



KERN REGIONAL CENTER

Striving to Achieve Equality, Independence and Empowerment

May 31, 2024

Ernie Cruz
Department of Developmental Services
1215 O Street, MS 8-20
Sacramento, CA 95814

Dear Mr. Cruz:

Enclosed is a copy of the Kern Regional Center (KRC) report on stakeholder feedback relating to our purchase of service expenditure and utilization public meetings for FY 2022/2023.

KRC conducted four (4) public information meetings on March 13, 2024, March 20, 2024, March 21, 2024, and March 28, 2024, respectively, for the purpose of sharing KRC's Purchase of Service and Expenditure Data for Fiscal Year 2022/2023 and to engage consumers, family members, our vendor community, and other stakeholders in conversation to obtain feedback and recommendations to resolve the issues around purchase of service inequality.

The presentation was conducted in four sessions in the following languages English and Spanish with ASL and other languages as requested as an option to attend in-person and online (Hybrid options) for some meetings as stated in the report. The meetings allowed for discussion during the presentations and were followed by question-and-answer sessions to obtain feedback from the attendees. KRC engaged in meaningful discussion with participants and was able to obtain meaningful feedback.

The findings from this meeting demonstrate the need to enhance KRC's outreach efforts and engagement and to continue to monitor the service needs of the communities throughout Kern, Inyo, and Mono counties to promote equity in service delivery and utilization.

It is KRC's mission and commitment to provide comprehensive, person-centered, and excellent services to our consumers and their families. We look forward to any feedback from the Department.

Respectfully,

Enrique Roman

Enrique Roman
Director of Community Services



KERN REGIONAL CENTER

Striving to Achieve Equality, Independence and Empowerment

cc: Michi Gates, Ph.D. Executive Director, Kern Regional Center
Celia Pinal, Director of Client Services, Kern Regional Center
Tomas Cubias, Assistant Director of Service Access and Equity, Kern Regional Center
Amy Westling, Association of Regional Center Agencies
Brian Winfield, Department of Developmental Services
Tiffani Andrade, Department of Developmental Services
Yasir Ali, Department of Developmental Services
Christine Bagley, Department of Developmental Services



KERN REGIONAL CENTER

Striving to Achieve Equity, Independence and Empowerment

Kern Regional Center 2022/2023 Disparity Report

The Kern Regional Center (KRC) was founded in 1971 and our mission is striving to achieve equality, independence, and empowerment for the individuals we serve. KRC coordinates resources and collaborates with other agencies to develop the best, most appropriate and person-centered services for consumers and their families. KRC values diversity, respects individual rights and choices, and is committed to excellence and cost-effective service delivery. KRC respects, supports, and collaborates with public and private agencies to carry out our mission.

KRC's service area includes Kern, Mono and Inyo counties. During fiscal year 2022/2023, KRC served approximately 14,000 individuals across these three counties. The main office is in Bakersfield with outlying offices in Delano, Tehachapi, Taft, Ridgecrest, and Bishop.

Acknowledgements

Kern Regional Center wishes to acknowledge the stakeholders including consumers/families and service providers who participated in the meetings and who offered their time and insights to support this effort such as Padres Unidos de Kern and Adeyinka Glover from the Office of Client's Rights.

Table of Contents

- I. DDS POS Report
- II. Kern Regional Center's public meeting flyer(s).
- III. DDS confirmation receipt of public meetings posting.
- II. Copies of meeting minutes and attendee comments from public meetings.
- III. Copies of attendee sign-in sheets.
- III. Kern Regional Center's Purchase of Services Presentation in English and Spanish.
- V. Action and Outreach Plan to increase equitable access based on stakeholder feedback.

**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 section 4519.5(g) and (i), regional centers are required to hold public meetings for community members within three months of posting 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 reviews and provides feedback to the regional centers on the report, prior to its posting by August 31st. The following pages include the required components of the report. A list of questions is provided to assist regional centers when preparing the report in addition to the inclusion of regional center's public meeting notes, public comments, presentation materials and a plan with recommendations for increasing equitable access in purchase of services and supports.

Regional center name: Kern Regional Center

Person filling out report: Tomas Cubias, Assistant Director of Service Access & Equity

Date of completion: 05/02/2024

PROPER MEETING COMMUNITY INCLUSION

W&I Code section 4519.5 (g)"...each regional center shall meet with stakeholders (community members) 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?** 4
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

KRC hosted four (4) public meetings on the following dates and locations:

1. Bishop, CA (Inyo County) on March 13, 2024, hosted by IMAH, a KRC vendor. This community meeting was held In-person, in English and Spanish and with the option of interpretation in other languages, as requested.
2. Bakersfield, CA (Kern County) on March 20, 2024, at KRC and was offered as a hybrid meeting, in-person and via virtual platform (Zoom). This community meeting was held in English with the option of interpretation, as requested.
3. Bakersfield, CA (Kern County) on March 21, 2024, at KRC and was offered as a hybrid meeting, in-person and via virtual platform (Zoom). This community meeting was held in Spanish with the option of interpretation, as requested.
4. Delano, CA (Kern County) on March 28, 2024, hosted by DADD, a KRC vendor. This community meeting was held in-person, in English and with the option of interpretation in other languages, as requested. Please note that KRC's intent was to offer the meeting in Spanish and in other languages as requested, however, the meeting was conducted in English, since there was no one in attendance with other language needs.

PROPER MEETING NOTIFICATION

W&I Code section 4519.5(g)

"...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**

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 community members impacted by disparities and barriers to equitable access to services and supports were informed? **30 days or more**

8. What outreach efforts were utilized to inform individual community members impacted by disparities and barriers to equitable access to services and supports 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 regional center staff
- ☒ Other

KRC promoted the meetings at KRC's Board of Director's meetings by making an announcement during the meetings' "public input" time and by sharing flyers with attendees. KRC also promoted the series of community meetings by sharing flyers with local community partners, via our service provider network, KRC's Self-Determination Local Volunteer Advisory Committee, and via our partnership with Padres Unidos de Kern. Next year, given that our community responded so well to the personalized phone calls inviting them to our meeting, KRC will continue the practice and strategically focus these efforts in KRC's outlying areas, including Lamont, Bishop, Mammoth Lakes, Arvin, Shafter, and Taft.

CULTURALLY AND LINGUISTICALLY APPROPRIATE

W&I Code section 4519.5(g)

"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

American Sign Language and other languages were offered by request. Other languages include Vietnamese, Punjabi, Tagalog, Ilocano, Arabic, and Hindi, aligning with our LACC grant and data queries through SANDIS.

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 cultural and linguistic needs of the communities were carefully assessed through various forums, including focus groups, discussions at LVAC meetings (although discussions were not directly related to the matter of POS data meetings), Kern Regional Center Board of Director's meetings (although discussions were not directly related to the matter of POS data meetings), and activities funded by the Language Access and Cultural Competency (LACC) grant, such as Listening Sessions. Additionally, insights into cultural and linguistic needs were gathered from internal data sources, such as SANDIS, and language threshold data available through the Department of Health and Human Services.

ACTIONS TO IMPROVE PUBLIC ATTENDANCE AND PARTICIPATION

W&I Code section 4519.5(i)(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?

KRC implemented grassroots outreach strategies to enhance public attendance. These efforts involved personalized interactions with community members, including phone

banking in both English and Spanish to inform clients and stakeholders in Mammoth Lakes and Bishop, two of KRC's outlying communities. Previous attendees were reached through distribution lists and mass email blasts via use of Constant Contact, with follow-up calls to confirm attendance, particularly among Hispanic/Latino community members, who found this process helpful. Collaborations with local resource centers, school district liaisons, advocacy groups like Padres Unidos de Kern, Office of Clients' Rights, and KRC's SDAC committee also contributed to promoting the meetings. Through these various outreach efforts, yes, KRC did communicate the goal and purpose of these community meetings.

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
- ☒ Opportunity for public comment
- ☒ Provided opportunities to ask questions
- ☒ Other

Additionally, KRC executive leadership members and other leadership staff attended all four meetings to directly address comments and concerns expressed by attendees.

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.
20-50

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

KRC also utilizes Constant Contact to disseminate information about public events and community meetings. We plan to enhance accessibility further by expanding the use of

the SMS (text) system through Constant Contact to inform the community about upcoming meetings and events.

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).

Community partners and partner agencies in attendance included:

- Bakersfield ARC
- Office of Clients' Rights
- KRC's SDAC committee
- Maxim Healthcare Services
- Independent Facilitators in Kern, Inyo, and Mono Counties
- 24 Hour Home Care
- The Department of Developmental Services

COPIES OF MINUTES AND ATTENDEE COMMENTS

W&I Code section 4519.5 (i)(1)(B)

"Copies of minutes from the meeting and attendee comments"

19. Does the regional center report 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Case management satisfaction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of regional center knowledge/service options	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of community trainings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Concern with language and cultural competency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Service coordinator/staff training concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caseload concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication/outreach concerns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lack of regional center trust	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unmet needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service accessibility concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rates and vendorization concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vendor concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of community, regional center, and other community member collaboration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for advocacy training and support	<input checked="" type="checkbox"/>	<input 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).

N/A

IDENTIFIED DISPARITIES IN THE POS DATA

W&I Code section 4519.5 (i)(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. Did the regional center report data about number of instances when written copies of individual program plans (IPP) were provided at the request of consumers or their legal representatives more than 45 days for threshold languages and 60 days for non-threshold languages after request was made? Yes

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

Among the disparities identified and discussed in our four Public Meetings were barriers faced by Latino/a populations, including language barriers and mistrust of perceived

governmental entities and public assistance programs. Additionally, audience members from various ethnicities highlighted income and housing affordability as significant obstacles in Kern, Inyo, and Mono counties, regardless of race and ethnicity.

REGIONAL CENTER'S RECOMMENDATIONS AND PLANS TO PROMOTE EQUITY AND REDUCE DISPARITIES

W&I Code section 4519.5 (i)(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."

24. What other venues were utilized, in addition to holding the POS annual meetings, to gather information to develop the regional center's recommendations and plan¹ 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

KRC reached out to advocacy and local CBO groups, including Adeyinka Glover from the Office of Clients' Rights and Padres Unidos de Kern, an advocacy group for the Latino population in Kern County. Padres Unidos de Kern serves many KRC clients, families, and monolingual/bilingual families.

25. Does the regional center's attached report include how the prior year's recommendations and plan were implemented? [Yes](#)

REPORTS POSTED ON INTERNET WEBSITES

W&I Code section 4519.5 (c)(1)(B)

"...Commenting December 31, 2023, each regional center shall post its data uniformly with all other regional centers, using the same criteria, format, and organization."

26. Did the regional center post its data as provided by the Department on December 19, 2023? [Yes](#)

W&I Code section 4519.5 (i)(1)(C)(2)

"Each regional center and the department shall annually post the reports required by paragraph (1) ²on its website by August 31."

27. Did the regional center post on its website the report developed from public meetings and all its required elements pursuant to W&I Code section 4519.5(i)(C)(1)? [No](#)

¹ Regional center to attach recommendations and plan.

² W&I Code section 4519.5(i)(C)(1)



COMMUNITY
MEETING

KRC ANNUAL PURCHASE OF SERVICE/DISPARITY DATA REPORT

Purpose of the meetings is to go over purchase of service authorization, disparities, demographic, and expenditure. FY 2022-2023. Meetings will be offered in the following dates:

1. March 13, 2024 **(Bishop)** English/Spanish. 6 pm-7:30 pm
(In Person) Location (IMAH) 371 S Warren St, Bishop, CA 93514
2. March 20, 2024 **(Bakersfield)** English 6 pm-7:30 pm
(In Person) Location KRC Malibu Room 3200 N. Sillect Ave Bakersfield Ca. 93308
ZOOM Link
<https://us02web.zoom.us/j/88667420740?pwd=bDBwUE5zM1NidFc1bEFjQTgzUzFBQT09>
3. March 21, 2024 **(Bakersfield)** Spanish 6 pm-7:30 pm
(In Person) Location KRC Malibu Room 3200 N. Sillect Ave Bakersfield Ca. 93308
ZOOM Link
<https://us02web.zoom.us/j/83014305166?pwd=Z2Z5S3hxdDlwWHh1MjIjDeUVteUMydz09>
4. March 28, 2024 **(Delano)** English/Spanish. 6 pm-7:30 pm
(In Person) Location (DADD) 612 Main St, Delano, CA 93215

Interpretation for ASL or other languages contact Patricia Flores Patricia.Flores@kernrc.org
661-840-5375.

