/nci/
https://www.nationalcoreindicators.org
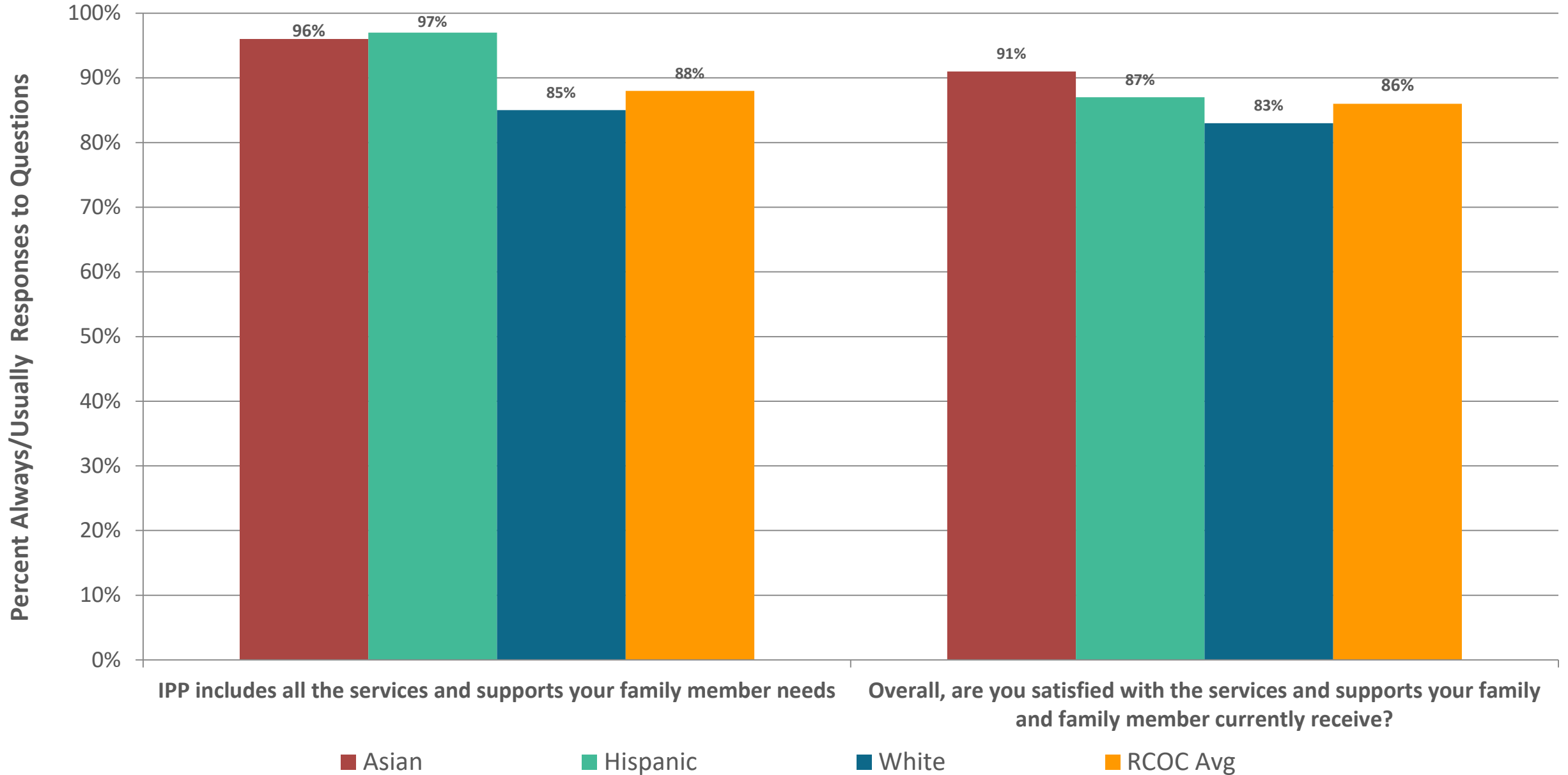
Core Indicators of Interest

- Access and Support Delivery
  - Services and supports meet needs of persons served and their families
  - Services delivered in a way that is respectful to the family's culture
  - Support workers/translators available to provide information, services/supports in the person's/family's primary language
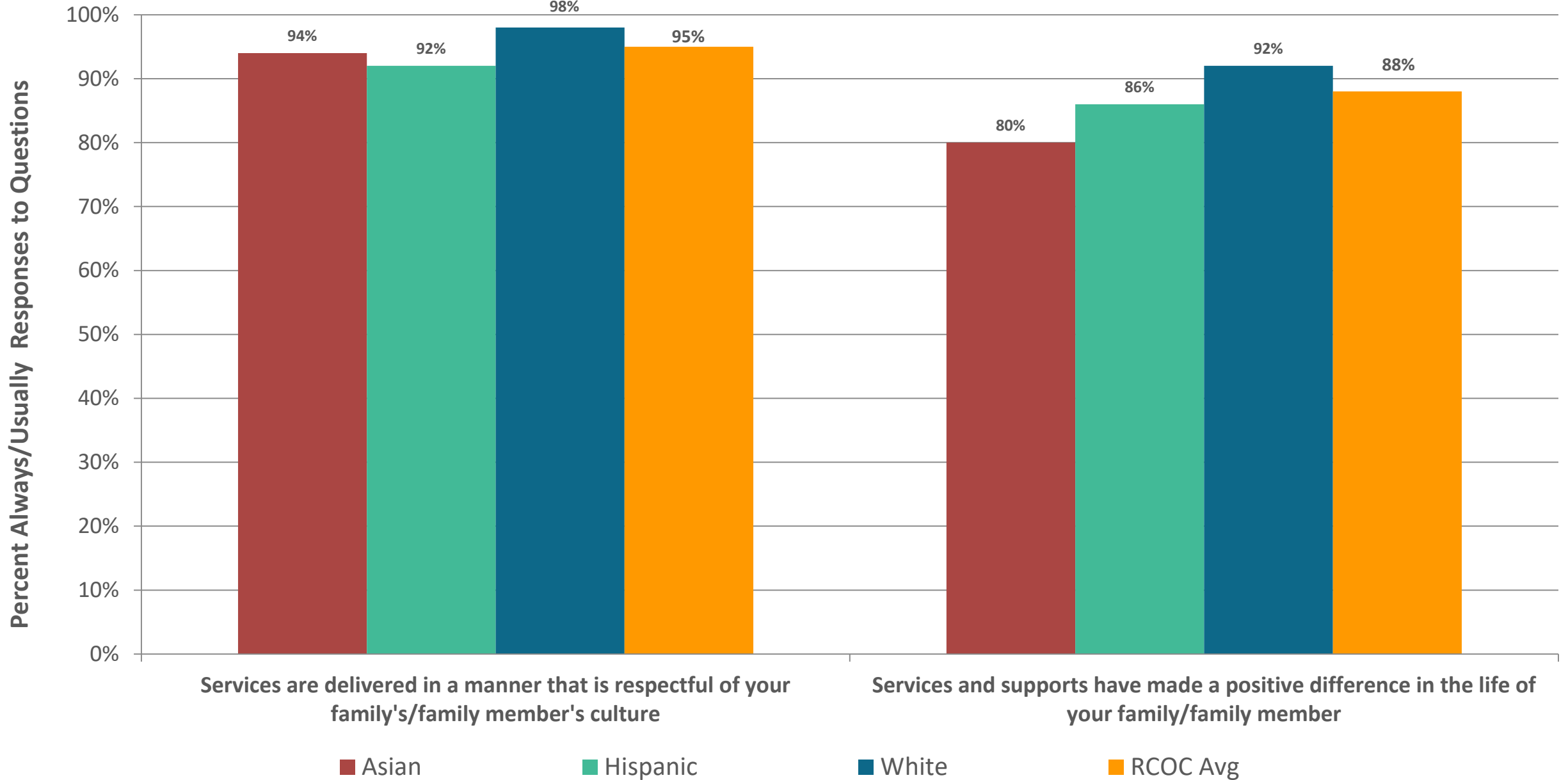
More Core Indicators of Interest

