

**DEPARTMENT OF DEVELOPMENTAL SERVICES REGIONAL CENTER PURCHASE OF SERVICE  
PUBLIC MEETINGS SUMMARY, RECOMMENDATIONS AND PLAN TO PROMOTE EQUITY AND  
REDUCE DISPARITIES ANNUAL REPORT TEMPLATE.**

As indicated in Welfare and Institutions (W&I) Code §4519.5(e)-(f), regional centers are required to hold public stakeholder meetings within three months of posting their annual purchase of service data on their websites. Regional centers submit an annual report to the Department of Developmental Services (Department) by May 31st. The Department shall provide feedback to the regional centers on the Annual Report, prior to its posting by August 31st. The following pages include the required components of the annual report and W&I Code citations. For your consideration are a list of questions that may assist you when preparing the Annual Report in addition to the inclusion of your regional center's public meeting notes, public comments, presentation materials and a plan with recommendations for reducing disparity.

**Regional center name:** [San Diego Regional Center](#)

**Person filling out report:** Brenda Bello Vazquez, Cultural Specialist

**Date of completion:** 4/27/2023

W&I Code §4519.5 (e)

"...each regional center shall meet with stakeholders in one or more public meetings regarding the (purchase of service) data... consider the language needs of the community and shall schedule the meetings at times and locations designed to result in a high turnout by the public and underserved communities."

**1. How many meetings did your regional center conduct?**

- 1
- 2
- 3
- 4
- 5+

**2. Did your regional center hold at least one meeting by March 31st? [Yes](#)**

**3. How were the meetings scheduled to accommodate community participation? Select all that apply.**

- Webinar (e.g. GoToMeeting, YouTube)
- Virtual platform (e.g. Zoom)
- In-person
- Hybrid
- Other

If "Other" selected enter here.

**PROPER MEETING NOTIFICATION**

W&I Code §4519.5(e)

"...regional centers shall inform the department of the scheduling of those public meetings 30 days prior to the meeting. Notice of the meetings shall also be posted on the regional center's internet

website 30 days prior to the meeting and shall be sent to individual stakeholders and groups representing underserved communities in a timely manner.”

**4. Was the Department informed at least 30 days prior to ALL meetings? Yes**

**5. How was the Department informed?**

- Liaison direct email
- OCO email
- Telephone
- Through indirect notification (RC meetings, eblast, social media)

**6. Were notices of ALL meetings held, posted on the regional center’s website 30 days prior to each meeting(s)? Yes**

**7. Select the best option that represents when individual stakeholders and groups representing underserved communities were informed?**

- 30 days or more
- 3 weeks’ notice
- 2 weeks’ notice
- 1week notice
- Less than 1 week
- Underserved communities were not specifically informed of the meeting(s)

**8. What outreach efforts were utilized to inform individual stakeholders and groups representing underserved communities of the meetings(s)? Select all that apply.**

- Newsletter/Eblast
- POS meeting specific email
- Public meeting
- Social media
- Community partners
- Website (e.g. event page or calendar)
- Blog post
- Everbridge or another type of automated phone recording
- Mail
- Text
- Phone call by RC staff
- Other

If “Other” selected enter here.

## **CULTURALLY AND LINGUISTICALLY APPROPRIATE**

W&I Code §4519.5(e)

“The regional center shall provide participants of these meetings with the data and any associated information related to improvements in the provision of developmental services to underserved communities and shall conduct a discussion of the data and the associated information in a manner

that is culturally and linguistically appropriate for that community, including providing alternative communication services."

**9. What languages were offered during the meeting(s)? Select all that apply.**

- English
- Spanish
- Mandarin
- Cantonese
- Hmong
- Korean
- Vietnamese
- ASL
- Other

Other languages were available by request.

**10. Did the meeting(s) include any of the following? Select all that apply.**

- Meeting(s) held in several languages
- Closed captioning provided
- Materials were provided in several languages
- Information was presented in plain language (i.e. easy to understand)
- Other

If "Other" selected enter here.

**11. Describe how the cultural and linguistic needs of the communities were considered.**

The meeting in Imperial county was held in-person. Materials were shared/presented in Spanish. ASL interpretation was an option for attendees. Another meeting was held on a Saturday morning as an option for parents to attend. Plain language was used and all terms were defined in plain language. Visuals and charts were provided. Flyers about the POS meetings were mailed out to Enhanced Caseload Unit.