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REUNIÓN DE LA
COMUNIDAD

INFORME ANUAL DE DATOS DE DISPARIDAD / COMPRA DE SERVICIOS

El propósito de las reuniones es revisar la compra de autorización de servicios, las disparidades, la demografía y los gastos. Año fiscal 2022-2023. Las reuniones se ofrecerán en las siguientes fechas:

1. Marzo 13, 2024 (**Bishop**) Inglés/Español. 6 pm-7:30 pm
(En persona) Ubicación (IMAH) 371 S Warren St, Bishop, CA 93514
2. Marzo 20, 2024 (**Bakersfield**) Inglés 6 pm-7:30 pm
(En persona) Ubicación KRC Malibu Room 3200 N. Sillect Ave Bakersfield Ca. 93308
Enlace ZOOM
<https://us02web.zoom.us/j/88667420740?pwd=bDBwUE5zM1NidFc1bEFjQTgzUzFBQT09>
3. Marzo 21, 2024 (**Bakersfield**) Español 6 pm-7:30 pm
(En persona) Ubicación KRC Malibu Room 3200 N. Sillect Ave Bakersfield Ca. 93308
Enlace ZOOM <https://us02web.zoom.us/j/83014305166?pwd=Z2Z5S3hxdDlwWHh1MjIjDeUVteUMydz09>
4. Marzo 28, 2024 (**Delano**) Inglés/Español. 6 pm-7:30 pm
(En persona) Ubicación (DADD) 612 Main St, Delano, CA 93215

Interpretación para ASL o otros idiomas contactar Patricia Flores Patricia.Flores@kernrc.org 661-840-5375.

Esforzarse por lograr la Igualdad, la Independencia y el Empoderamiento



Meeting Minutes

POS Disparity Meetings:

#1 Bishop English/Spanish 03/13/2024 6pm-7:30pm Separate sessions (In-person)

#2 Bakersfield English 03/20/2024 6pm-7:30pm (Hybrid; in-person and via virtual platform (Zoom)

#3- Bakersfield Spanish 03/21/2024 6pm-7:30pm (Hybrid; in-person and via virtual platform (Zoom)

#4- Delano 03/28/2024 6pm-7:30pm (In-person)

#1 Bishop 03/13/2024 6pm-7:30pm Separate sessions

Language(s): English and Spanish; ASL and other language interpretation, as requested.

Number of attendees: 9

Note: Discussion followed all comments made.

Presenters: Celia Pinal, Director of Client Services (Spanish Presentation Presenter), Enrique Roman, Director of Community Services (English Presentation Presenter) , Tomas Cubias, Assistant Director of Service Access & Equity (Support)

- KRC began all meetings with special thanks and acknowledgment to those who contributed feedback for the Purchase of Services presentation in focus groups, including Padres Unidos de Kern and Adeyinka Glover from the Office of Client's Rights.
- During the slide on CCF and Residential/Group Homes, community members discussed the high rent and mortgage costs in Bishop (Inyo/Mono Counties) and how these costs affect their daily lives. The audience also mentioned the lack of providers and vendors willing to offer services in the area due to housing shortages, lack of incentives, and high costs of conducting business.
- On the "Expenditure by Ethnicity/Race" slide, barriers discussed by the audience in both English and Spanish sessions included low utilization and POS approval due to clients and their families' lack of self-advocacy or awareness/education on how to advocate for services. Some clients expressed fear of being "eliminated" from receiving KRC services for advocating, or reluctance to follow up to avoid getting their case workers in trouble. However, community members indicated these fears were based more on social and cultural beliefs rather than any specific actions by the Regional Center. Other barriers included language, lack of education, and limited connections to services. Audience members also noted that the high turnover rate at the Bishop office makes it difficult for families and clients to build meaningful relationships and trust with their Service Coordinators.

- The community suggested that a staff member be available at the Bishop office most days for in-person meetings to help build relationships and trust.
- For the Utilization and POS slides (English and Spanish), the community recommended a more grassroots approach to outreach, such as door-to-door visits, attending local school events, and building connections through community members. They understood the limitations due to the lack of housing, low staffing levels at the Bishop office, and the prioritization to fund for Service Coordinator staffing.
- The community suggested using their local newspaper for recruiting KRC staff, as more community members read it compared to job sites like Indeed, which are less frequently used in Inyo/Mono Counties.
- More outreach was requested for the outlying areas of Inyo/Mono counties, such as Independence and Lone Pine, which receive little outreach from community-based organizations but have significant needs.
- A major topic was the lack of vendors and access to services. Community members pointed out that an IPP service approved by KRC doesn't guarantee its availability, especially in their area. Many audience members agreed this was a significant issue.
- Other comments included the issue of transportation and the limitations of vendors providing transportation for KRC clients. Due to reimbursement rate constraints, these limitations reduce community involvement and participation in day programs and other types of activities.
- A major concern expressed was, Service Coordinators are often not responsive to the clients and their families. Director of Client Services Pinal informed the group about availability to reach out to the Service Coordinator's Program manager, Assistant Director, or Director Pinal herself. Furthermore, Director Pinal informed the group that there is a messaging feature on the KRC website that is monitored on a daily basis where clients and their families can submit a message or inquiry and have a response fairly quickly.

- KRC presenters (in both English and Spanish) discussed the proposed Outreach Plan, which will be attached to the POS report submitted to the Department of Developmental Services.
- KRC presenters shared Adeyinka Glover's contact information with the Office of Client's Rights for assistance with appeals and advocacy. The community responded positively to this transparency, appreciating the education on advocating for their loved ones and the additional support from the Kern Regional Center.

Key items included to the Outreach Plan:

- Service Coordinator Training,
- Community/Family/Client workshops on the IPP,
- KRC's background and services,
- Appeals and client rights
- Service Coordinator roles
- Following up if Service Coordinators are not responsive.

#2 Bakersfield 03/20/2024 6pm-7:30pm

Language(s): English; ASL and other language interpretation, as requested.

Note: Discussion followed all comments made.

Presenters: Enrique Roman, Director of Community Services (English Presentation Presenter)/Celia Pinal, Director of Client Services (Presenter) Tomas Cubias, Assistant Director of Service Access & Equity (Support)

Attendees: 31

Public Meeting Notes/Comments:

- KRC presenters began the meeting with an introduction and a special acknowledgment to Padres Unidos de Kern and Adeyinka Glover from the Office of Client's Rights for providing valuable feedback for the Purchase of Services disparity presentation in both English and Spanish before presenting it to the public.
- A community member asked if expenditures were not being utilized because of generic or natural supports and inquired how KRC keeps track of this, if possible?
- An audience member emphasized the need for clients and community members to access information and recommended that KRC connect with outreach groups within communities of need and less access to services such as rural and outlining areas within Kern Regional Center's catchment area. KRC presenters explained the Service Access & Equity and LACC efforts through DDS grant funding and were receptive to hearing the initiatives that address these concerns and increase engagement with KRC.
- Another community member suggested partnering with school systems and collaborating between the Department of Rehabilitation, school systems, and the Regional Center to create a bigger impact on the community and its clients.
- A KRC staff member highlighted the importance of clients feeling safe when a KRC staff member or service coordinator visits their home for an IPP or other visit. They suggested that KRC should consider the families' culture and traditions, including dress attire, and ensure families know who will be arriving at their house. Families should be able to confirm the identity of the KRC staff member to alleviate concerns about strangers or potential dangers.
- On the topic of meetings with clients, another comment raised was the need for an alternative location for meetings if the client and their family do not want a service coordinator to come into their home.
- Additional comments included feedback from vendors about mileage and the established rates.

- Audience members expressed that Hispanic/Latino Spanish-speaking families might have issues receiving services from Kern Regional Center due to their undocumented status.
- A KRC staff member mentioned Participant Directed Services and the Self-Determination Program as a way for clients to choose their trusted providers.
- One Zoom participant noted that expenditures approved for Anglo/White Regional Center clients have increased, while those for the Hispanic population have worsened each year according to DDS' posted information.
- The same Zoom participant as above suggested including concrete, measurable goals in the Outreach Plan, such as "outreach to (x) number of ethnicity members per year" and continued collaboration with local CBOs to increase outreach in the area.
- KRC presenters mentioned ongoing work in these areas as part of their LACC/SAE grants and an Outreach Plan that will be posted for community transparency. They also discussed an expansion plan to reach more family resource centers and CBOs in Kern, Inyo, and Mono Counties.
- A community member asked what services increase epilepsy costs, based on the presentation.
- An LVAC member noted that autism cost expenditures have decreased because ABA services are now covered through generic resources/insurances, unlike in the past.
- Some community members were interested in the IPP translations data and asked if this information could be automated through existing KRC software.
- KRC presenters announced the KRC Outreach Plan, which includes a similar workshop training to that of the Frank D. Lanterman Regional Center called "S.C.A.T." The training would cover topics identified as needs based on focus groups and outreach efforts, such as community outreach, canvassing, door-to-door outreach, who KRC is, what an IPP/IFSP is, and the role of the Service Coordinator.
- KRC presenters encouraged community members to attend the April 30, 2024, KRC Vendor Fair, open to the public, community members, and vendors to learn about KRC services and the vendors in the community that provide these resources, as well as generic and local community resources.
- KRC presenters also mentioned developing a Family Service Guide to inform community members and clients at IPP meetings about the services KRC funds, serving as a reference for families to identify necessary services for their KRC clients. This guide would also be used to train the community and clients.
- KRC presenters shared ongoing efforts to increase and gain community trust, such as conducting Listening Sessions through DDS grants, meeting and presenting to Padres

Unidos de Kern, and engaging with Disability Rights organizations and the State Council on Developmental Disabilities.

- KRC mentioned that Service Coordinators would receive more training to enhance their knowledge of their roles.
- The community responded positively to KRC's presentation on the background of how the 1:40 Enhanced caseload came to be, funded by a successful grant.
- The meeting concluded with an LVAC member encouraging the public to attend Board Meetings and LVAC meetings to increase participation and voice complaints before filing a 4731 complaint, which would help obtain a response before escalating the issue.
- Audience members thanked KRC for its transparency and for having an engaging conversation, appreciating the opportunity to provide input within KRC's POS presentation meetings.

#3 Bakersfield 03/21/2024 6pm-7:30pm

Language(s): Spanish; ASL and other language interpretation, as requested.

Note: Discussion followed all comments made.

Presenters: Enrique Roman, Director of Community Services (Presenter), Celia Pinal, Director of Client Services (Presenter), Tomas Cubias, Assistant Director of Service Access & Equity (Support),

Attendees: 15

Public Meeting Notes/Comments:

- A community member asked for the whole numbers in addition to the percentages being presented on the Purchase of Services disparity presentation. (The presenter provided this information during the meeting).
- A KRC presenter asked the public for input regarding utilization data and numbers, including: "What do we think is going on? Why are authorized expenditures not being utilized by our clients?" The public responded with concerns about a lack of trust in the KRC system, particularly among the Hispanic population, who may not trust systems they are unfamiliar with. A recommendation was made to continue closing the gap through outreach in their language to gain trust. KRC detailed LACC efforts and initiatives that are helping with this recommendation.
- Other public comments included cultural differences as a significant factor in the lack of trust in the system. Some cultures and households may have been taught not to ask for help or trust the system due to immigration status or income levels, and there is a lack of education on seeking help from perceived government/public assistance programs. One public comment mentioned that it took 11 years for one of her youngest cousins to receive a proper diagnosis of Autism/IDD.
- Another community member responded to KRC's question about solving these issues by suggesting more personal engagement in the community to build trust.
- A community member mentioned that their grandmother was still living at home and that services such as Respite are important to provide relief in their household.
- The topic of IPP translations came up during the POS Disparity presentation, and a KRC staff member asked if SANDIS could be used to track or translate the IPP.
- KRC introduced a proposed Outreach plan, including community training/workshops open to the public to educate them on KRC services and who KRC is. The plan includes

providing training and meeting with each unit/department to emphasize the importance of the Outreach plan and training staff accordingly.