- Satisfaction
  - Satisfaction with services and supports received

- Family Outcomes
  - Services/supports make a difference in family's lives

NCI RCOC Adult Family Survey Results by Ethnicity

NOTE: Based on results from NCI Adult Family Surveys returned by 275 families in FY16/17

NCI RCOC Adult Family Survey Results by Ethnicity

Percent Always/Usually Responses to Questions

Services are delivered in a manner that is respectful of your family's/family member's culture
- Asian: 94%
- Hispanic: 92%
- White: 98%
- RCOC Avg: 95%

Services and supports have made a positive difference in the life of your family/family member
- Asian: 80%
- Hispanic: 86%
- White: 92%
- RCOC Avg: 88%

Legend: Asian | Hispanic | White | RCOC Avg

NOTE: Based on results from NCI Adult Family Surveys returned by 275 families in FY16/17
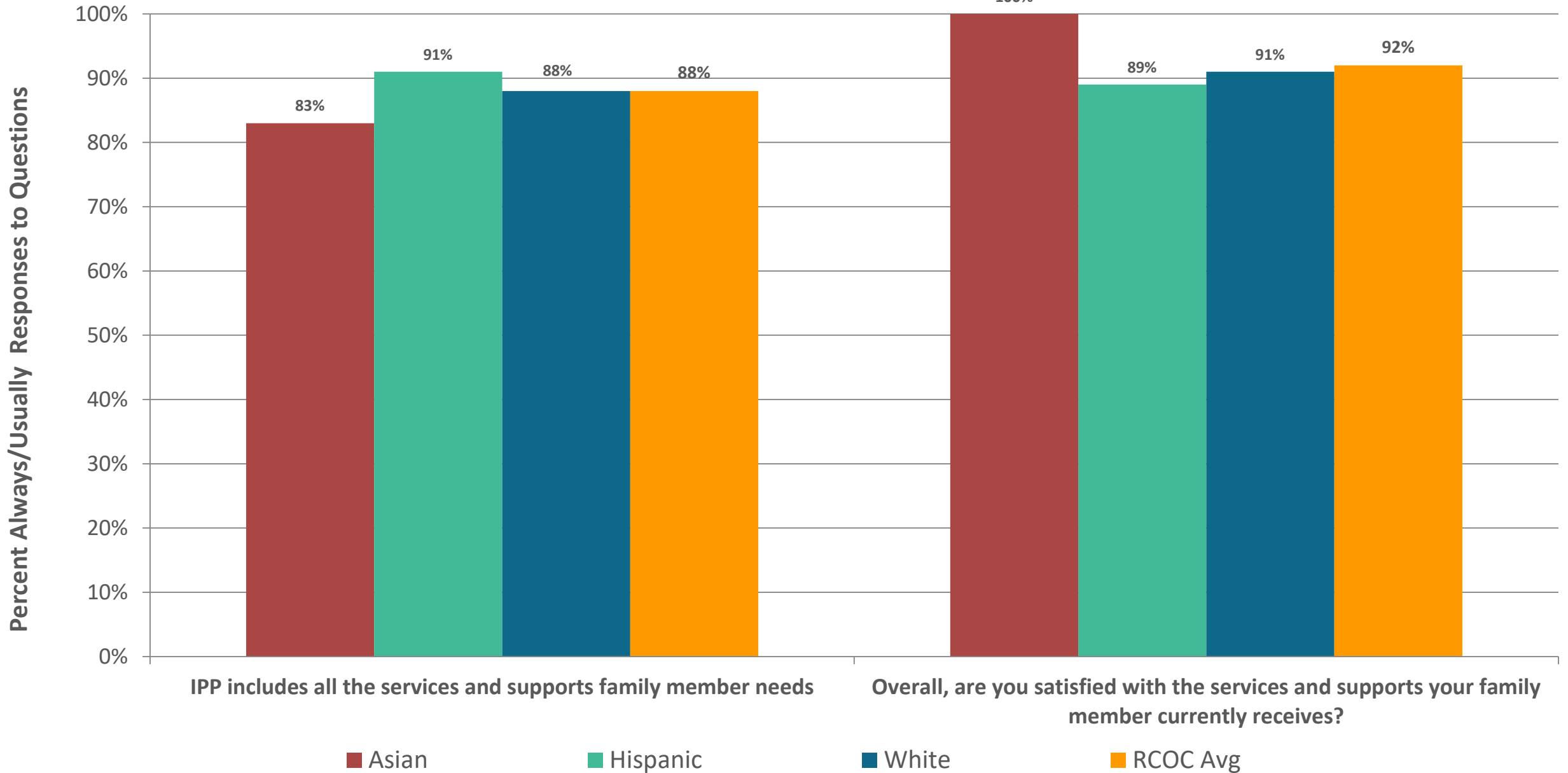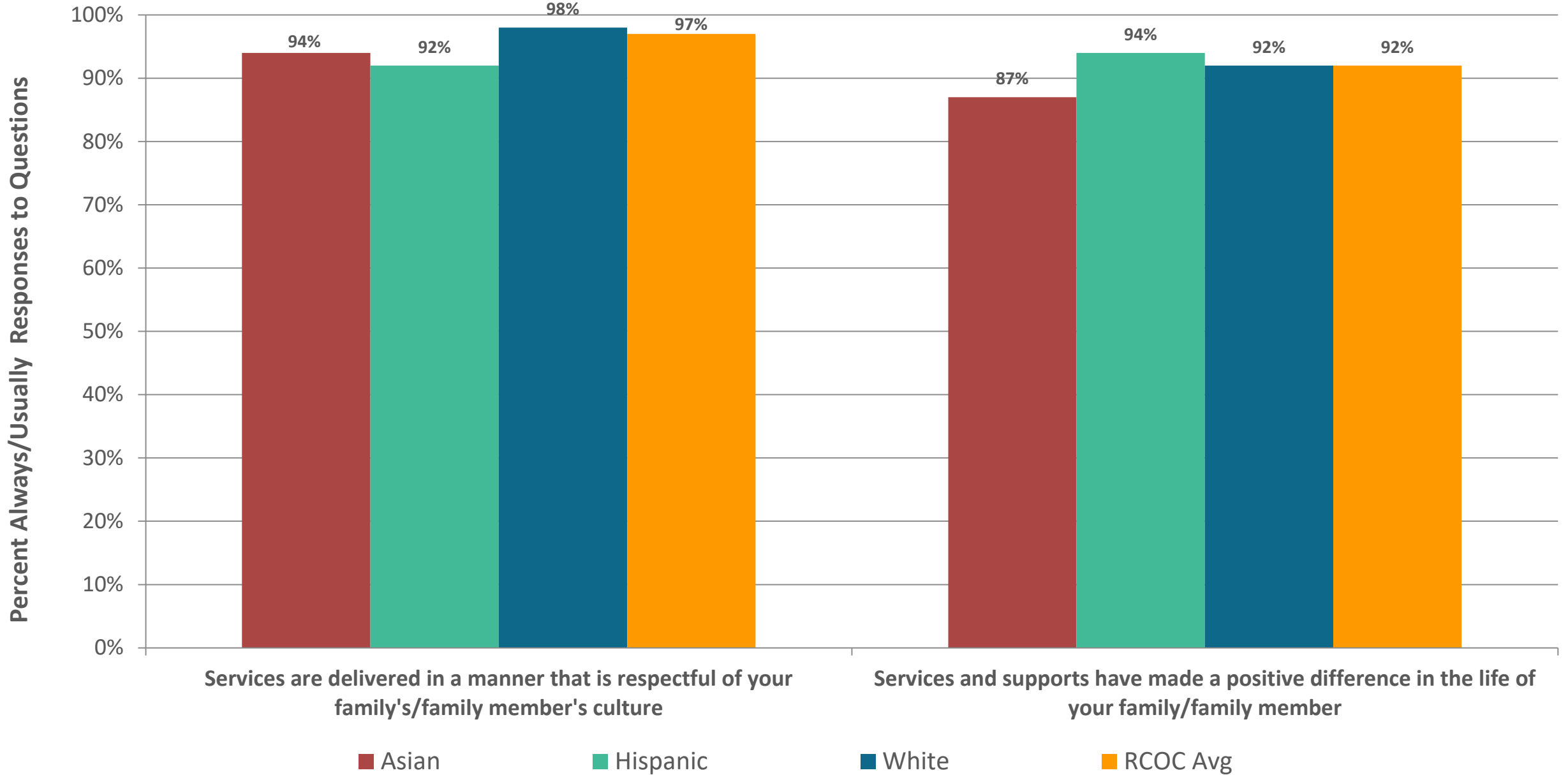
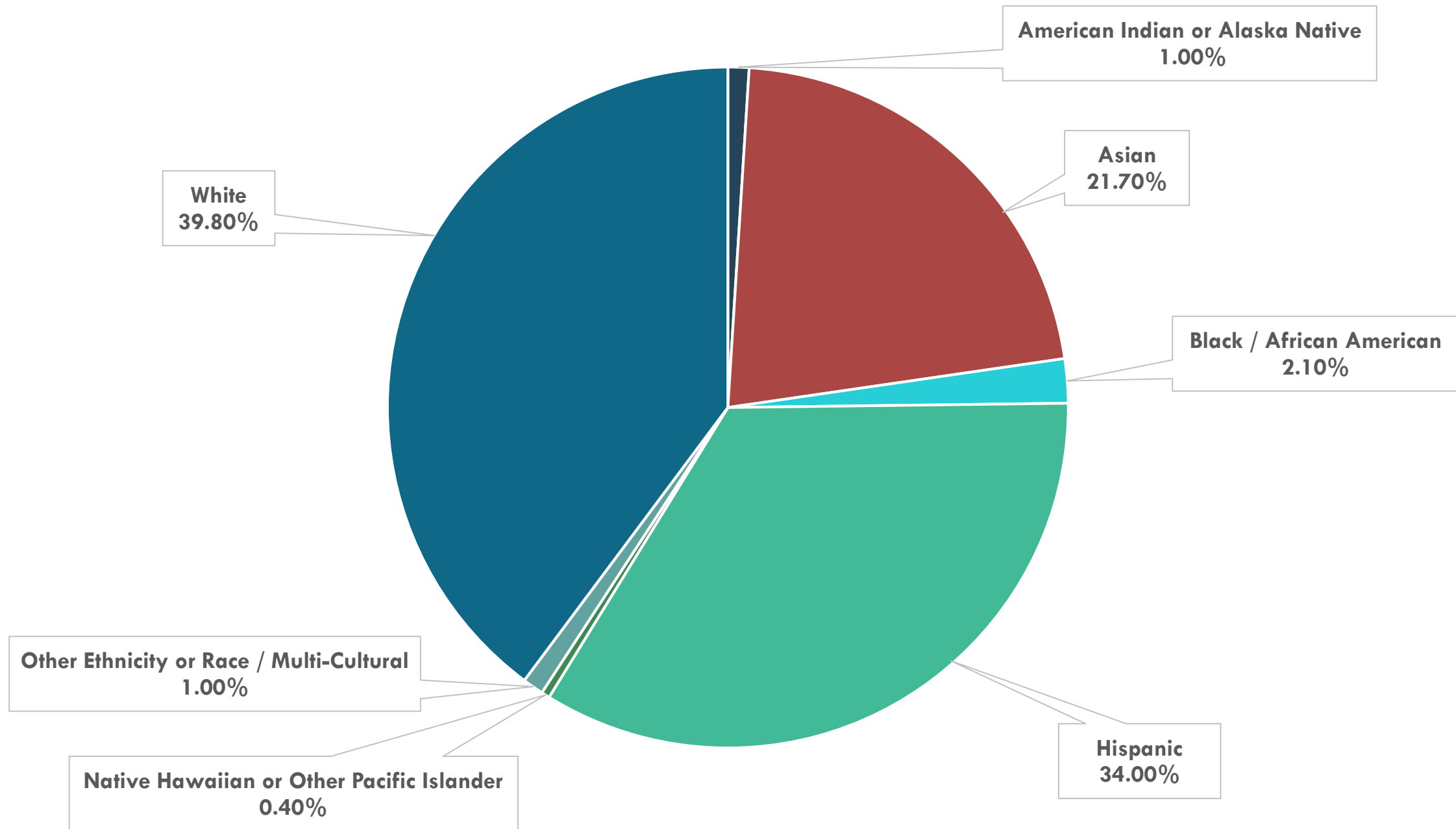6

