

Application Report



Applicant Organization: Eastern Los Angeles Regional Center

Project Name: ELARC Plan for Language Access & Cultural Competency

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

Requested Amount: \$747,386.00

Project Summary: ELARC will build capacity by hiring Community Access Coordinators to lead its efforts to identify and support the language and cultural needs of consumers and families served. Hosting listening sessions with cultural consultants, making website improvements to expand language access and enhancing public relations with a focus on diverse communities will be prioritized.

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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:

ELARC is located in Los Angeles County serving the following zip codes: 91801, 91802, 91803, 91007, 90033, 90063, 90040, 90023, 90022, 91107, 90032, 90041, 90042, 90050, 90631, 90638, 90639, 90031, 90640, 91754, 91755, 90065, 90660, 91770, 91775, 91776, 91778, 91108, 91030, 90670, 91780, 90602, 90604, 90605, 90607, 90608, 90609.

The primary languages of the individuals/families we serve are English (71%), Spanish (24%), Cantonese Chinese (3%), Mandarin Chinese (2%), and Vietnamese (1%).

The predominant three ethnic groups ELARC serves are: Hispanic (70%), Asian (13%), and White (9%).

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:

- Translation efforts began with our hard copy of our community newsletter “The Eastsider”, we were the first regional center to have a translated newsletter in Spanish and Chinese (circulated by mail) and that began sometime in 1993 along with an info line that provided announcement/notices in English, Spanish and Chinese.
- Translation for important documents such as IPPs and POS Guidelines.
- Developed an internal translation committee in 2018 to review documents for linguistic appropriateness and flow of understanding for our community
- Developed and shared a “word bank” with other LA County RC in 2018 to tie in RC terminology and language for our communities and also share with our translators.
- Interpretation equipment was purchased in 2009 for simultaneous interpretation during events
- Currently we translate all flyers for events (i.e. trainings, meetings, workshops, etc.) for our community in our most common languages (Spanish, Chinese, and Vietnamese).
- Website notices and e-notifications that go out to the community are automatically posted in English and Spanish started in 2020, but all our website designs since 2008 has had translation options in other languages.
- Verbal interpretation in our most common languages is available at all our public meetings.
- Our ELARC staff demographics match that of our consumer demographics as an effort to be culturally competent and build that connection with the community we serve.

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:

We have developed an internal workgroup composed of ELARC staff and ensure we are covering all our bases with translation needs from every department. In addition to analyzing our Purchase of Service (POS) Data, we have taken into account the data provided by the Department on April 6 and have determined that our language needs will focus on the following languages: Spanish, Cantonese, Mandarin, Vietnamese and American Sign Language (ASL). We have established staff that will work to identify vital documents at our Regional Center that need to be translated into the previously mentioned languages. Additionally, through proposed new positions with the Community Access Coordinators, we will focus on outreach/in-reach efforts to share this data and identify further needs. Through the Learning Management Specialist, we hope to develop learning modules in order to provide more learning opportunities for families, providers and the ELARC community. Furthermore, it is our plan to work with consultants to revamp our website in order to have not only these translated materials more accessible, but also accommodate for our Deaf and Hard of Hearing Community. It is our plan to also collaborate with Community Based Organizations (CBOs) as it will provide opportunities to network and collaborate with events for greater publicity and impact. Lastly, we hope to create a certification process for interpreters in order to have the ability to disperse data to our communities.

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
- Outreach events
- Public meetings

Applicant Comment:

Our Regional Center plans to continue fostering our relationship with our community by contracting a Public Relations Consultant who will help identify community needs and consult with us to determine best way to connect and address them. They will identify trends and collaborate with us to develop strategies to implement best way to meet those trends through programs and services that will yield concrete and meaningful results. They will periodically evaluate media and materials as well.

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 CBOs
- Host public community meetings
- Partner with CBOs to host a community meeting
- Host listening session(s) with family members
- Host listening session(s) with self-advocates

Applicant Comment:

It is our plan that we will develop 3 new Community Access Coordinator (CAC) positions that will work with individuals served and their families, and will be able to receive feedback from families directly. In addition, we will plan to continue to host "Community Connection" meetings that will serve as listening sessions where we invite consumers, families, self-advocates, providers, and members of the community.