- Another community member mentioned a major ongoing concern about receiving no response to her emails or communications with her Service Coordinator at KRC.
- Other topics included the frequent changes in Service Coordinators for clients and families, and concerns about not receiving notifications of these changes, leading to a lack of guidance on next steps due to staff turnover.
- A KRC presenter showed data on POS Utilization and the 1:40 caseload and background. This drew positive attention from the audience, highlighting the importance of low case ratios in impacting services and quality assurance for clients and their families at KRC and the Regional Center system as a whole.
- A KRC presenter asked the audience if they knew how many days KRC has to complete an IPP.
- The meeting finished on a positive note, with many audience members learning new things and appreciating the initiatives KRC has been working on that align with their concerns and needs.

#4- Delano 03/28/2024 6pm-7:30pm

Language: English and Spanish; ASL and other language interpretation, as requested. Note, while KRC intended to offer the meeting in both English and Spanish, the meeting was conducted in English as no one attended with other language needs.

Presenters: Celia Pinal, Director of Client Services (Presenter), Enrique Roman, Director of Community Services (Presenter), Tomas Cubias, Assistant Director of Service Access & Equity (Support)

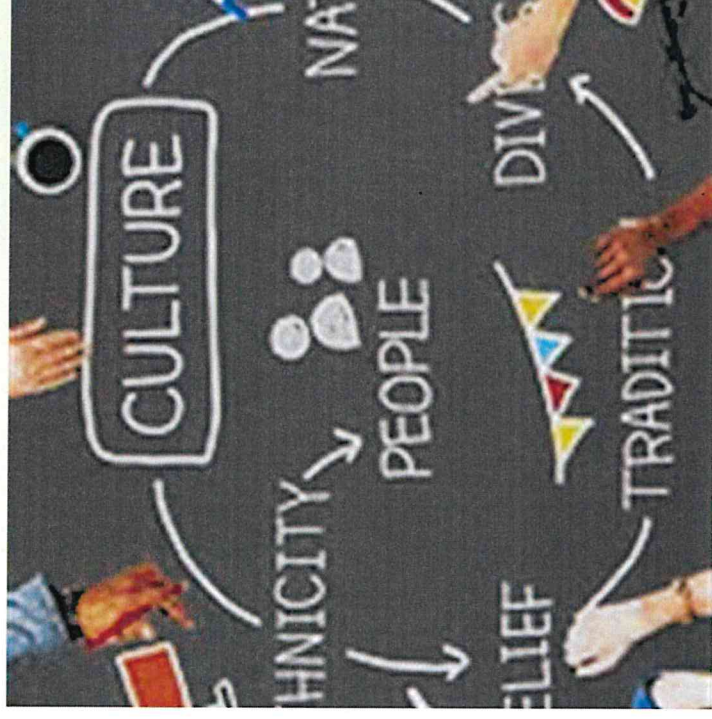
Attendees: 2

Note: Discussion followed all comments made.

Public Meeting Notes/Comments:

- The Delano meeting had a small turnout; however, the conversation was invaluable. Key topics included the lack of responses from Service Coordinators to phone calls and emails concerning Kern Regional Center clients.
- **Mental Health and Crisis Services:** The LVAC member emphasized the need for improved mental health and crisis services, particularly in Ridgecrest, CA.
- **Transportation:** Issues with transportation were highlighted, specifically the lack of notification to clients when transportation is canceled or rescheduled. This affects clients' ability to attend appointments, participate in day programs and social recreational activities, and pursue job opportunities.
- An audience member provided detailed insights into the decline in crisis mediation and mental health services in Ridgecrest since the COVID-19 pandemic. Pre-COVID, services were delivered more promptly and efficiently to consumers and IDD clientele. The audience member, whose son is a Regional Center client, has observed these issues firsthand.
- The LVAC member also noted that mental health and crisis services have continued to deteriorate post-pandemic.
- **Transportation Problems:** Clients are often not notified when transportation is canceled or rescheduled, leading to missed appointments and limited access to day programs, recreational activities, and employment opportunities.
- **Service Quality Decline:** Post-pandemic, mental health and crisis services have worsened, affecting the well-being and support of clients.

Ultimately, the meeting concluded with a better understanding of the issues affecting Ridgecrest and Inyo/Mono Counties. KRC will continue to collaborate with other agencies throughout the year to pursue and provide necessary resources and services to these communities.



**Kern Regional Center
Fiscal Year 2022/2023
Report on Purchase of Service Expenditure and Demographic Information**

Special Acknowledgement

KRC would like acknowledge and express our gratitude to,

- ▶ the members of the **Padres Unidos de Kern** parent group
- ▶ Adeyinka Glover, Office of Client Rights Advocate, Disability Rights California

for assisting in the development of this presentation.

Purpose of Purchase of Service Expenditure Report

The Consumer/Family

- The IFSP/IPP
- SC, consumer and family assess needs and identify resource options
- Consumers receive a yearly Cost Statement

The Regional Center

- Ensures the correct POS for the right reason is submitted
- Helps identify areas of training for staff
- Helps identify unmet service needs for consumers and families

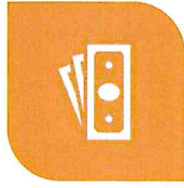
DDS

- Fiscal projections for each of the 21 centers

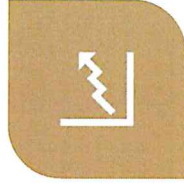
Vendors

- Budgeting
- Staffing projection

Key Points to Consider



DATA REPRESENTS THE COST OF SERVICES KRC AUTHORIZED FOR CONSUMER'S SERVICES VS. WHAT WAS SPENT ON SERVICES AND PRESENTED BY VARIOUS DEMOGRAPHICS.



REVIEWING HIGHLIGHTED DATA FROM FY 2022/23 (THE FISCAL YEAR IS JULY 1, 2022 TO JUNE 30, 2023)



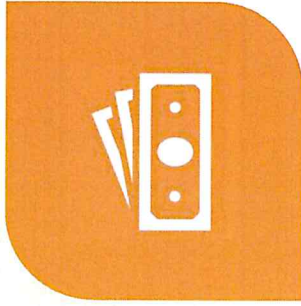
THE WORD, "ENCUMBERED" MEANS KRC MADE THE MONEY AVAILABLE FOR THE SERVICE.



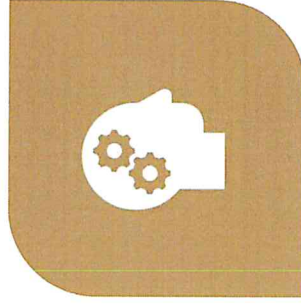
"ACTUAL USAGE" MEANS WHAT WAS REALLY SPENT.



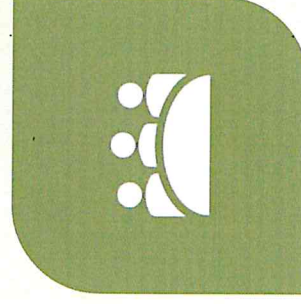
THE CONSUMER COUNT REFLECTS ALL CONSUMERS WHO RECEIVED A PURCHASED SERVICE. THE TOTAL NUMBER OF CONSUMERS IS HIGHER THAN THE ACTUAL NUMBER OF ACTIVE CASES.



TRANSPARENCY. THE MONEY
SPENT ON SERVICES IS OUR TAX
PAYER MONEY. REGIONAL
CENTERS NEED TO BE GOOD
STEWARDS OF THE TAX PAYER'S
MONEY, SPEND IT WITHIN THE
LAW AND ON WHAT IS
NECESSARY.



WE ALL NEED TO THINK ABOUT
HOW TO IMPROVE SERVICE
ACCESS AND EQUITY AND
UTILIZATION OF POS.

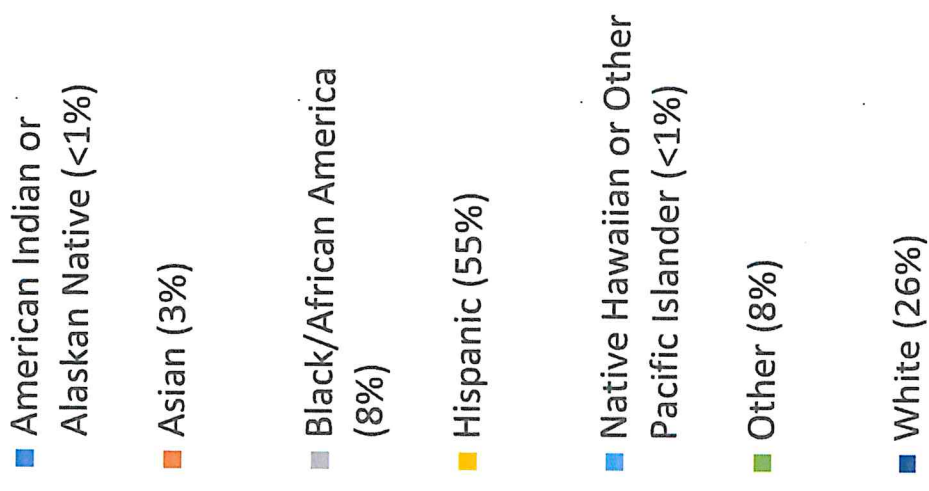


INFORMATION GATHERED
DURING THE MEETING WILL BE
DOCUMENTED IN A REPORT THAT
IS SENT TO DDS.

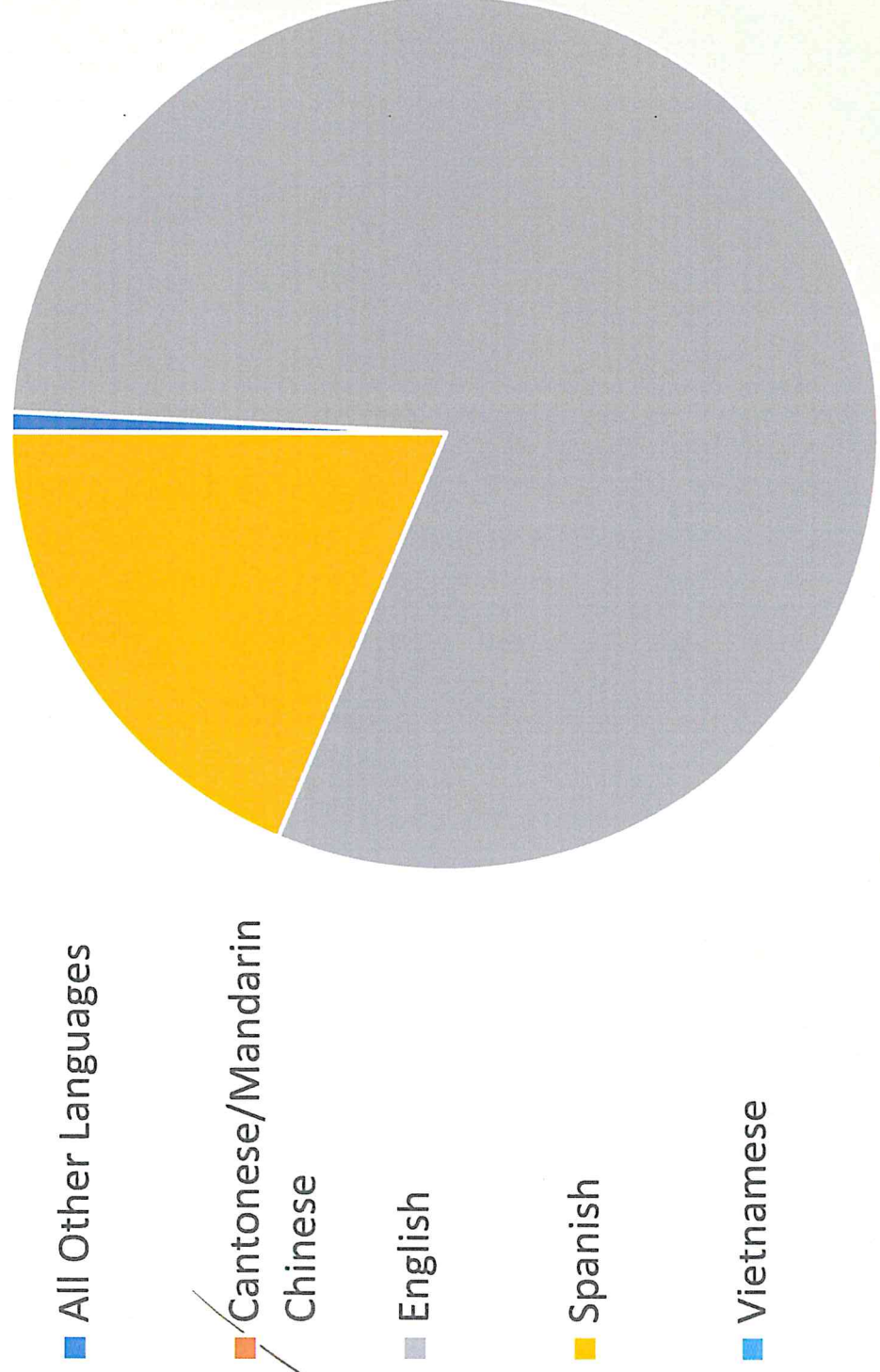


Why should we know about this data?