NCI RCOC Family Guardian Survey Results by Ethnicity

NOTE: Based on results from NCI Family Guardian Surveys returned by 237 families in FY16/17

NCI RCOC Family Guardian Survey Results by Ethnicity

Percent Always/Usually Responses to Questions (Y-axis)

Services are delivered in a manner that is respectful of your family's/family member's culture
- Asian: 94%
- Hispanic: 92%
- White: 98%
- RCOC Avg: 97%

Services and supports have made a positive difference in the life of your family/family member
- Asian: 87%
- Hispanic: 94%
- White: 92%
- RCOC Avg: 92%

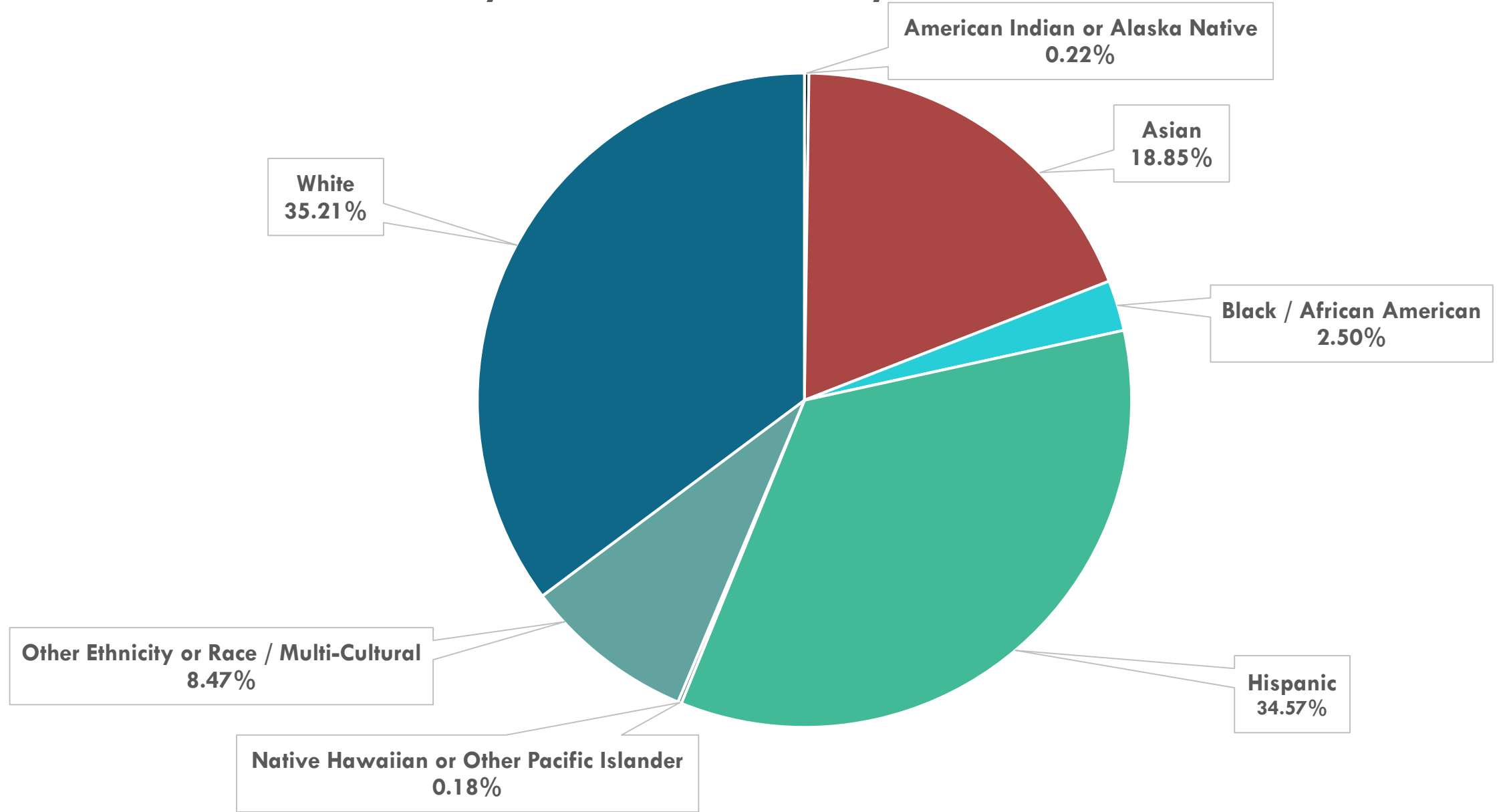Legend: ■ Asian ■ Hispanic ■ White ■ RCOC Avg

NOTE: Based on results from NCI Family Guardian Surveys returned by 237 families in FY16/17

Ethnicity of Orange County (2020 census)

- American Indian or Alaska Native 1.00%
- Asian 21.70%
- Black / African American 2.10%
- White 39.80%
- Hispanic 34.00%
- Other Ethnicity or Race / Multi-Cultural 1.00%
- Native Hawaiian or Other Pacific Islander 0.40%

Ethnicity of Persons Served by RCOC

American Indian or Alaska Native
0.22%

Asian
18.85%

Black / African American
2.50%

Hispanic
34.57%

Native Hawaiian or Other Pacific Islander
0.18%

Other Ethnicity or Race / Multi-Cultural
8.47%

White
35.21%

NOTE: Based on self-report at the time eligibility is determined; total count of persons served was 23,436 as of February 9, 2022