**ACTIONS TO IMPROVE PUBLIC ATTENDANCE AND PARTICIPATION**

W&I Code §4519.5(f)(1)(A)

"Actions the regional center took to improve public attendance and participation at stakeholder meetings, including, but not limited to, attendance and participation by underserved communities."

**12. Was the goal or purpose of the meeting communicated? If so, describe how?**

Our flyers had a brief summary of the information to be discussed at the meeting in plain language. The first slides of the presentation directly quoted Welfare & Institutions code 4519.5 but was simplified and explained in a way that the community would understand. We also made sure to define what a POS is as well.

**13. What methods were used to provide an environment that allowed attendees to feel comfortable and interact with each other? Select all that apply.**

- Allowed for small group conversations
- Introduced staff in attendance
- Allowed attendees to introduce themselves
- Provided chat rooms (e.g. zoom chat function)
- Chat feature was enabled
- Regional center for public comment
- Provided opportunities to ask questions
- Other

If "Other" selected enter here.

**14. Based on attendance did you observe any of the following? Select all that apply.**

- Attendees engaged in public comment
- Innovative ideas suggested by attendees
- Diverse perspectives shared by attendees
- Attendees requested additional explanation/clarification on the information shared
- Other

If "Other" selected enter here.

**15. Overall, how many individuals from the public attended the meeting(s)? Select best estimate.**

- None
- Less than 20
- 20-50
- 50-100
- 100-200
- 200+

**16. What efforts did the regional center take to improve public attendance and participation, including any new strategies? Select all that apply.**

- Collaborated with community partners
- Offered focus groups
- Offered meetings in multiple languages
- Offered multiple meeting opportunities
- Outreach through group meetings
- Outreach via flyers/public service announcements/social media
- Provided translated materials
- Shared via Everbridge
- Offered meetings virtually
- Offered meetings during non-business hours or on weekends
- Not applicable
- Other

If "Other" selected enter here.

**17. Who were the meeting(s) attendees? Select all that apply.**

- Self-advocates

- Parents/family members
- Regional Center staff
- Board members
- Community advocates
- Community based organizations
- Department staff
- Other

If "Other" selected enter here.

**18. List the names of the partner agencies, community partners, and community-based organizations that participated in the meeting(s).**

PUENTE, Disability Rights of CA, Filipino American Association of Developmental Disabilities, A Better Life Together, Exceptional Family Resource Center, Center for Personal Growth, State Council of Developmental Disabilities, Autism Society of Imperial Valley, ACT Supported Living, 24 Hour Home Care, OCRA

**COPIES OF MINUTES AND ATTENDEE COMMENTS**

W&I Code §4519.5(f)(1)(B)

"Copies of minutes from the meeting and attendee comments"

**19. Does your submission include a copy of the meeting minutes (notes) and a copy of the raw attendee comments? [Yes](#)**

**20. Which of the following themes reflect what attendees expressed as important, challenges and barriers faced? Select as top concern, concern or not a concern for each.**

	Top Concern	Concern	Not a concern
Regional center services satisfaction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Case management satisfaction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lack of RC knowledge/service options	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of community trainings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concern with language and cultural competency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SC/staff training concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Caseload concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communication/outreach concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lack of regional center trust	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Unmet needs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Service accessibility concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Transportation issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Rates and vendorization concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Vendor concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lack of community, RC, and other stakeholder collaboration	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Need for advocacy training and support	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**21. Were there any additional topics or themes mentioned in the meeting(s) that are not listed in question 20? Please list and indicate if they were a top concern (mentioned by multiple people).**

Data presented is very broad and there is a need for a deeper analysis in regard to the race or ethnicity categories.

**IDENTIFIED DISPARITIES IN THE POS DATA**

W&I Code §4519.5(f)(1)(C)

“Whether the data...indicate a need to reduce disparities in the purchase of services among consumers in the regional center’s catchment area.”

**22. Briefly describe the type of disparities that were identified and discussed (e.g. by race/ethnicity, primary language, residence, age, diagnosis, etc.)**

Culturally diverse families prefer to live in the home of a parent or guardian which impacts per capita POS expenditures.  
 28% of Black clients have no POS, the highest percentage compared to all other Regional Centers.  
 26% of Spanish-speaking clients have no POS; a total of 2011 clients.  
 46.5% of Vietnamese speaking clients have no POS; a total of 99 clients.  
 Native Hawaiian and American Indian clients’ total per capita POS expenditures have been inconsistent over the years.  
 Latino clients continue to be the racial group with the highest number of clients with no POS at SDRC (4,617).  
 All ethnicities receive less per capita POS expenditures during adulthood in comparison to White clients.