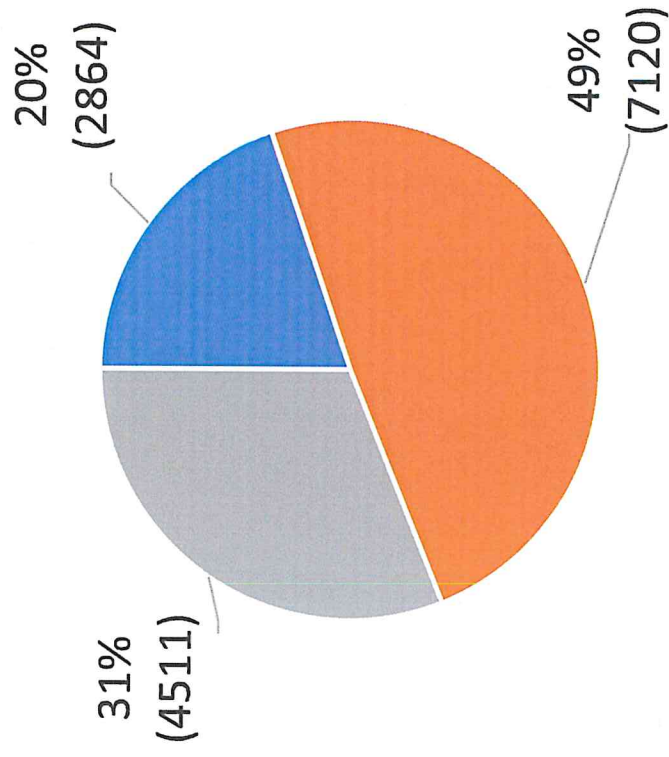
Consumers by Race and Ethnicity



Languages spoken by KRC's Consumers

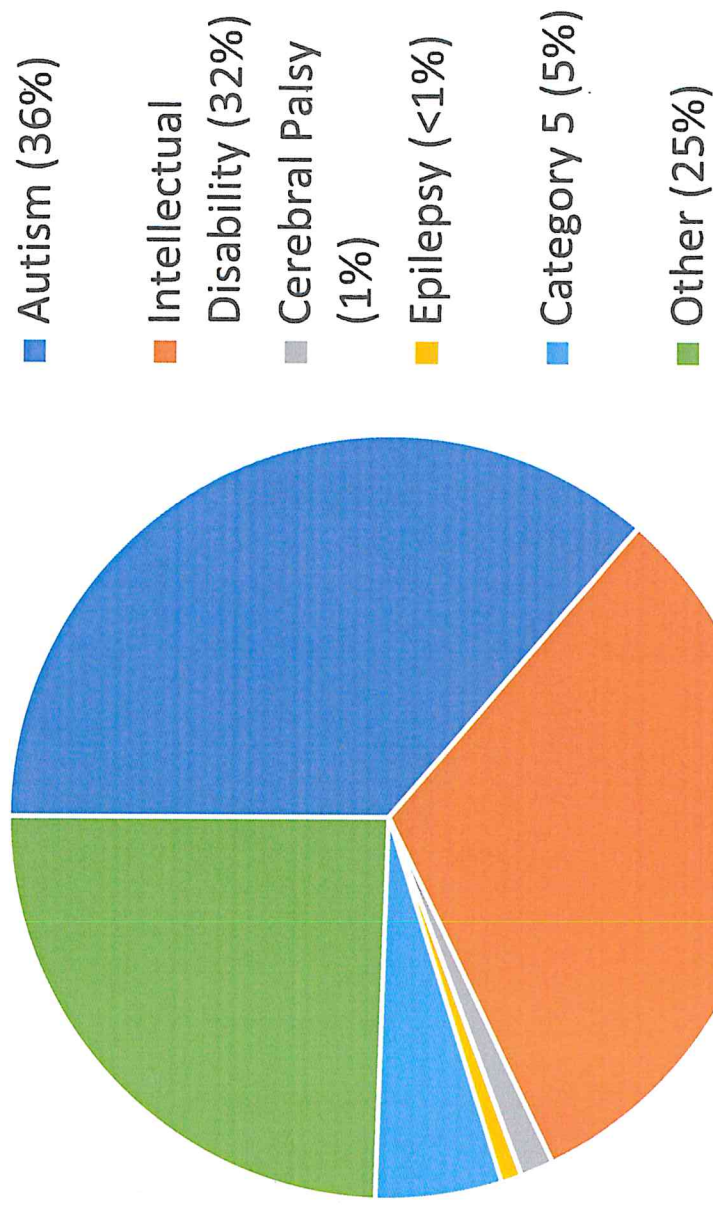


Age of KRC's Consumers

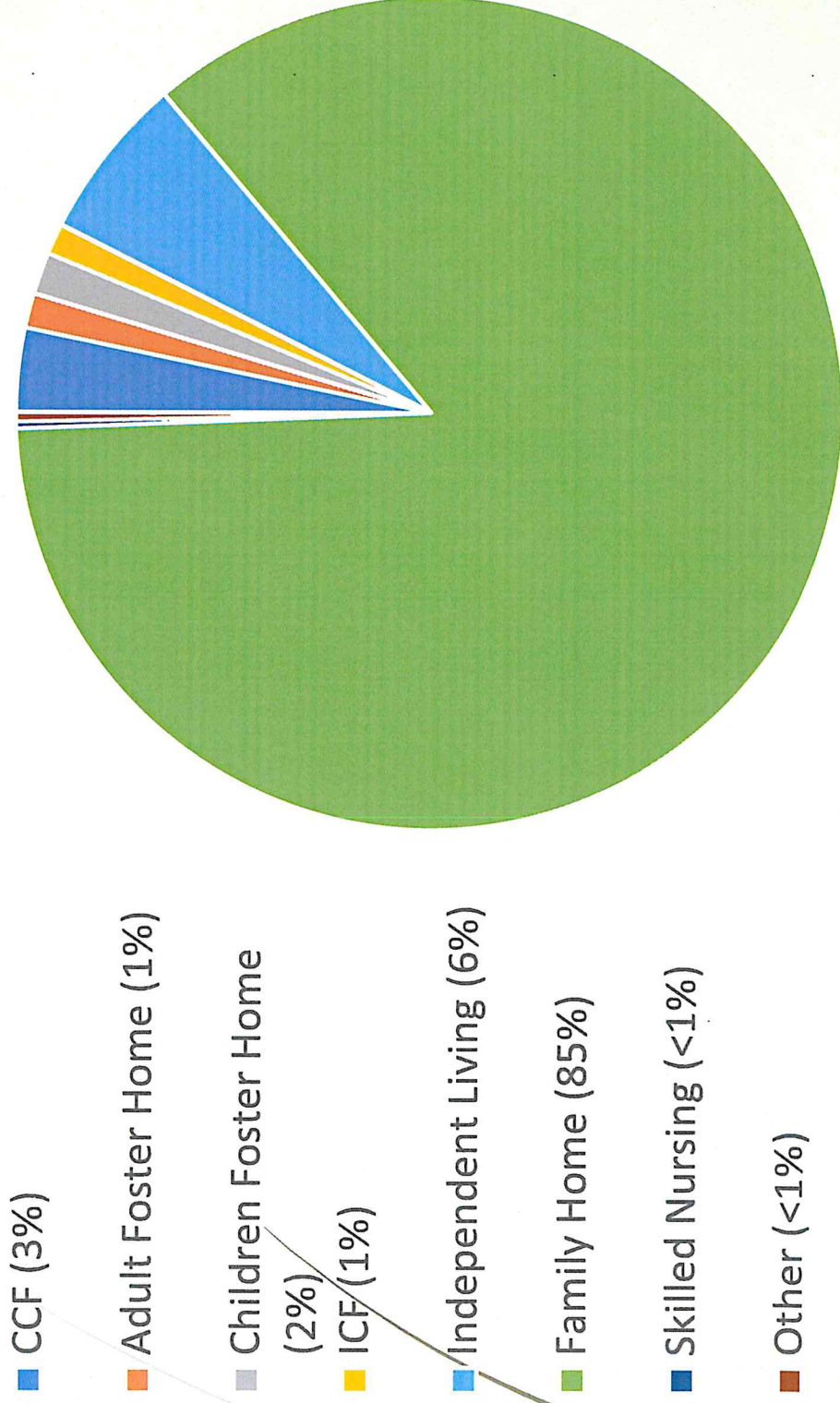


■ Birth to age 2 ■ 3 years to 21 years ■ 21 years and older

Consumers by Diagnosis

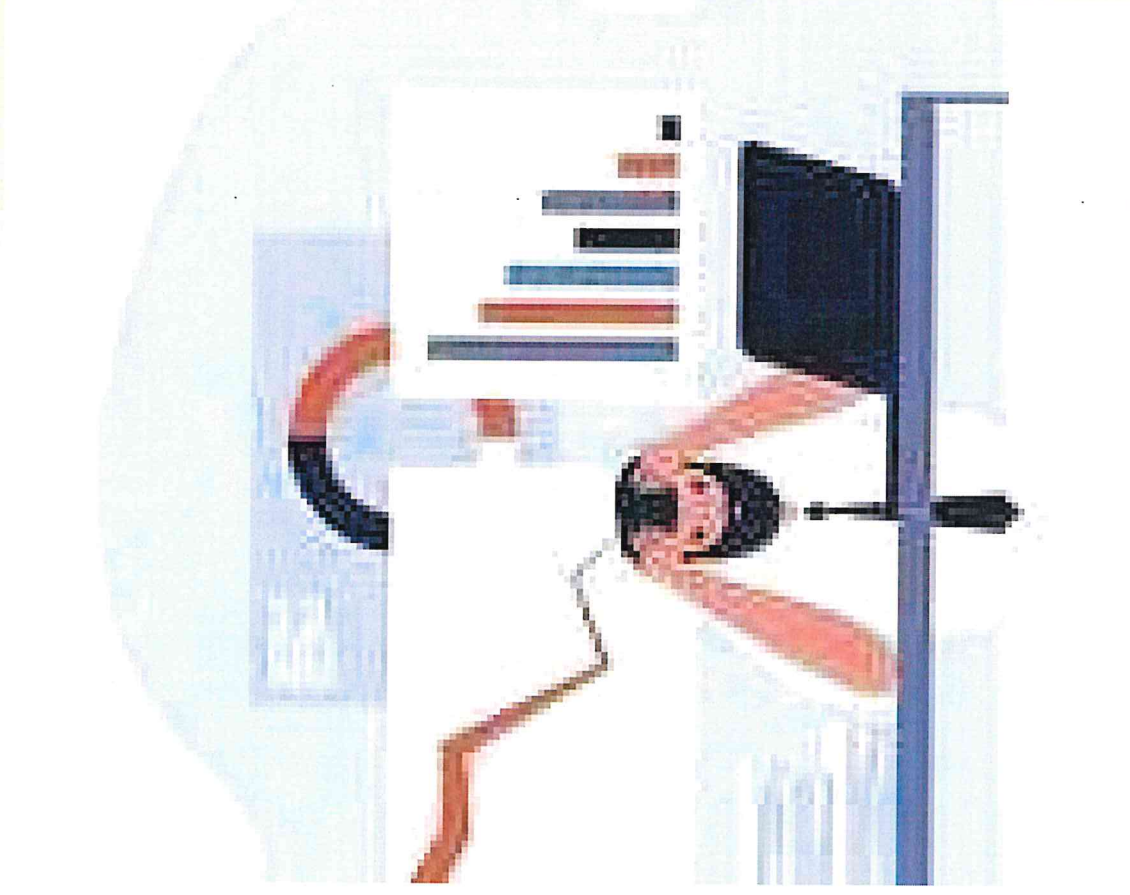


Consumers by Residence Type

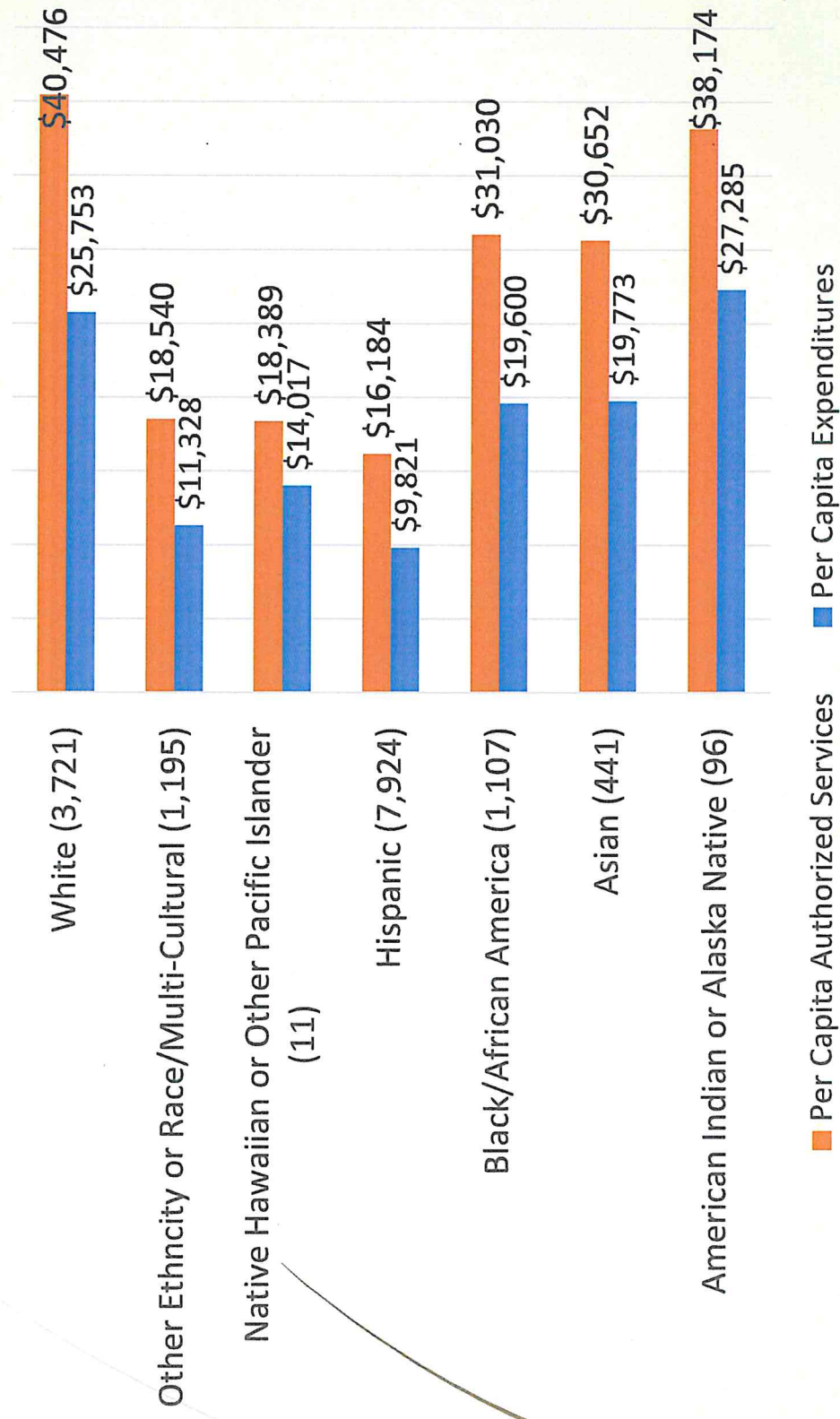


Data Limitations on Purchase of Service