Ethnicity of RCOC Service Coordinators

Other Ethnicity or Race / Multi-Cultural
0.95%

White
14.83%

American Indian or Alaska Native
0.00%

Asian
23.03%

Native Hawaiian or Other Pacific Islander
0.00%

Black / African American
2.52%

Hispanic
58.68%

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NOTE: Based on self-report at the of hire; total count of RCOC Service Coordinators was 317 as of February 9, 2022
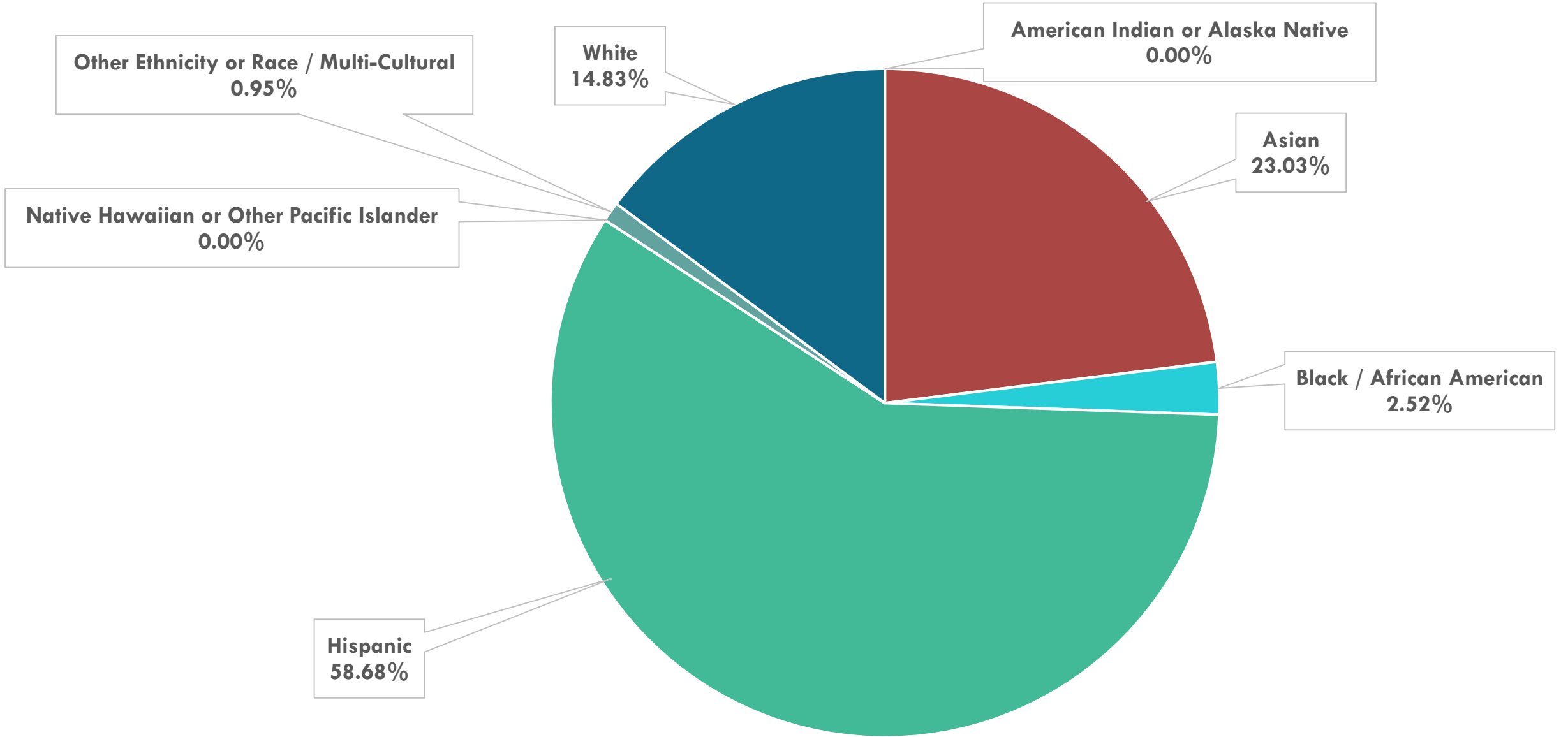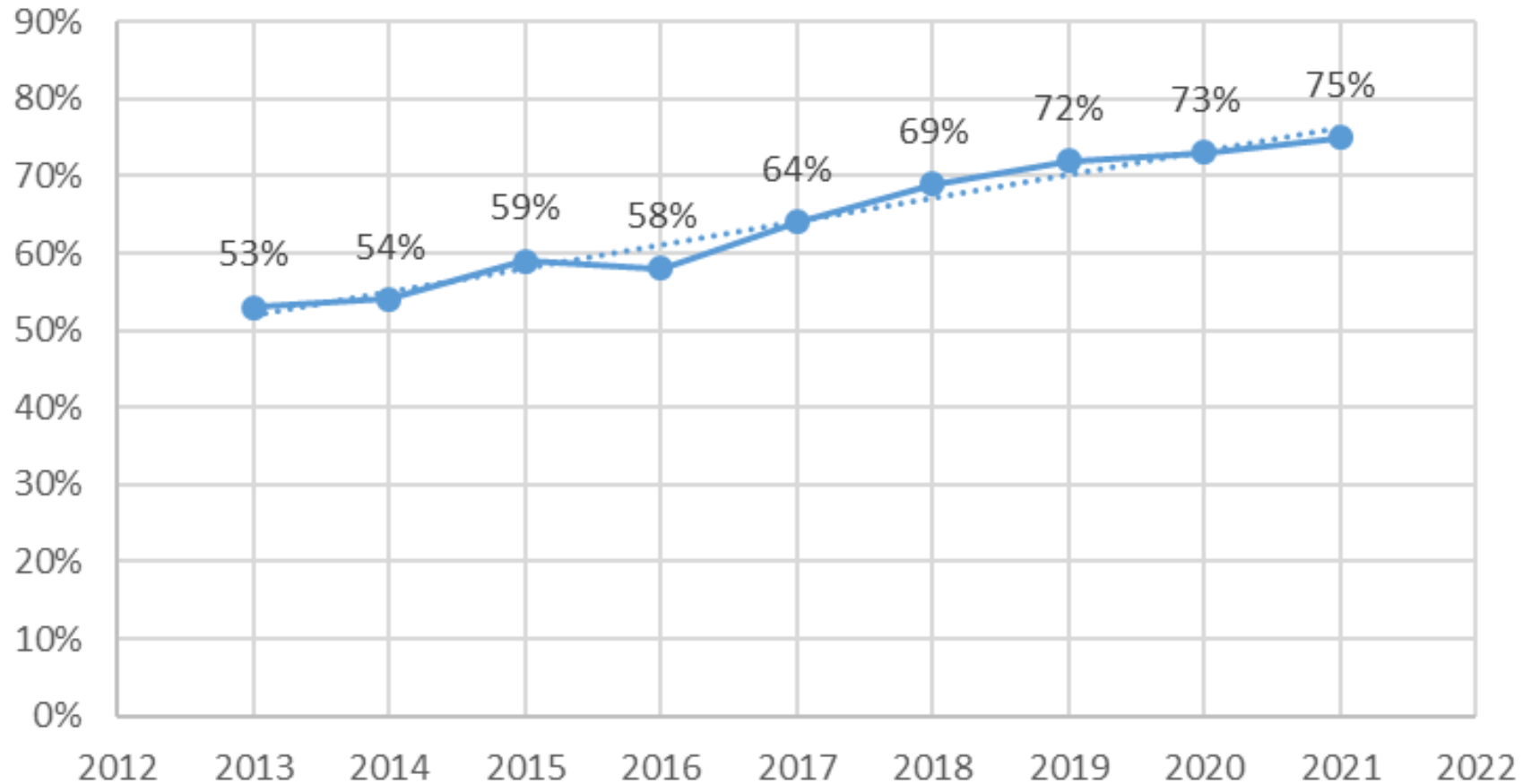
Percentage of Service Coordinators who are bilingual

16 Languages

Arabic, Spanish Cambodian (Khmer), Cantonese, Farsi, Japanese, Korean, Mandarin, Tagalog, Vietnamese, French, Hindi/Punjabi, Portuguese, Urdu, Gujarati, ASL
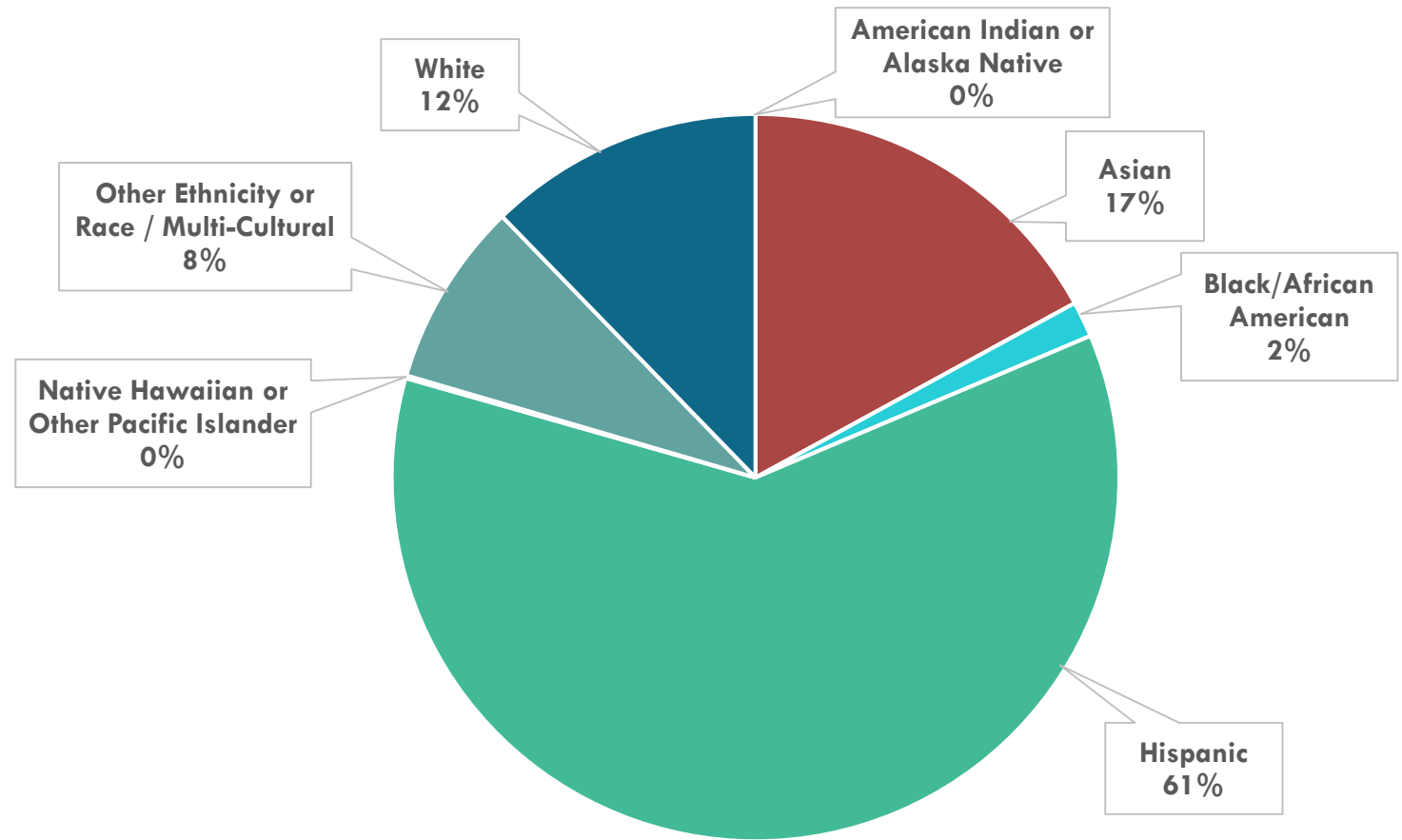