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:

- American Sign Language
- Vietnamese
- Mandarin Chinese
- Spanish
- Cantonese Chinese

Applicant Comment:

Looking at our Purchase of Service Data, we know our most dominant spoken languages outside of English are Spanish and Cantonese. However, taking into account the report provided by the Department, we will also be focusing on Mandarin, and Vietnamese. In addition, in collaboration with our Deaf and Hard of Hearing Specialist, we will also include working with American Sign Language.

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:

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

Applicant Comment:

It is our plan to continue to provide Language Preference Forms to our families during the Individual Program Plan (IPP) meetings to ensure families' language needs are still being met. In addition, all the positions that we are looking to develop will be working closely with families, CBOs, our intake department and service coordinators where we will be able to conduct the surveys provided by the Department.

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
- Identify distribution list

Applicant Response:

It is our plan to develop surveys in English and then send surveys to be translated in various languages. In order to ensure quality, we plan to have the translated surveys by native speakers to the language when applicable by ELARC staff, such as the CACs. However, we will also be working with local CBOs for languages such as Vietnamese, where our staff availability is more limited.

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:

- In-person interview
- Email
- Website Link

Applicant Comment:

It is our plan that our surveys with the families the CACs will be working with families will conduct surveys in-person. However, we recognize that there will be times where we host listening sessions virtually and will be conducting surveys to obtain feedback as well. In addition, we also have a mailing list of individuals who sign up for our e-notifications that is also a source to disperse a survey to consumers, self-advocates, providers, and community members.

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:

- American Sign Language
 - Spanish
 - Vietnamese
 - Cantonese Chinese
 - Mandarin Chinese
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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:

In collaboration with LA County Regional Centers, including but not limited to SGPRC and SCLARC, identify a new or existing translation/interpretation agency with which the Regional Centers would work to provide training and certification in RC terminology. Similar to court or hospital translation/interpretation certification, the funds would be used for training on Regional Center system and a word bank of Regional Center terms. The languages we focus on overlap with other regional centers as we meet similar language needs with our families.

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
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- Review with families, community, and stakeholders
- Steps to improve data
- Steps to broadly share data
- Outreach/In-reach efforts to share data

Applicant Response:

We have developed an internal workgroup composed of ELARC staff and ensure we are covering all our bases with translation needs from every department. In addition to analyzing our Purchase of Service (POS) Data, we have taken into account the data provided by the Department on April 6 and have determined that in addition to working with our language needs, we want to ensure we are being culturally competent by not only ensuring we are meeting language needs, but also work with our African American/Black community. We plan for our Community Access Coordinators in conjunction with a CBO to present a series of workshops on Navigating the Regional Center, similar to the curriculum presented through the Reduced Caseload Project. Although there is not a language barrier, we understand that we need to collaborate with a CBO in order to assist us in building that relationship and trust between the Regional Center and the African American/Black community. In addition, working with our Marketing Consultant, we expect to develop an effective, diverse, and inclusive brand strategies for our agency's website, media, and marketing programs.

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
- Public meetings
- Outreach Events

Applicant Comment:

We plan to work with a Marketing/Website Consultant who will conduct needs assessment using behavior analytics, client research and decision mapping, market landscape analysis, and qualitative/quantitative choice-based research (i.e. segmentation, Average Tracking and Usage (ATU)). Under the HHS's Guiding Principles, the consultant will implement strategies based on inclusion and diversity that recognizes the differences within the subgroups of a target audience.