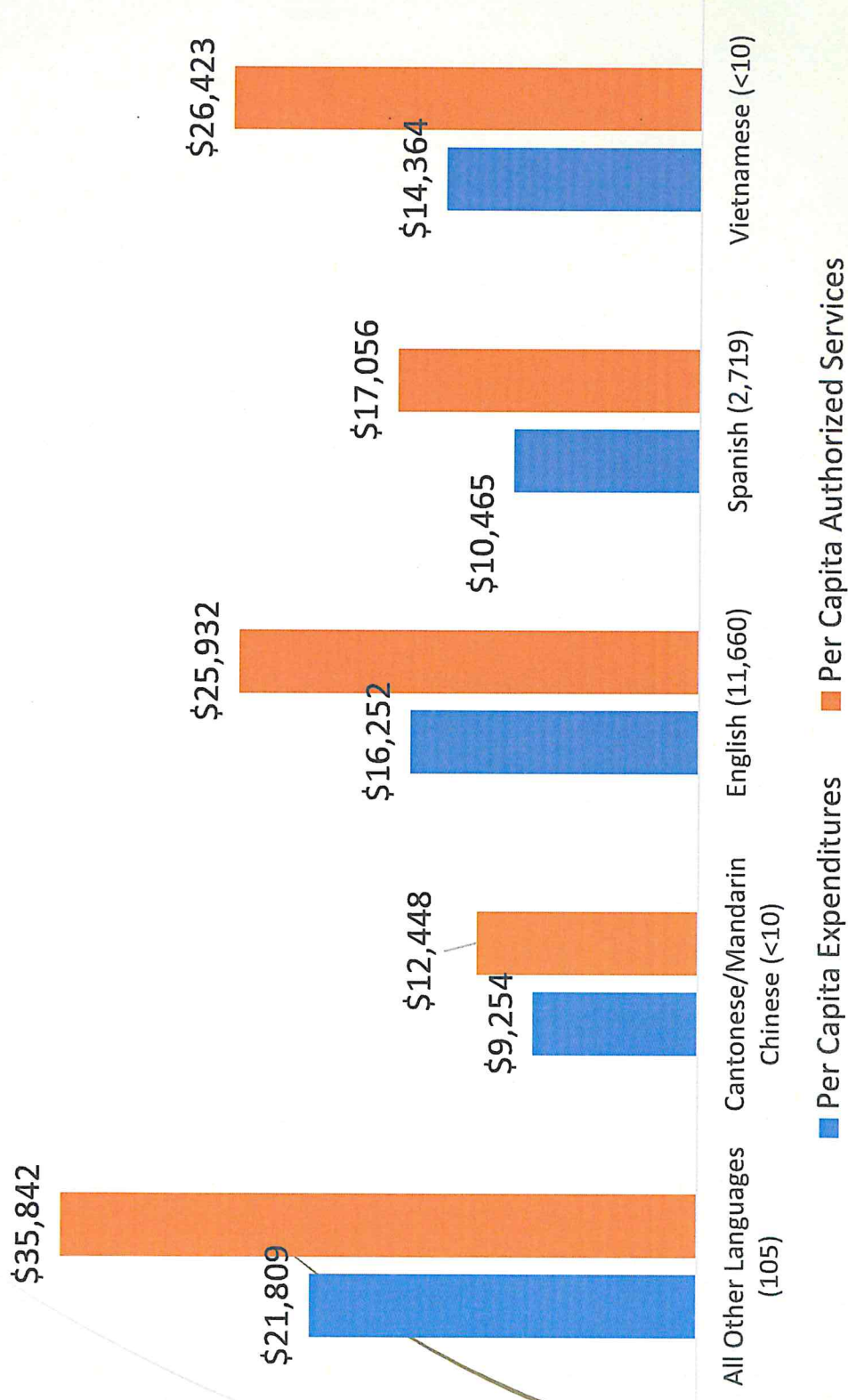
- ▶ Services purchased are based on the Individual Program Planning (IPP) process, so expenditures will be different from client to client. For example, choices consumers and families make, such as out-of-home placement drive cost differences.
- ▶ This Data does not include services that are provided by generic agencies.
- ▶ Disparities across ethnic and language groups do exist, but these differences do not mean that individual needs are not being met.