Percentage of Service Coordinators who are bilingual

Serving Our Diverse Community
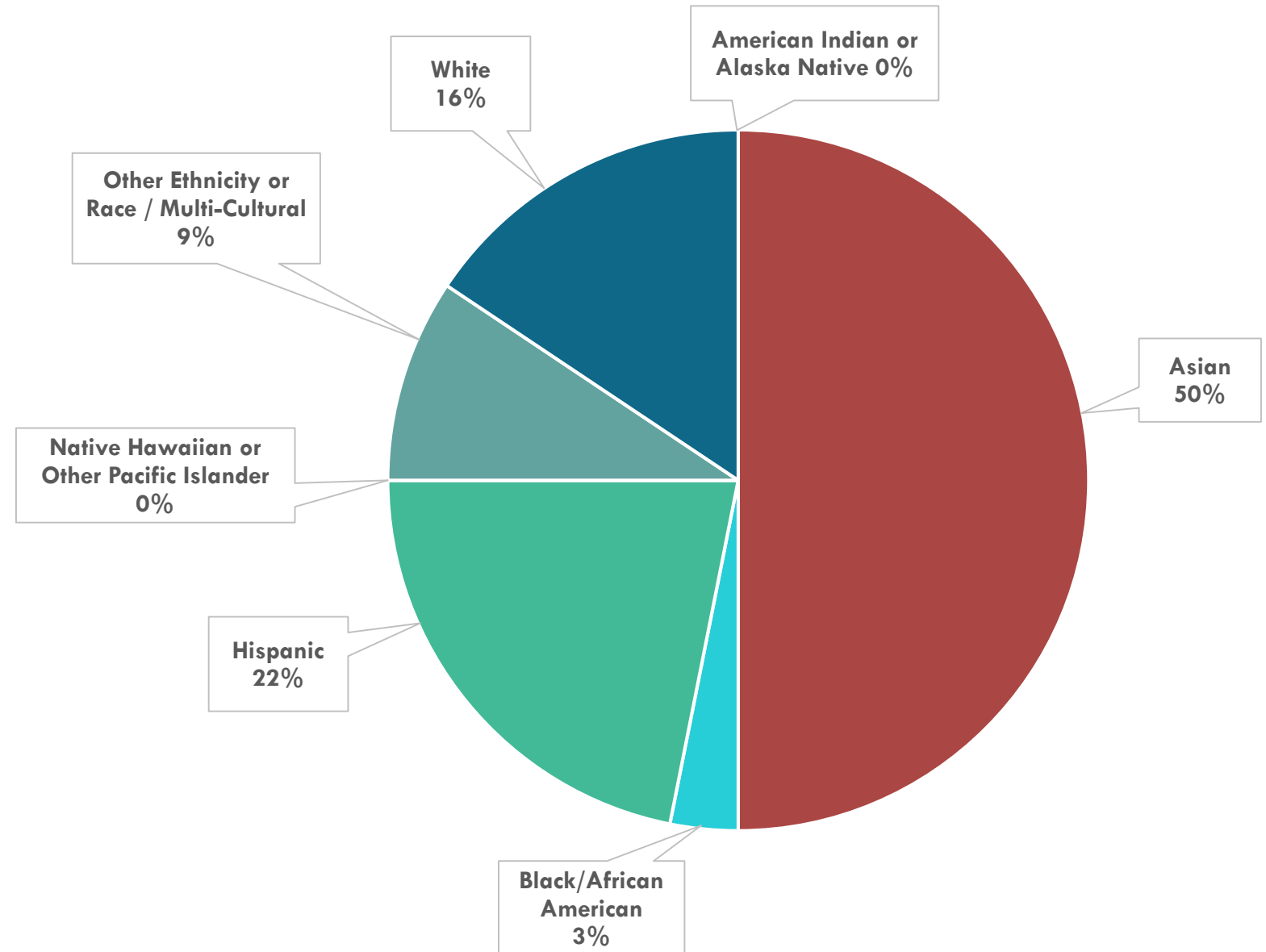
- Family outreach and support

  - Family Mentor Programs

    - Started November 2018

    - 816 families have been involved

White
12%

American Indian or
Alaska Native
0%

Asian
17%

Other Ethnicity or
Race / Multi-Cultural
8%

Black/African
American
2%

Native Hawaiian or
Other Pacific Islander
0%

Hispanic
61%

- Parent support groups

Serving Our Diverse Community

- Developmental screenings in 2020-2021

Pie chart:
- American Indian or Alaska Native 0%
- White 16%
- Other Ethnicity or Race / Multi-Cultural 9%
- Native Hawaiian or Other Pacific Islander 0%
- Hispanic 22%
- Black/African American 3%
- Asian 50%

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Serving Our Diverse Community

- Service Coordinators are trained in person-centered thinking and planning, over 17,300 Person-Centered Individual Program Plans (IPPs) implemented; 87% of all IPPs

- Created a new position for Spanish-speaking Education Resource Specialist who helps parents work with their school districts

