

Application Report



Applicant Organization: Kern Regional Center

Project Name: Language, Culture, and Community.

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

Requested Amount: \$380,344.00

Project Summary: The Regional Center is committed to providing services in the client's and families' native language, and this practice will not change. KRC will focus on the following languages: ASL, Arabic, English, Spanish, Tagalog, Vietnamese, and Punjabi. In addition, KRC will be hiring a Language Specialist and an Outreach specialist who will work closely with stakeholders, SCs, and consultants. A technology communication officer will be in charge of updating and loading information to the KRC website.

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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:

The Kern Regional Center (KRC) was founded in 1971, we serve 11,431 individuals and their families. Our mission is to support equality, independence, and opportunity. KRC coordinates resources and collaborates with other agencies to develop the best services for clients and their families. KRC values diversity respects individual rights and choices, and is committed to excellence, honesty, and cost-effective service delivery. KRC respects supports and cooperates with public and private agencies to carry out this mission. KRC's service areas include Kern, Mono, and Inyo counties. During the fiscal year 2020/2021, KRC served over 11,431 clients across three counties. The main office is located in Bakersfield, with outlining offices in Lamont, Delano, Tehachapi, Taft, Ridgecrest, and Bishop. Kern County is composed of the following catchment areas included in this plan. Bakersfield, Arvin, Lamont, Wasco, Delano, Shafter, Ridgecrest, Tehachapi, Kernville, Taft, Mojave, Rosamond, California City, Oildale, McFarland, Frazier Park, Wofford Heights, Maricopa, Lebec, Buttonwillow, Inyokern, Pine Mountain Club, Bear Valley Springs, Stallion Springs, Golden Hills, Bodfish, Lost Hills, McKittrick, Randsburg, Boron, Mountain Mesa, North Edwards, Weedpatch, Weldon, Tupman, Lake of the Woods, Mettler, Johannesburg, Keene, Valley Acres, Ford City, Fuller Acres, Squirrel Mountain valley.

Attachment:

[Kern Regional Center - Active Consumers by Demographics 06-14-2022.xlsx](#) - EXCEL DOCUMENT

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:

KRC strives to work on providing information to all the people served by the center and has been working on translating the brochures into Spanish as well as putting ads in the local magazines to spread the word about our services and agency. Our meetings with stakeholders are both in English and Spanish. Our bilingual staff does the native language informational workshops and translates when necessary. An example of how the community service department supports client services is by ensuring that our persons served in a residential facility will have staff who speak their language to communicate with them and their families.

Although not a policy, Kern Regional strives to hire staff that mirrors the community. Kern Regional Center has ongoing efforts to provide translation to documents and has individuals present who can translate to the person served and the stakeholders. The practice changed a few years ago, and we began to deliver informational sessions to the families and clients in their native language. We heard that the families were losing information when translation occurred in the same room as it became distracting. Now the informational sessions are prepared in Spanish and delivered in Spanish.

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:

One of the tools that have been very helpful in improving the intake process was implementing surveys to the stakeholders. The survey feedback greatly impacted us by giving information on what our families need, how the process could be more straightforward for them, and what the center needed to implement. New surveys will be developed, and we will reach out to families and person served to develop the questions. Kern Regional's plan to review, incorporate and consider data will be by having a group comprising members from the different departments at KRC. We also review the data with families, Board Members, and stakeholders' meetings. In the spirit of full disclosure, the data obtained will be shared with stakeholders on our website. We will work on making a tab that will be easy to find, the name will be pertinent to the information, and having the information translated into the six languages included in the plan.

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
- Public meetings
- Outreach events
- Surveys
- Other

Attachment:

[Question 2 of 9.docx](#) - WORD DOCUMENT

Applicant Comment:

In the past few years, KRC staff has had regular listening sessions with parents in their native language, and we are implementing the parents' suggestions. They want specific and step-by-step workshops on how the system works and to obtain written information in their Native Language. We want to expand the listening sessions to include all other languages in the county. KRC is committed to increasing the number of bilingual staff to continue to mirror our community.