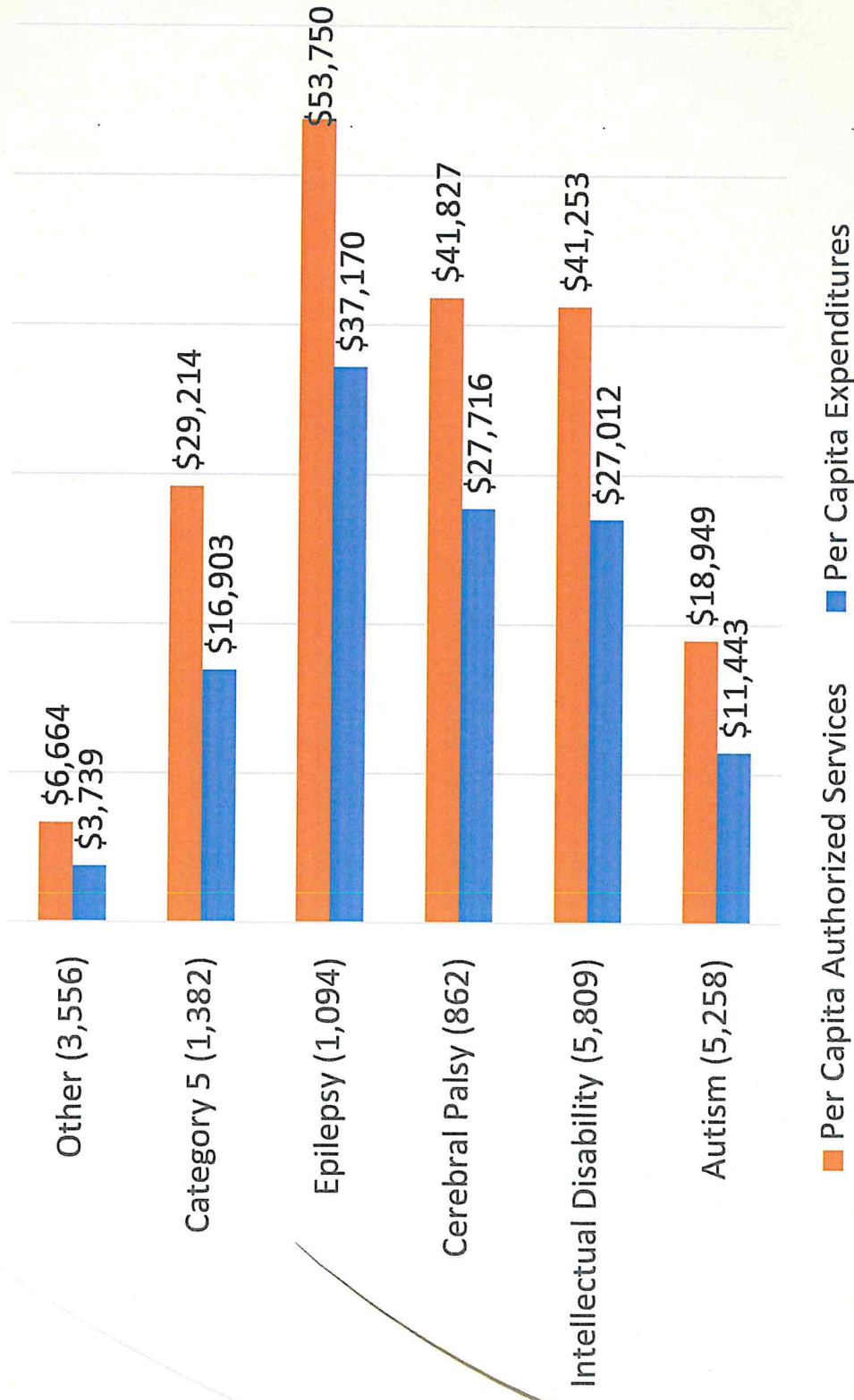
Total expenditures by Ethnicity/Race



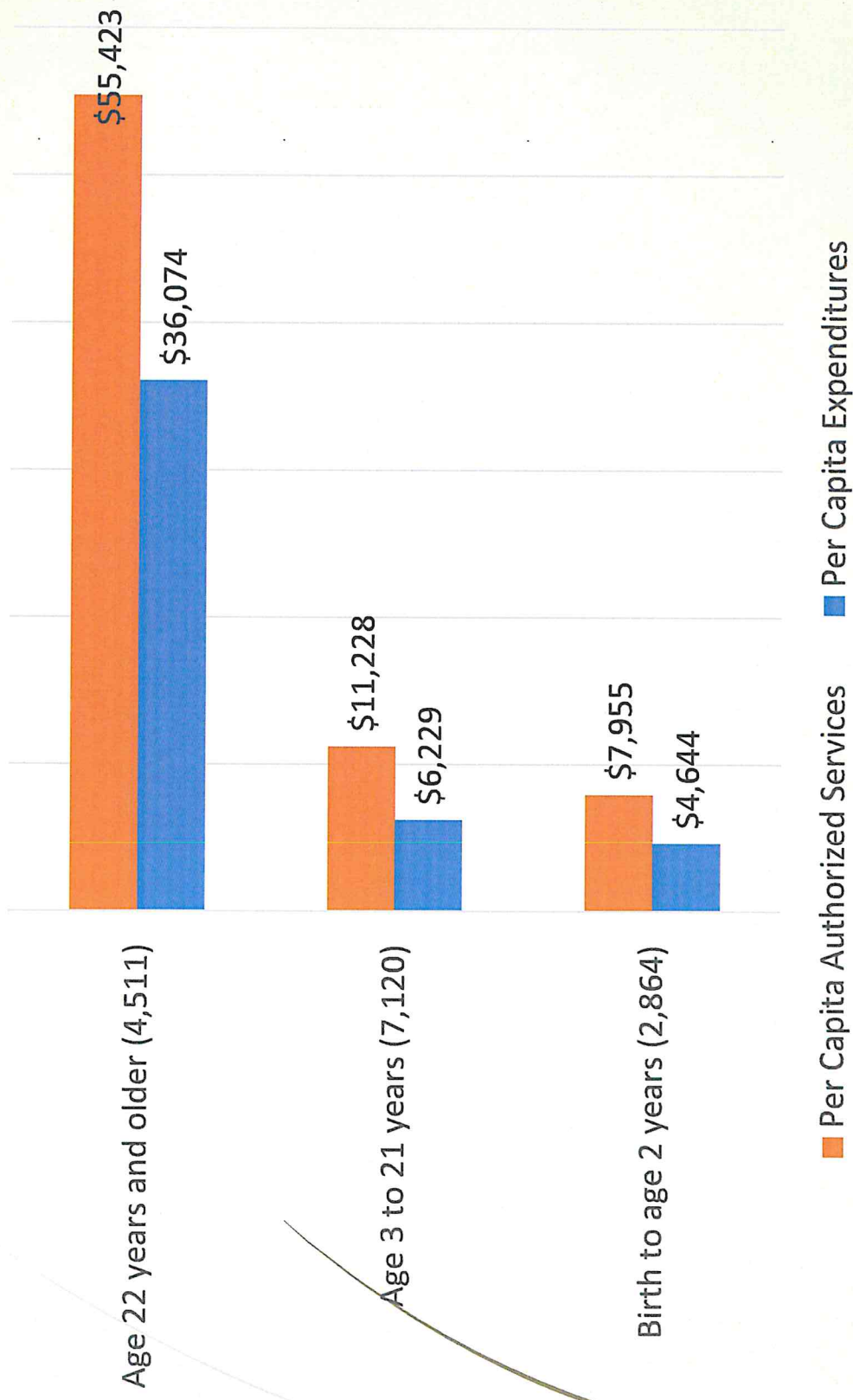
Total expenditures by Language



Total expenditures by Diagnosis



Total expenditures by Age

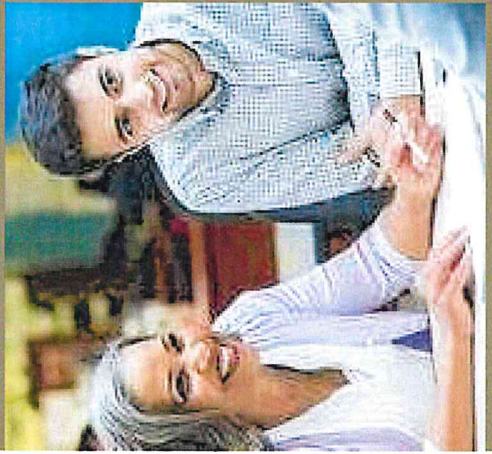


Individual Program Plan Translations

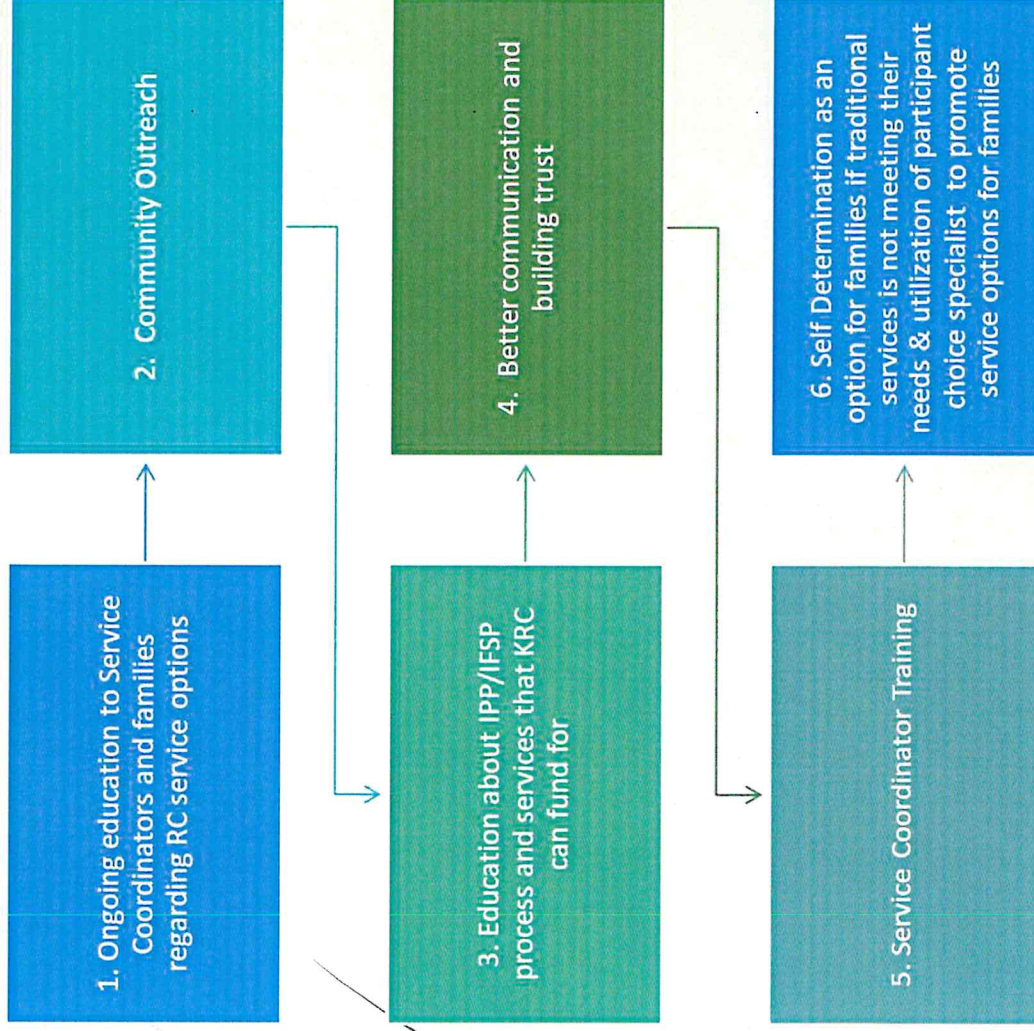
Translated Individual Program Plans provided over the required timelines,

- Non-Threshold Language: 60 days to provide translated document
 - One (1) translation went past the timeline
- Threshold Language: 45 days to provide translated document
 - Fifty-nine (59) translations went past the timeline

Going forward: KRC will develop a tracking system that promotes the right to have the IPP translated into the preferred language, monitors the timelines of the translation, and the receipt of the translated IPP by client/family.

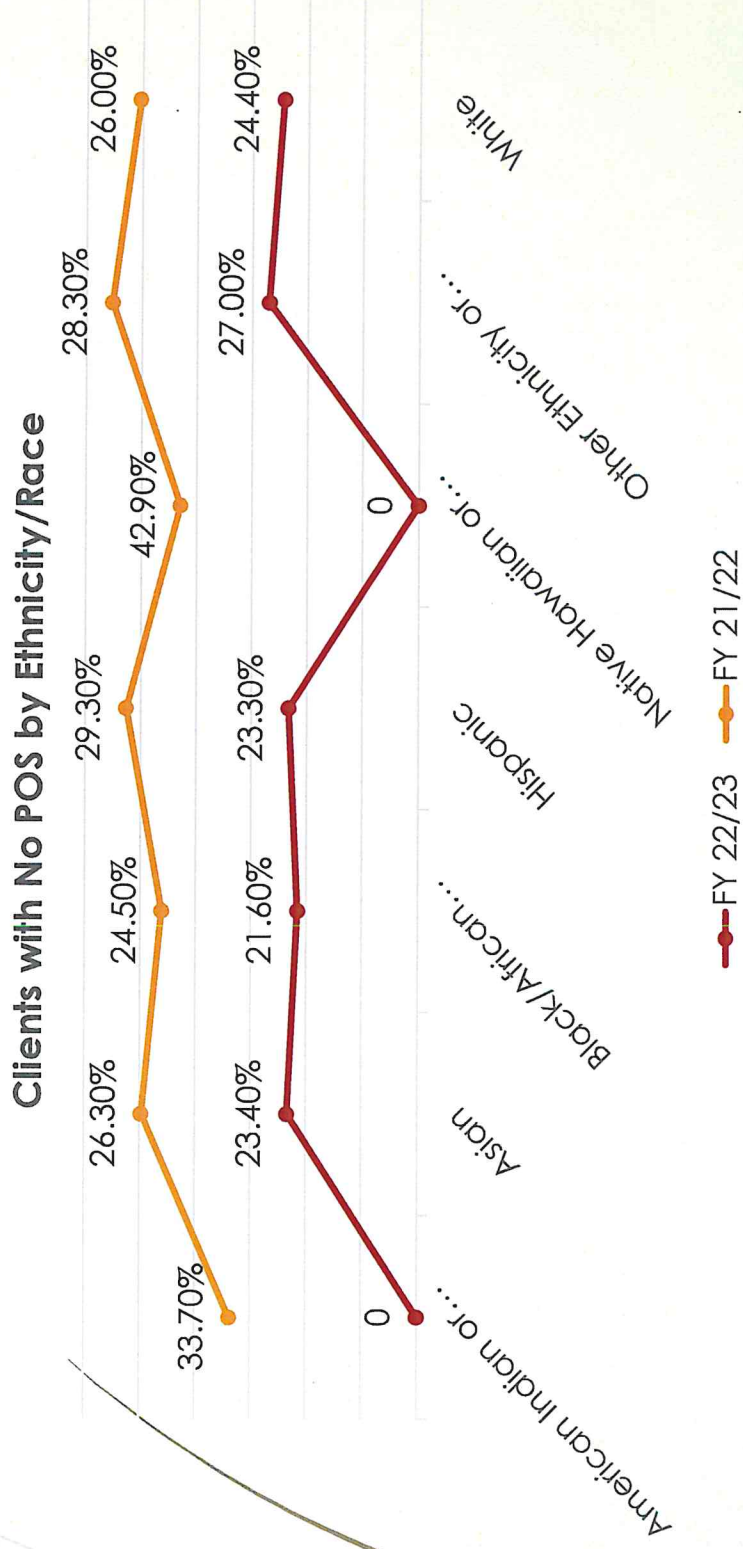


Activities Aimed At Addressing Disparities



Activities Aimed At Addressing Disparities

- Enhanced Caseload 1:40: 4 Service Coordinator Positions
 - These service coordinators will work with individuals and families to identify barriers and concerns for utilization of services.



Activities Aimed At Addressing Disparities

- ▀ Service and Equity Grants
 - Grants awarded to KRC
 - Grants awarded to Community-based Organizations
- ▀ Language Access/Cultural Competency (LACC)
 - Community Outreach
 - translation of documentation
 - Development of KRC video project
 - Development of KRC Family Service Guide

Grants provide ability to develop special projects to engage with underserved communities.