**REGIONAL CENTER’S RECOMMENDATIONS AND PLANS TO PROMOTE EQUITY AND REDUCE DISPARITIES**

W&I Code §4519.5(f)(1)(C)

"...If the data do indicate that need, the regional center's recommendations and plan to promote equity, and reduce disparities, in the purchase of services."

**23. Besides holding the POS annual meeting(s) what other venues were utilized to gather information to develop the regional center's recommendations and plans to promote equity and reduce disparities? Select all that apply.**

- Other regional center meetings
- Feedback requested from support groups
- Recommendations from focus groups
- Surveys
- Call for public input (e.g. social media, eblasts, website)
- Other

If "Other" selected enter here.

San Diego People's First Officers meeting on February 22, 2023

State Council on Developmental Disabilities Regional Advisory group on January 12, 2023.

**24. Will your report show how the prior year's recommendations and plan were implemented? [Yes](#)**



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Serving individuals with developmental disabilities in San Diego and Imperial Counties

San Diego Regional Center  
Purchase of Service Expenditure Data  
Public Meeting 3/14/2023

### Attendance

The first public meeting was held in-person and via Zoom at the San Diego Regional Center Main office. There were a total 25 attendees. 18 attended via Zoom and 7 attended in-person. Six of the participants were SDRC staff, two were DDS representatives, and all others were parents, service providers and community partners. Guests were asked to sign-in or type their name and affiliation in the Zoom chat. Attendees in-person had printed slides and the screen was shared with Zoom participants so they could follow along using the PowerPoint presentation.

### Call to Order

Brenda Bello Vazquez, the SDRC Cultural Specialist, began the meeting at 6:00 PM. Housekeeping was provided on Zoom to ensure attendees were aware of all Zoom features and how to enable interpretation, closed captioning and ask questions. One person was responsible for monitoring the chat and Q&A. American Sign Language (ASL) interpretation and Spanish interpretation was made available and the meeting was conducted in English.

### Discussion Items

A PowerPoint was provided via Zoom and in-person. To begin our discussion regarding disparities in Purchase of Service (POS) spending, attendees were provided with background information in regard to the purpose of the meeting followed by an explanation of what a Purchase of Service is. Attendees were then directed to a few tables that were included in the presentation starting with general information about the community we serve. Emphasis was made to the following tables: Total Number of Clients, Age of Clients, Where Clients Live, Ethnicity of Clients, and Number of Clients by Threshold Language.

The next set of tables delved further into Purchase of Service expenditures. The first chart represented Per Capita Expenditures by Age & Ethnicity. It was noted that there were differences across all age groups in terms of POS spending with the biggest differences emerging when clients are approaching adulthood. All non-White clients on average, receive less POS dollars than White clients. Attendees were then presented with charts that represented the number and percentage of clients with no POS by Race/Ethnicity and Threshold Languages. American Indian or Alaska Native clients had the highest number of clients with no POS compared to all other ethnicities at 34.5%. Vietnamese clients had the highest number of clients with no POS compared to all other threshold languages at 46.5%.

One more chart was shared which was a Trend Analysis of Per Capita Expenditures by Race/Ethnicity over the past 7 years. It was noted that POS expenditures have gone up for all ethnicities over the past 7 years with the exception of Native Hawaiian or Other Pacific Islander clients. The line graphs for Native Hawaiian and American Indian clients were discussed due to the drastic drops and increases in Total Per Capita POS expenditures over the years. Data showed a strong correlation between average POS expenditures by Race and Residential Placement and Total Per Capita POS expenditures for these two groups due to small sample sizes. Any change in service for an individual in these groups will skew the data which is why the total average POS expenditures changes drastically from year to year. Greater emphasis was placed on the last three fiscal years; pre-pandemic (2019-2020), during the pandemic (2020-2021) and post-pandemic (2021-2022). Some factors that impacted POS expenditures during the pandemic included Alternative and Participant Directed Services, increased supports due to closures of day programs, schools and community spaces, flexible billing options for vendors and the Self-Determination program was open to all in July of 2021.