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 self-advocates
- Host listening session(s) with family members
- Host listening session(s) with CBOs
- Host public community meetings
- Partner with CBOs to host a community meeting
- Host interagency meetings with local governmental agencies
- Host meetings with nontraditional community partners
- Other

Applicant Comment:

Communication is essential because it strengthens relationships, increases confidence, positively impacts social interaction, and allows us to share information. Good communication build teamwork and impacts customer service. We plan to host meetings to obtain the impute from the stakeholders to know what our community needs so we can improve how we communicate with our families and the community. By hosting listening sessions we can build trust, reduce fear, and listen to understand.

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
- Arabic
- Hindi Northern India
- Spanish
- Tagalog
- Vietnamese
- Other

Attachment:

[Question 4.docx](#) - WORD DOCUMENT

Applicant Comment:

A listening session is similar to a focus group and is a type of facilitated discussion with a group of people aimed at collecting information about their experience. Participants in a listening session are asked to talk about what they know and think and sometimes answer specific questions about a topic. In an environment where community members often have limited means to give feedback, listening sessions are a tool to collect valuable information about people's experiences.

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:

- Self-Advocates/Consumers
- Family Members
- Service Coordinators
- Intake Staff
- Management
- Regional Center Board Members
- Service Providers
- Community Organizations
- Local Governmental Agencies
- Other

Attachment:

[Question 5.docx](#) - WORD DOCUMENT

Applicant Comment:

Surveys give people a voice and will provide stakeholders with an opportunity to connect with KRC and to feel that their opinion makes a difference. Surveys are used to increase knowledge in fields such as social research and demography. Survey research is often used to assess thoughts, opinions, and feelings. A good sample selection is vital as it allows one to generalize the findings from the sample to the population, which is the whole purpose of the survey.

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:

The KRC linguistic specialist and the contracted linguistic specialist for the other six languages will assist in translating the surveys that focus groups will develop from stakeholders and staff. The questions will then be forwarded to DDS for review and feedback. Once the process has been completed, we will send the survey to persons served, community members, staff, etc. via mail, email, or preferred method.

Attachment:

Question 6.docx - WORD DOCUMENT

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
- US Mail
- Website Link
- Virtual Interview

Applicant Comment:

We will use US mail, in person, and we will also use technology (website, link) as we would like to make sure the surveys reach all the stakeholders and persons served.

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
- Arabic
- English
- Hindi Northern India
- Spanish
- Tagalog
- Vietnamese

Applicant Comment:

We have added English in the language focus survey as we cannot dismiss individuals who speak English but are not able to read and write, and by listening to the survey and the instructions can click on the screen. Thus, the survey will be posted on the website.

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:

As part of achieving linguistic and cultural knowledge, KRC will reach out to other Regional Centers that have worked with the population we are proposing in our plan to obtain information about procedures to do listening sessions and what works, what does not work, and lessons learned. The cultural and linguistic specialist will reach out to the Cultural specialist from other regional centers and schedule meetings via zoom. We will discuss how to reach out to the community, the best way to reach our community members, what we should know when preparing for listening sessions, and how they recommend we approach the community based on their experience.

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

Applicant Response:

One of the tools that have been very helpful in improving the intake process was implementing surveys to the stakeholders. The survey feedback greatly impacted us by giving information on what our families need, how the process could be more straightforward for them, and what the center needed to implement. We will develop new surveys by having listening sessions consisting of families, staff, and people served to create the questions. Kern Regional plans to review, incorporate and consider data by having a group comprising members from the different departments at KRC. We will also review the data with families, Board Members, and stakeholders' meetings. It is essential to obtain the feedback of all that new the system and work with the center in one way or another. The data received will be shared with stakeholders on our website in the spirit of full disclosure. We will work on making a tab that will be easy to find, the name will be pertinent to the information, and having the information translated into the six languages included in the plan.

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
- Surveys
- Other

Applicant Comment:

KRC will implement listening sessions, public meetings, and outreach events. We will invite service providers and family resource staff to attend listening sessions as we must understand from all aspects of our community members what we need to do as a center. The Regional center needs to have a presence in the community and provide the community with information that will help them understand what we do, who we serve, and how we work.