Appeals: Clients/families have the right to appeal an unfavorable decision with regards to purchase of service.

WHERE CAN I FIND MORE
INFORMATION ABOUT THE APPEALS
PROCESS?

The Lanterman Act Appeals
Information Packet - CA Department
of Developmental Services



Office of Clients Rights, OCRA for KRC
is Adeyinka Glover 2104 24th Street,
Suite 4 Bakersfield CA, 93301 Toll Free:
(866) 833-6712 TTY: (877) 669-6023

Complaints: 4731 Complaints: WHAT IS THE
DEFINITION OF A 4731 COMPLAINT? A 4731
Complaint is a process by which a written
complaint can be filed by a client or his or
her authorized representative against a
regional center, development center or
service provider in circumstances where
there is a sincere belief that a client's rights
have been abused, punitively withheld, or
improperly or unreasonably denied.

WHERE CAN I FIND MORE
INFORMATION ABOUT THE 4731
COMPLAINT PROCESS?

[https://kernrc.org/your-rights/4731-](https://kernrc.org/your-rights/4731-complaints/)
[complaints/](https://kernrc.org/your-rights/4731-complaints/)
or

[https://www.dds.ca.gov/general/app-
ealscomplaints-comments/consumer-
rights-complaint/](https://www.dds.ca.gov/general/app-ealscomplaints-comments/consumer-rights-complaint/) for more information

Whistleblower Complaints

What is a whistleblower complaint:

Regional Center or Vendor/Contractor Whistleblower complaints are defined as the reporting of an "improper regional center or vendor/contractor activity."

WHERE CAN I FIND MORE INFORMATION ABOUT THE WHISTLEBLOWER COMPLAINT PROCESS?

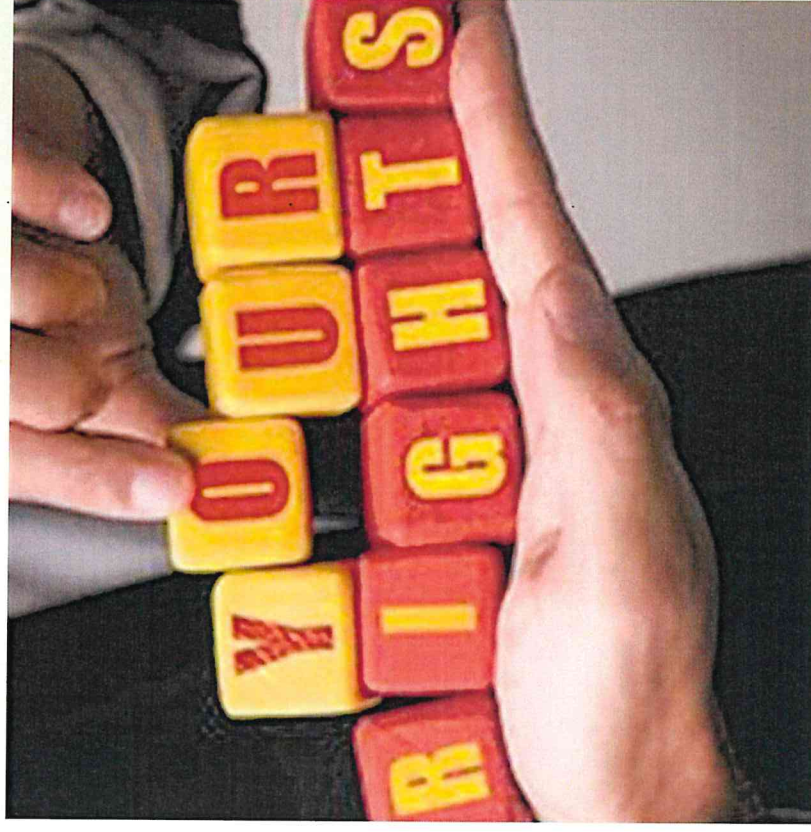
A complaint may be filed by contacting:

Community Services Division

1215 O Street (MS 8-20) Sacramento, CA 95814

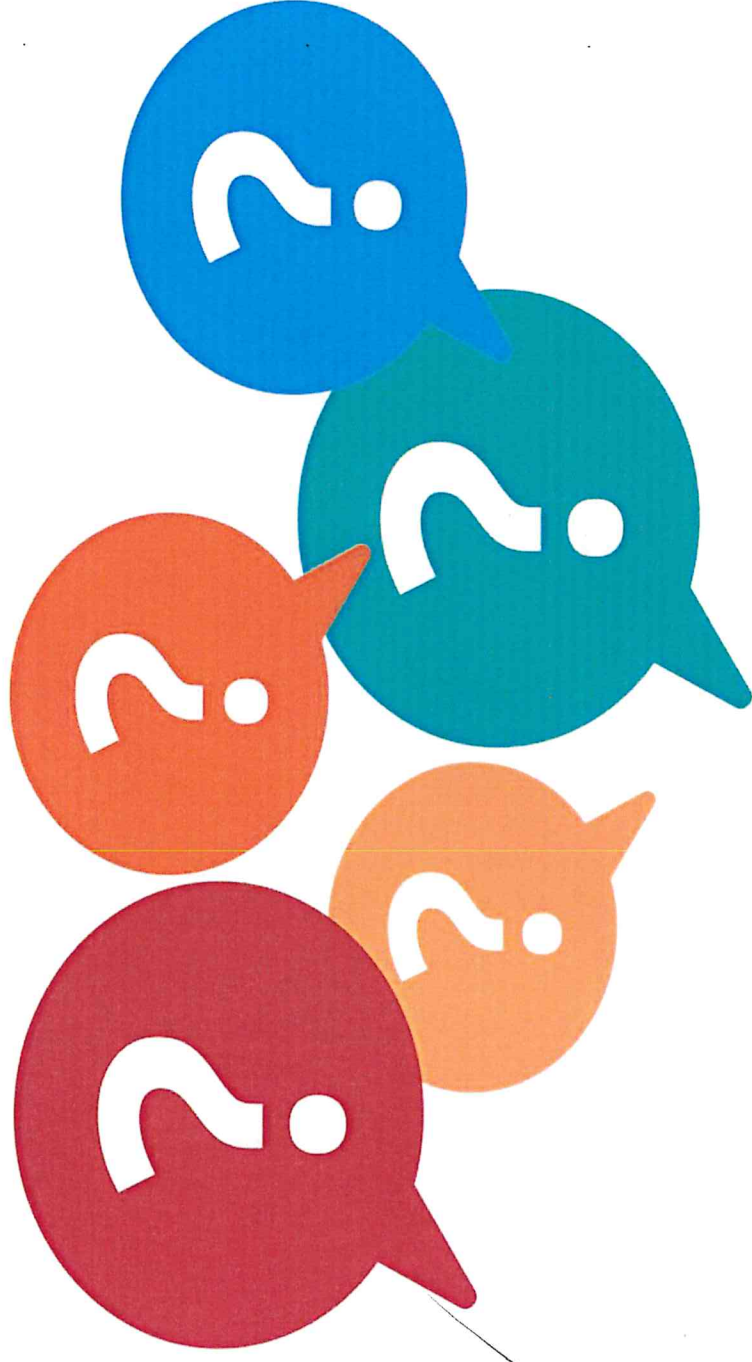
Voice: 916-651-6309

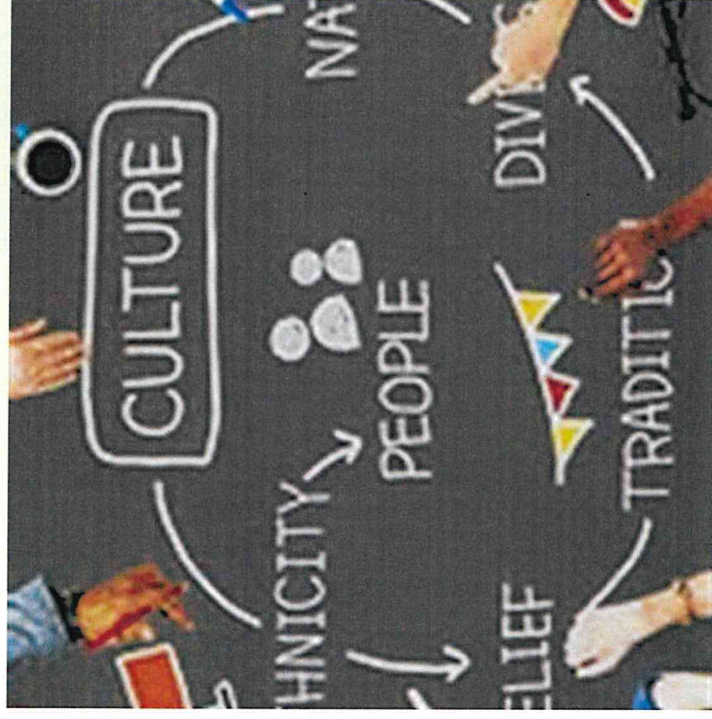
Fax: 916-654-3641



[Regional Center or Vendor/Contractor Whistleblower Complaints - CA Department of Developmental Services](#)

Questions/Input





**Kern Regional Center
Año Fiscal 2022/2023
Informe sobre el gasto en compras de servicios e información demográfica**

Reconocimiento especial

KRC desea reconocer y expresar su gratitud a:

- ▶ los miembros del grupo de padres Padres Unidos de Kern
- ▶ Adeyinka Glover, Oficina del Defensor de los Derechos del Cliente, Disability Rights California

por ayudar en el desarrollo de esta presentación.

Propósito del informe de gastos de compra de servicios

Consumidor/Familia

- The IFSP/IPP
- SC, la consumidora y la familia evalúan las necesidades e identifican las opciones de recursos.
- Los consumidores reciben una declaración de costos anual

El Centro Regional

- Asegura que se envíe el POS correcto por el motivo correcto
- Ayuda a identificar áreas de capacitación para el personal
- Ayuda a identificar las necesidades de servicio no satisfechas para los consumidores y las familias

DDS

- Proyecciones fiscales para cada uno de los 21 centros

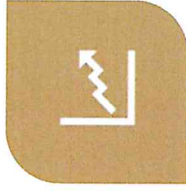
Proveedores

- Presupuestación
- Proyección de personal

Puntos clave a considerar



LOS DATOS REPRESENTAN EL COSTO DE LOS SERVICIOS AUTORIZADOS POR KRC PARA LOS SERVICIOS DEL CONSUMIDOR FRENTE A LO QUE SE GASTÓ EN SERVICIOS Y PRESENTADO POR VARIOS GRUPOS DEMOGRÁFICOS.



REVISIÓN DE LOS DATOS DESTACADOS DEL AÑO FISCAL 2021/22 (EL AÑO FISCAL ES DEL 1 DE JULIO DE 2022 AL 30 DE JUNIO DE 2023)



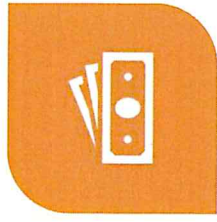
LA PALABRA "GRAVADO" SIGNIFICA QUE KRC PUSO EL DINERO A DISPOSICIÓN DEL SERVICIO.



"USO REAL" SIGNIFICA LO QUE REALMENTE SE GASTÓ.



EL CONTEO DE CONSUMIDORES REFLEJA TODOS LOS CONSUMIDORES QUE RECIBIERON UN SERVICIO COMPRADO. EL NÚMERO TOTAL DE CONSUMIDORES ES MAYOR QUE EL NÚMERO REAL DE CASOS ACTIVOS.



TRANSPARENCIA. EL DINERO GASTADO EN SERVICIOS ES NUESTRO DINERO DE CONTRIBUYENTE. LOS CENTROS REGIONALES DEBEN SER BUENOS ADMINISTRADORES DEL DINERO DEL CONTRIBUYENTE, GASTARLO DENTRO DE LA LEY Y EN LO QUE SEA NECESARIO.



TODOS DEBEMOS PENSAR EN CÓMO MEJORAR EL ACCESO AL SERVICIO Y LA EQUITAD Y LA UTILIZACIÓN DE POS.