- 1:40 caseloads for 200 Hispanic individuals with no or low services (intensive case management services)
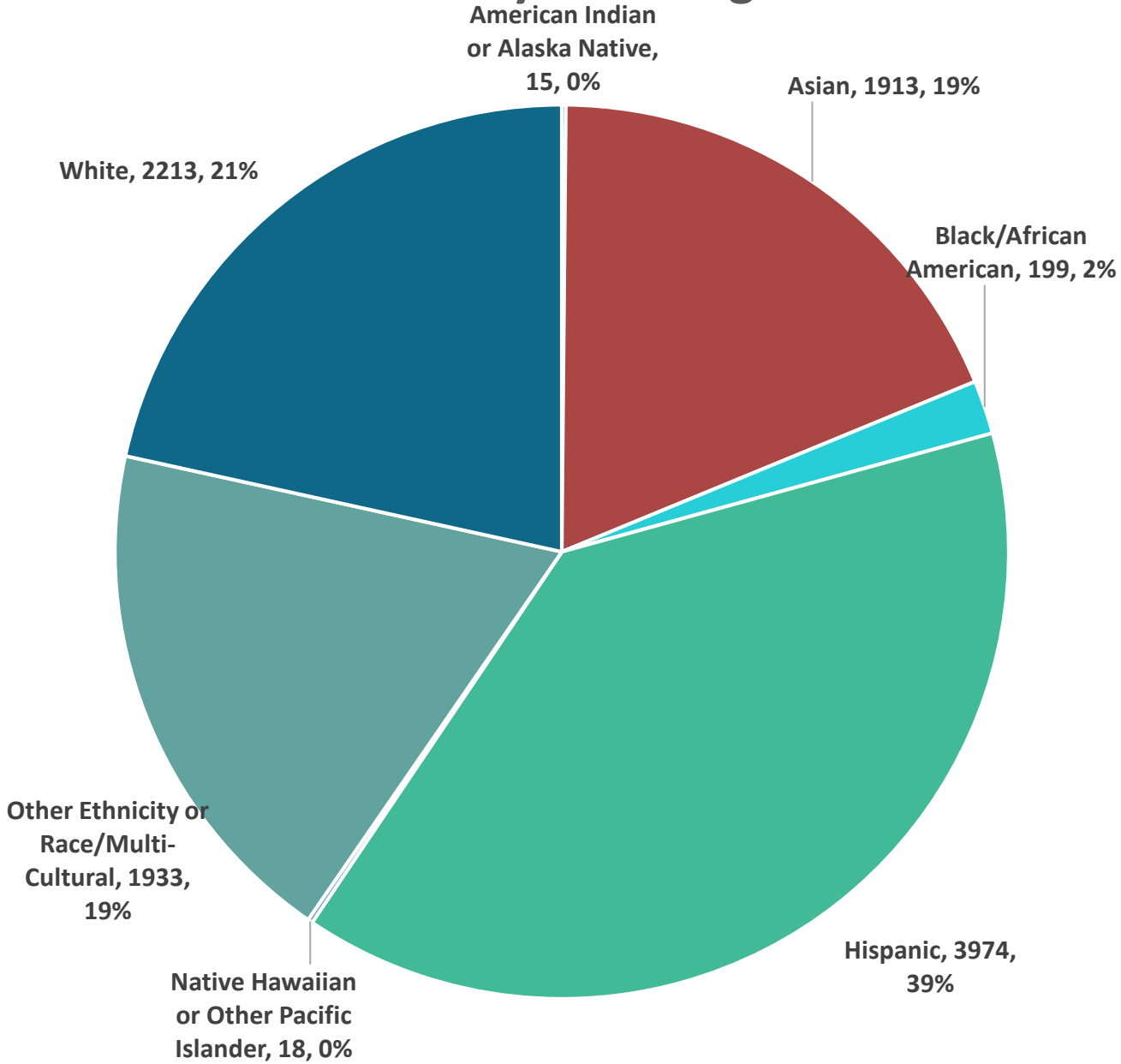
Serving Our Diverse Community

- Simplification and translation of more documents
- Provision of interpreting services and updated equipment
- Collaboration with outside agencies
  - Parent Support Group Leaders
  - Family Support Network
  - Social Services Agency
  - Mental Health Services

Serving Our Diverse Community

- Community outreach
  - Community clinics
  - Faith-based organizations
  - Local Education Agencies
  - Children's Home Society
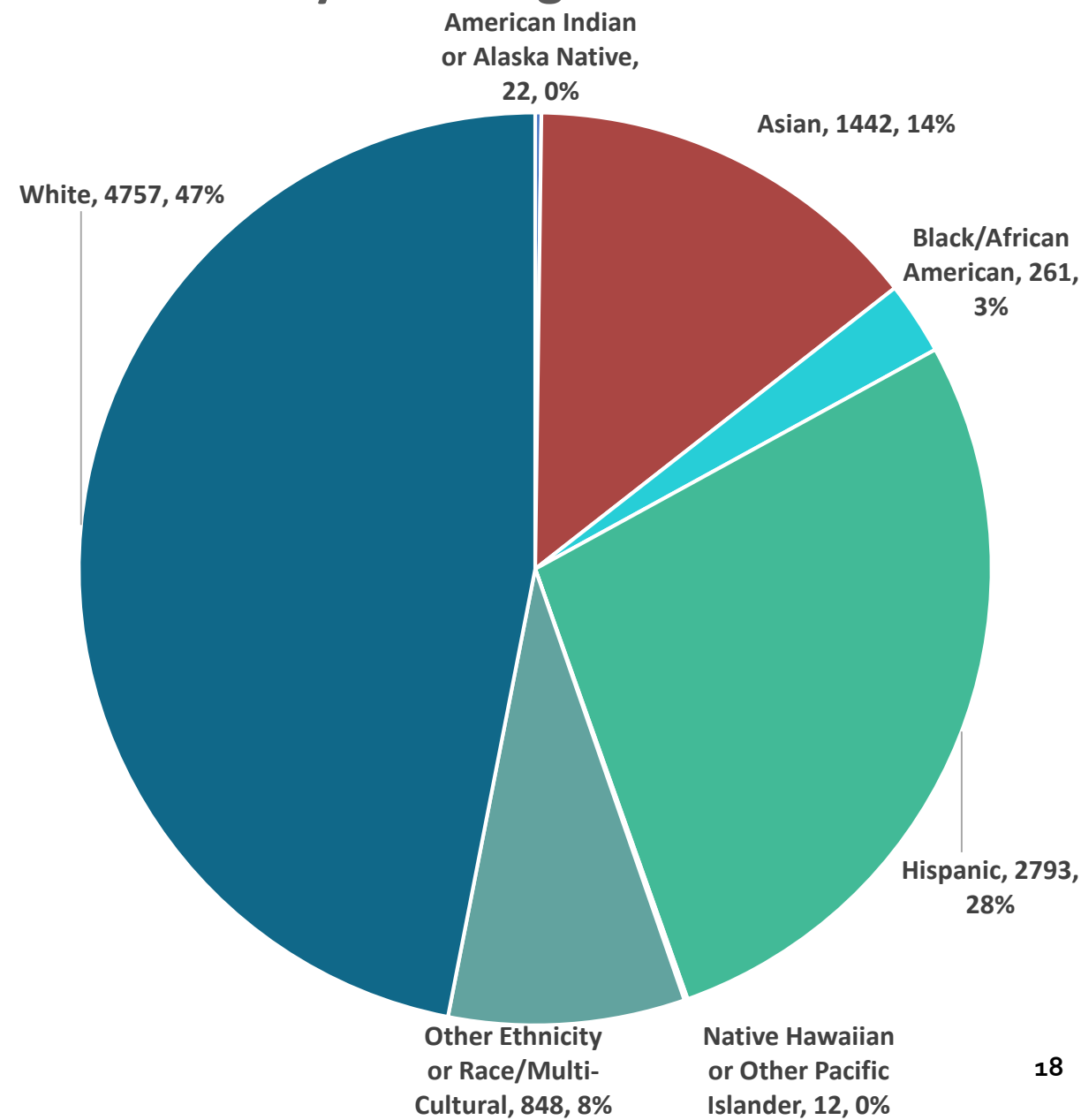 - Information via e-mail in language of family