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:

- Host listening sessions with self-advocates
- Host listening sessions with family members
- Host listening sessions with community organizations
- Host public community meetings
- Partner with local CBOs to host a community meeting
- Host interagency meetings with local governmental agencies
- Host meetings with nontraditional community partners
- Other

Attachment:

[Category 3 Question 3.docx](#) - WORD DOCUMENT

Applicant Comment:

When we genuinely listen to all voices within the context of structured conversations, our understanding of each other grows. Such practices allow people to listen to one another because it is through listening to one another that we are able to take another's perspectives into account.

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:

- American Indian or Alaska Native
- Asian
- Black/African American
- Deaf and Hard of Hearing
- Hispanic
- Other Culture
- Other Ethnicity or Race / Multi-Cultural

Applicant Comment:

KRC wants to focus at this time on the following groups American Indians, Asian, Black/African American, Deaf, and Hard of hearing, Hispanic, Arabs, Vietnamese. We will also consider not only how they identify themselves in ethnicity but also how they identify themselves in their sexual orientation and gender identity. One of the goals that KRC has is always to be inclusive. When working with individuals, we need to be aware of their language, culture, and identity.

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:

- Self-Advocates/Consumers
- Family Members
- Service Coordinators
- Intake Staff
- Management
- Regional Center Board Members
- Service Providers
- Community Organizations
- Local Governmental Agencies
- Other

Applicant Comment:

Opinions are critical because they are agents of change. All the groups chosen in this category must participate because they will provide feedback via the survey about what the Regional Center needs to make positive changes to reach out to our community members, deliver services, and understand our community. We want all these groups to participate because each group might understand the RC system differently, and their feedback is valuable.

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:

To design a survey, we need to identify the goal of the survey identify the intent of the questionnaire. What kind of information do we want to gather with the questionnaire? What is the primary objective? What is the best way to go about collecting this information? We will use all the suggestions found in this questions and more.

Attachment:

[Category 3 Question 6.docx](#) - WORD DOCUMENT

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:

- Email
- US Mail
- In-person interview
- Website Link
- Virtual Interview

Attachment:

[Question 7.docx](#) - WORD DOCUMENT

Applicant Comment:

Please see attached. Thank you

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 on. Check all that apply. If you select "Other", please identify what that will be.

Applicant Response:

- American Sign Language
- Arabic
- English
- Hindi Northern India
- Spanish
- Tagalog
- Vietnamese
- Other

Applicant Comment:

At this time, KRC will focus on the following languages: ASL, Arabic, English, Hindi Northern India, Spanish, Tagalog, Vietnamese and Punjabi. We marked the box English because a video should be developed in this Language to incorporate those individuals who do not read or write.

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:

Some of the steps to take will be scheduling meetings with the Cultural Specialist and asking for information about the community organizations in their area to see if they have chapters in my community. Discussed the Cultural Specialist's steps to get the Vietnamese communicate connected with the Center and what we need to do to help them participate in listening sessions. What should KRC needs to be aware of culturally and linguistically when working with the Vietnamese community. At the time of the collaboration, we hope to have the Linguist Specialist on board to learn about the does and don't.

This section is still in development, and it is a live topic as what we will ask and learn will be ongoing.

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:

The Regional Center is committed to providing services in the client's and families' native language, and this practice will not change. We have utilized linguistic specialists to attend meetings and to translate the documents the families need to understand what is happening with their loved ones in the plans that have been developed. With the new Linguistic specialists, we will have someone who will check the linguistic needs of the families and people we serve daily.

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:

Please see attached.

Attachment:

[KRC Language Specialist Proposed Plan .docx](#) - WORD DOCUMENT

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:

Not Applicable

Applicant Comment:

Not Applicable

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
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- Semi-Annual Progress Report due by April 1

Applicant Response:

Please see attached.

Attachment:

[KRC Long and Short term goals.docx](#) - WORD DOCUMENT
