



May 23, 2022

Ernie Cruz, Assistant Deputy Director  
Department of Developmental Services  
Office of Community Operations

Re: Expenditure and Demographic Data per W&I Code §4519.5 and DDS/Regional Center Contract

Dear Mr. Cruz:

In December, 2021, Harbor Regional Center (HRC) posted reports entitled, *Purchase of Services Expenditure and Demographic Data, Fiscal Year 2020-2021* labeled as “2020-21” and *datos demográficos y de gastos de adquisición de servicios año fiscal 2020-2021* labeled as “2020-21 Español” on HRC’s website pursuant to Welfare and Institution (W&I) Code §4519.5, as well as HRC’s contract with DDS. This report includes data related to purchase of service authorization, utilization, and expenditures, with respect to age, race and ethnicity, language, living arrangement and disability.

In accordance with Welfare and Institution (W&I) Code §4519.5(e), Harbor Regional Center scheduled two public meetings for March 23, 2022 at 10am and March 30, 2022 at 6:00 pm. The meetings were scheduled to occur virtually on the Zoom platform. One meeting was scheduled for the morning to allow for parents of school-age children to participate while their children attended school. The second meeting was scheduled for the evening to allow working families an opportunity to participate.

This year, Harbor Regional Center created one single flyer to include information in both English and Spanish to serve as a singular point of information and access for all. Spanish is identified as the largest threshold language for HRC’s catchment area, and thus Spanish interpretation was secured for both meetings. In addition, anyone requiring interpretation in another language was also encouraged to contact HRC during the meeting registration process.

On January 7, 2022, the meeting dates, flyer, and registration information was posted and continuously maintained on Harbor Regional Center’s website. On January 13, 2022, notice was provided via electronic mail to Jamie Van Dusen, Regional Center Liaison with the Department of Developmental Services, Office of Community Operations.

At the public HRC Board of Trustees Meeting on January 18, 2022, HRC announced the scheduled Purchase of Services Expenditure and Demographics meetings in March. The flyer and meeting registration details was shared with Board of Trustee members, and the information was projected on screen for all participants.

HRC provided and continuously maintained additional public notices in English and Spanish, on social media and in the Harbor Regional Center electronic newsletters as follows:

- Electronic newsletter on January 21, 2022 to 24,492 English and 931 Spanish subscribers.
- Electronic newsletter on February 7, 2022 to 24,424 English and 929 Spanish subscribers.
- Social Media posts in English and Spanish on February 16, 2022 to Facebook and Instagram.
- Electronic newsletter on February 18, 2022 to 24,412 English and 931 Spanish subscribers.
- A reminder of the scheduled public meetings was provided at the meeting of the Board of Trustees on March 15<sup>th</sup>, 2022.

The two public meetings were held as scheduled on the virtual platform, Zoom. Simultaneous Spanish interpretation was provided at both meetings, with live transcription, Closed Captioning.

Harbor Regional Center's presentation entitled, *OUR DIVERSE COMMUNITY POS EXPENDITURE DATA FISCAL YEAR 2020-2021 | NUESTRA COMUNIDAD DIVERSA DATOS DE GASTOS DE POS PARA DEL AÑO FISCAL 2020-2021*, was developed using simplified terminology, using clean, simple visuals, along with Spanish language on the same slides/presentation. This was to ensure that clients and participants were able to see the data visually in a manner in which it would be easier to follow and understand. Graphs were limited to one or two maximum on each slide where data was analyzed and shared.

Demographic and purchase of services expenditure information from Fiscal Year 2020-2021 was shared throughout the meetings; along with demographic information about HRC's employees; information about HRC's current initiatives in support of cultural diversity; videos on HRC's Parent Mentor program; and a short presentation from a community based partner, Learning Rights Law Center. This presentation was projected on the screen throughout the virtual meeting so that participants can follow along. The presentation file was shared with participants via the chat function and was posted for viewing on HRC's website.

On March 23, 2022, there were 84 participants in attendance, including 47 parents/community members; four (4) representatives from Disability Rights California; two (2) representatives from DDS; three (3) service provider/community partners; and HRC staff and a member of HRC Board of Trustees. On March 30, 2022, there were 60 participants in attendance including 32 HRC clients/parents/community members; two (2) representatives from State Council on Developmental Disabilities; four (4) representatives from Disability Rights California; one (1) representative from DDS; and HRC staff and a member of HRC Board of Trustees.

Harbor Regional Center reviewed expenditures by ethnicity, age, and diagnosis. A review of the data suggest that there were reductions in disparity, but disparities do still exist, especially when looking at data for individuals who reside in an out of home setting versus those receiving in home services and supports such as personal assistance. While the data presented suggests that disparity exists, further analysis of the data is required in order to understand the unique needs of those individuals served and consideration for varied costs in services.

HRC invited comments both in advance, in writing for those who preferred, as well as at the end of each online meeting. Several HRC clients and families, service providers, community partners, and community members, including those who do not reside or receive services within the HRC catchment area submitted comments throughout both presentations. Disability Rights California submitted a comment letter and one comment was submitted by email.

### **Recommendations:**

Harbor Regional Center is committed to meeting the needs of all clients regardless of age, ethnicity, language preference, or diagnosis. In recognition of some of the disparities identified, HRC has taken immediate steps to develop a service policy to address Personal Assistance services in order to better serve and meet the needs of individuals who reside in the family home. It is the hope of HRC that the implementation of personal assistance will increase service utilization for these individuals.

Furthermore, HRC will continue to share information and resources in languages that are within HRC's

community. Currently, HRC's threshold language is Spanish. However, Khmer, Cambodian, Korean, and Tagalog are among languages that are growing within HRC's community. HRC will continue to review and update our library of publications in a variety of languages to assist individuals with specific linguistic needs to increase access to information.

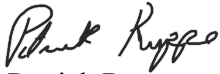
HRC will continue to develop trainings and informational workshops, conducted in-language to allow non-english speaking clients and families the opportunity to understand the availability of services and supports from community partners, agencies, along with regional center service delivery.

HRC will continue to maintain parent support groups that are specific to ethnicity and disability, including Spanish, Korean, Black/African American, Khmer, and Chinese, to provide ongoing peer support, but also in order to seek input from those who participate about purchase of service access issues. HRC will also continue to collaborate with community-based family support groups and organizations serving our diverse communities, to jointly facilitate families' access to regional center services.

HRC will strengthen training and skills-building with a focus on cultural competency for service coordinators and parent mentors, who will continue to work with families with no or low purchase of services utilization to identify ongoing in-home and community support needs, and reduce barriers to accessing needed services.

Harbor Regional Center will continue to implement all of the above efforts to reduce barriers and to improve equitable access to services for all clients and families. We hope this information is helpful to you.

Sincerely,



Patrick Ruppe  
Executive Director

Enclosures: POS Expenditure FY 20-21 Presentation  
POS Expenditure Meeting Flyer  
Website Notice and Announcement  
Attendee Reports from Meetings  
Public Comments from Meetings  
Disability Rights California Comment Letter  
Email Comment submission