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:

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

Applicant Comment:

We plan to collaborate with CBOs as the collaboration will be an ongoing process that will provide opportunities for relationships and trust to build and strengthen over time. The CACs and the CBOs will provide a bridge to Regional Center for individuals and families served by ELARC and for the community at large. We also received feedback in POS Data meeting to include additional listening sessions, and we plan to hold some throughout the year as outside the POS Data Public 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:

- Deaf and Hard of Hearing
- Black/African American
- Hispanic
- Asian

Applicant Comment:

All work will be done in small group based and shall be structured based on characteristics such as Race, Ethnicity, culture, language and living arrangement and will prioritize groups that are showing a disparity in Purchase of Service (POS) outcomes. The work will include a variety of cultural and linguistic competency components and will encompass individuals and families served by ELARC as well as community members/organizations, vendors and Service Coordination staff.

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:

- Family Members
- Service Coordinators
- Community Organizations
- Self-Advocates/Consumers
- Service Providers

Applicant Comment:

Similar to language access, we plan to conduct surveys with our families, this especially holding true with our African American/Black community where there may not be a language need, but a cultural component that we will need to take into account, which is where we will be collaborating with a CBOs for the cultural component.

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:

It is always our plan to review our Purchase of Service (POS) Data to ensure we are taking into account the consumers and families we serve. In order to ensure quality, we plan to have the translated surveys by native speakers to the language when applicable by ELARC staff, such as the CACs. However, we will also be working with local CBOs to ensure cultural competency with certain groups.

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:

- In-person interview
- Email
- Website Link

Applicant Comment:

It is our plan that our surveys with the families the CACs will be working with families will conduct surveys in-person. However, we recognize that there will be times where we host listening sessions virtually and will be conducting surveys to obtain feedback as well. In addition, we also have a mailing list of individuals who sign up for our e-notifications that is also a source to disperse a survey to consumers, self-advocates, providers, and community members.

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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:

- American Sign Language
 - Cantonese Chinese
 - Vietnamese
 - Mandarin Chinese
 - Spanish
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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:

In collaboration with LA County Regional Centers, including by not limited to SGPRC and SCLARC, identify a new or existing translation/interpretation agency with which the Regional Centers would work to provide training and certification in RC terminology. Similar to court or hospital translation/interpretation certification, the funds would be used for training on Regional Center system and a word bank of Regional Center terms. The cultural groups we focus on overlap with other regional centers as we meet similar demographics with our families.

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:

We will continue to provide interpretation services at all our public meetings, which are: Spanish, Cantonese, Mandarin, Vietnamese and American Sign Language. In addition, any workshops and events that are hosted by us allow people that will be attending to RSVP for any language interpretation. We plan to continue to translate public documents and flyers that will be distributed to the community. These flyers and posting will continue to be distributed on our website and via our e-notification system. Our social media pages will continue to post the translated flyers and public documents in addition to informing families that interpretation to our meetings, workshops, and events continue to be available. It is our expectation to build on this plan by establishing a certification for our interpreters to obtain agency training on the Regional Center system and establish a word bank of Regional Center terms.

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:

We plan the development of three Community Access Coordinator (CAC) positions. In addition, we plan for a Learning Management System (LMS) Specialist that will be a bilingual position will be the administrator of the LMS for the agency. This position will be responsible for creating linguistically appropriate learning modules to meet stakeholders' needs. This position will coordinate with other regional centers and state agencies and share, develop and collaborate on content development. This position will create specific learning paths based on distinct portals (i.e. staff, providers, consumers, and parents), that will contain a variety of instructor led courses, on-line course, and blended courses based on the learners learning style. This position will simplify all processes, from creation of training courses, multimedia content, all the way to creation of different types of reports and analytics.

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 plan on working with a Marketing/Website Consultant, a Public Relations Consultant, and two Community Based Organization Consultants. Additional information on each of these consultants can be found in the attached document.

Attachment:

[Consultants.docx](#) - WORD DOCUMENT

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:

Short term goals:

1. Revamp website
2. Develop Community Access Coordinator (CAC) positions

Long term goals:

1. We hope to begin working with Spanish, Cantonese, and Vietnamese consumers and families, but we hope to focus on different groups as well such as African-American, and Deaf/Hard of Hearing groups as well. These are populations that although do not account for a high percentage, are still communities that face disparities and barriers and therefore, have a goal to work with them in the future.
-