Ethnic Groups - Fiscal Year 20/21
3 to 21 years of age
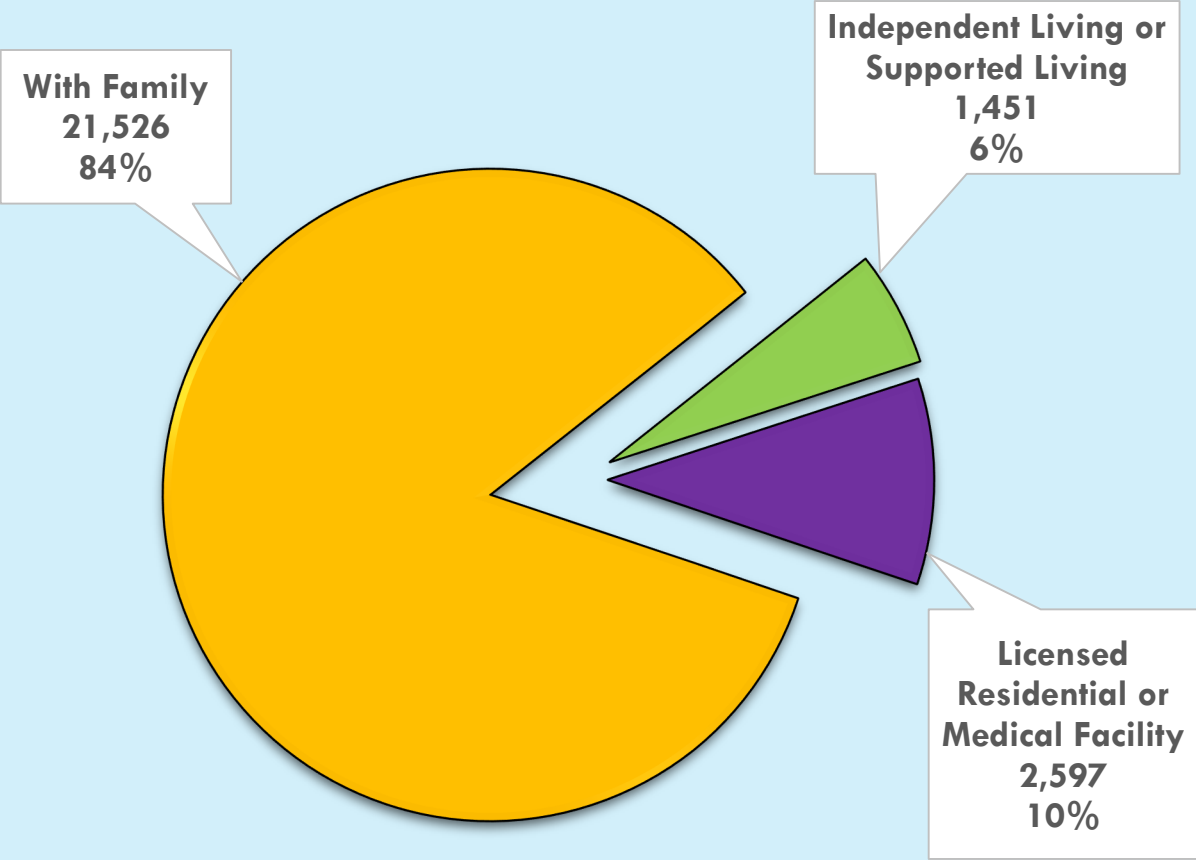
- American Indian or Alaska Native, 15, 0%
- Asian, 1913, 19%
- Black/African American, 199, 2%
- Hispanic, 3974, 39%
- Native Hawaiian or Other Pacific Islander, 18, 0%
- Other Ethnicity or Race/Multi-Cultural, 1933, 19%
- White, 2213, 21%

Ethnic Groups - Fiscal Year 20/21
22 years of age and older

- American Indian or Alaska Native, 22, 0%
- Asian, 1442, 14%
- Black/African American, 261, 3%
- Hispanic, 2793, 28%
- Native Hawaiian or Other Pacific Islander, 12, 0%
- Other Ethnicity or Race/Multi-Cultural, 848, 8%
- White, 4757, 47%

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POS Expenditures
Based on Where Persons Served Live

Where Persons Served Live

With Family
21,526
84%

Independent Living or Supported Living
1,451
6%

Licensed Residential or Medical Facility
2,597
10%

POS Expenditures by Residence Type

With Family
$178,950,122
39%

Independent Living or Supported Living
$85,346,109
19%

Licensed Residential or Medical Facility
$189,301,671
42%
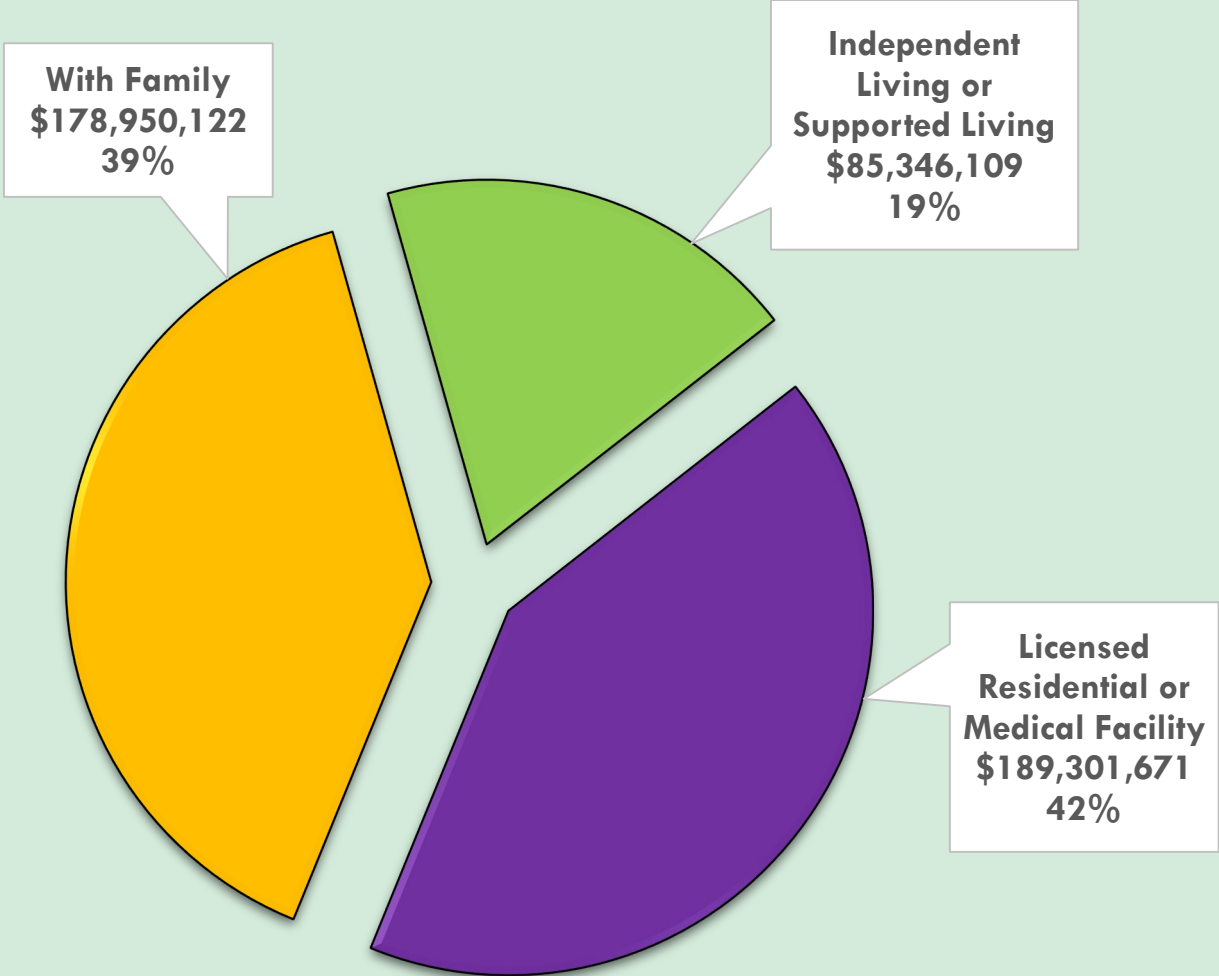
Questions & answers

Strength lies in differences, not in similarities.
~ Stephen R. Covey

Resources

- 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