Attendees were then presented with strategies SDRC is implementing to address disparities shown in the data. There was follow-up discussion regarding the recommendations and input from last year's public meeting and how SDRC responded to that input. The following projects/initiatives were discussed:

- Enhanced Service Coordination African American focus group





- Presented by Karely Hernandez, Enhanced Service Coordination Unit Program Manager, SDRC
- Language Access & Cultural Competency - Focus on threshold language communities
  - Presented by Pedro Salcedo, Language Accessibility Specialist, SDRC
- SDRC Deaf & Hard of Hearing Specialist Position
  - Introduction from Monique McIntosh
- American Rescue Plan Action Part C (ARPA)
  - Presented by Elizabeth Almeida, Early Start Service Coordinator, SDRC
  - Presented by Thannya Mariscal, Early Start Service Coordinator in the Imperial Valley
- Self-Determination collaboration with Cultural Specialist
- Collaboration with Community Based Organizations and SDRC
- Community Trainings about SDRC
- Participation in community events
- Cultural Awareness Committee - Staff Orientations
- SDRC Tribal Outreach Coordinators

The final slides of the presentation shared information about our Service Access and Equity grants funded by DDS. SDRC shared current and newly funded community-based organizations that we are collaborating with. Members from the PUENTE project shared information about PUENTE, its impact and the ways it continues to evolve.

#### Public Input and Recommendations

The following questions and comments were made during the meeting:

- Is there any detail on the other category? How much of that is unknown?
- In regards to the money spent per person, does this take into account clients who spent on services via self-determination program?
- Has SDRC surveyed families to see if SDRC staff cultural competence has improved?
- It is really exciting to hear about the enhanced services and outreach efforts. We definitely will share these resources with families. EFRC is similarly working on service enhancement for our diverse communities.
- Does SDRC plan on holding focus group with clients and their families to ask about their cultural and linguistic needs relating to RC services and supports?
- What does it mean to be multi-cultural?

The following input and recommendations were offered during the discussion.

1. For SDRC to delve further into the race categories of the POS data to identify other ethnically diverse communities and present data specific to these individuals.
2. For SDRC to hold focus groups with clients and families to ask about their cultural and linguistic needs and to assess for SDRC staff cultural competency.



**The following themes reflect what attendees expressed as important, challenges and barriers faced.**

	Top Concern	Concern	Not a concern
Regional center services satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Case management satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lack of RC knowledge/service options	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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Vendor concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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Need for advocacy training and support	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



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Serving individuals with developmental disabilities in San Diego and Imperial Counties

San Diego Regional Center – Imperial Valley  
Purchase of Service Expenditure Data  
Public Meeting 3/14/2023

Attendance

The second public meeting was held in-person and via Zoom at the San Diego Regional Center Imperial Valley office. There were a total 10 attendees. 4 attended via Zoom and 6 attended in-person. Six of the participants were SDRC staff, one was a DDS representative, and all others were advocates and community partners. Guests were asked to sign-in or type their name and affiliation in the Zoom chat. Attendees in-person had printed slides and the screen was shared with Zoom participants so they could follow along using the PowerPoint presentation.

Call to Order

Brenda Bello Vazquez, the SDRC Cultural Specialist, began the meeting at 6:00 PM. Housekeeping was provided on Zoom to ensure attendees were aware of all Zoom features and how to enable interpretation, closed captioning and ask questions. One person was responsible for monitoring the chat and Q&A. American Sign Language (ASL) interpretation and English interpretation was made available and the meeting was conducted in Spanish.

\*Discussion Items were the same as previous meeting.

Public Input and Recommendations

The following questions and comments were made during the meeting:

- El año pasado se estableció el comité de sensibilización cultural. ¿Pueden hablar sobre qué tan exitoso ha sido el comité? ¿Con que frecuencia reciben entrenamientos?
- ¿Ha encuestado a familias para ver si la competencia cultural de personal del centro regional ha mejorado?

No additional input or recommendations were offered during the discussion.



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**The following themes reflect what attendees expressed as important, challenges and barriers faced.**

	Top Concern	Concern	Not a concern
Regional center services satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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Serving individuals with developmental disabilities in San Diego and Imperial Counties

San Diego Regional Center  
Purchase of Service Expenditure Data  
Public Meeting 3/18/2023

Attendance

The third public meeting was held on a Saturday in-person at the San Diego Regional Center Main office. There were a total of 6 attendees. Four of the participants were SDRC staff, one was a DDS representative, and one was a parent. Guests were asked to sign-in with their name and affiliation. Attendees had printed slides to follow along with the PowerPoint presentation.

Call to Order

Brenda Bello Vazquez, the SDRC Cultural Specialist, began the meeting at 10:00 AM. Language interpretation was available upon request. There were no requests for interpretation by attendees.

\*Discussion Items were the same as previous meeting.

Public Input and Recommendations

No questions or comments were made.

No additional input or recommendations were offered during the discussion.



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