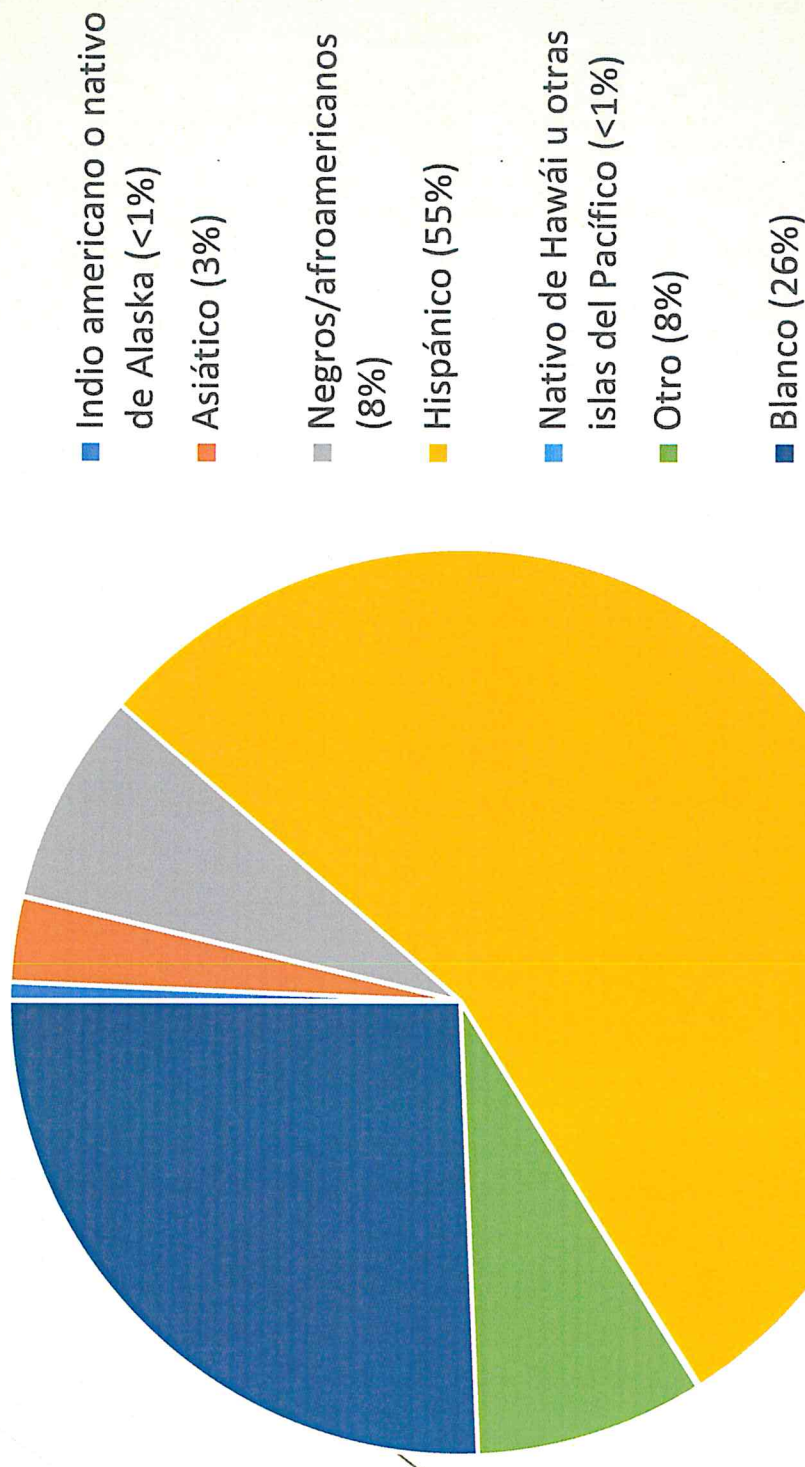


LA INFORMACIÓN RECOPIADA DURANTE LA REUNIÓN SE DOCUMENTARÁ EN UN INFORME QUE SE ENVÍA AL DDS.

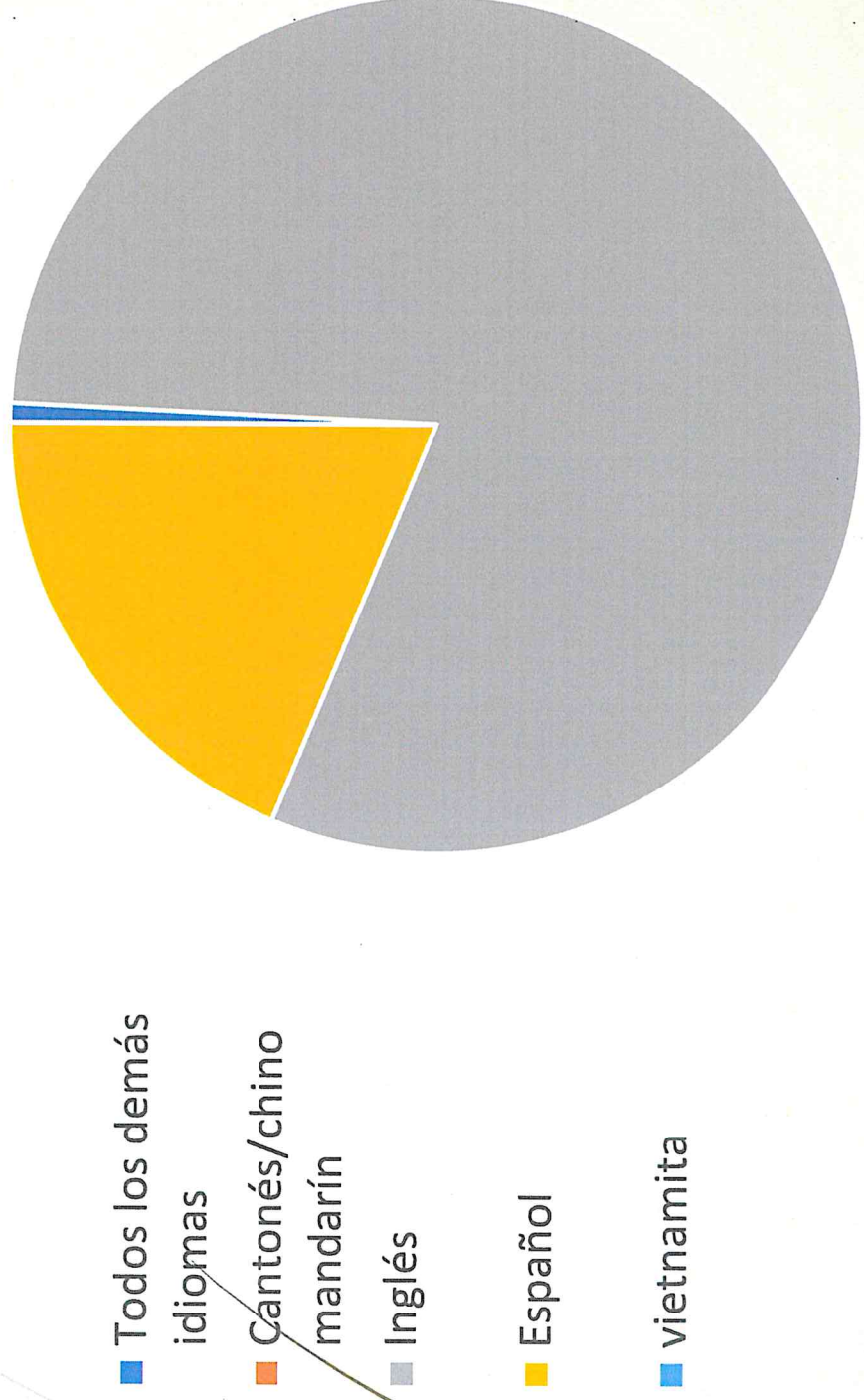


¿Por qué deberíamos conocer estos datos?

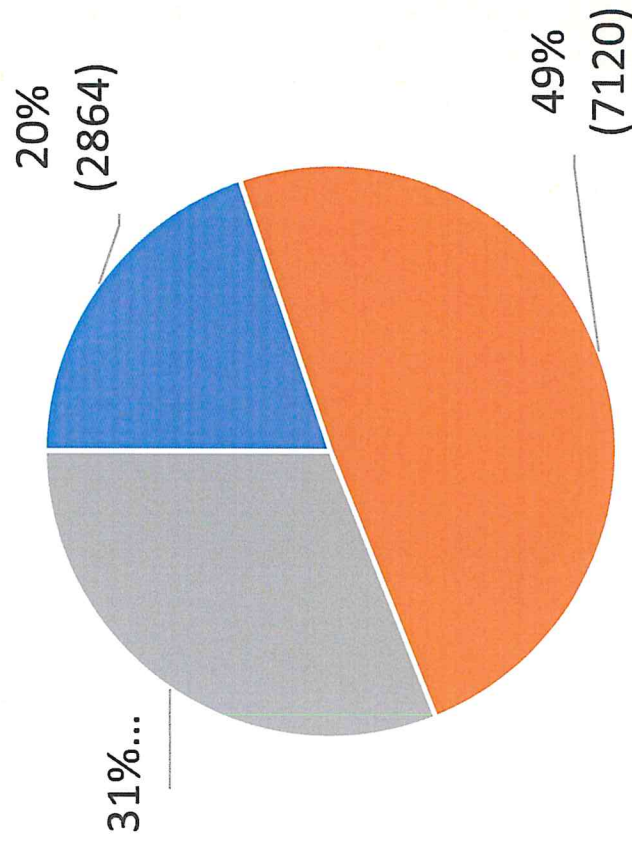
Consumidores por raza y etnia



Idiomas hablados por los consumidores de KRC

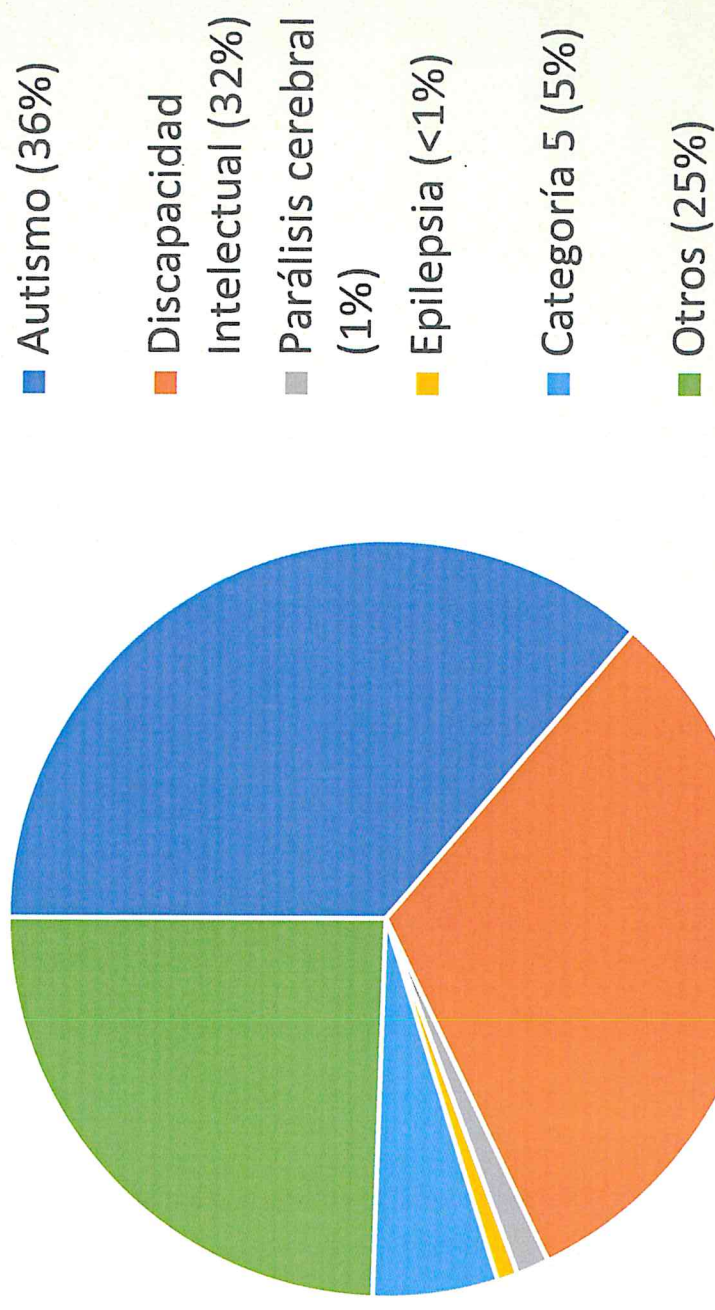


Edad de los consumidores de KRC

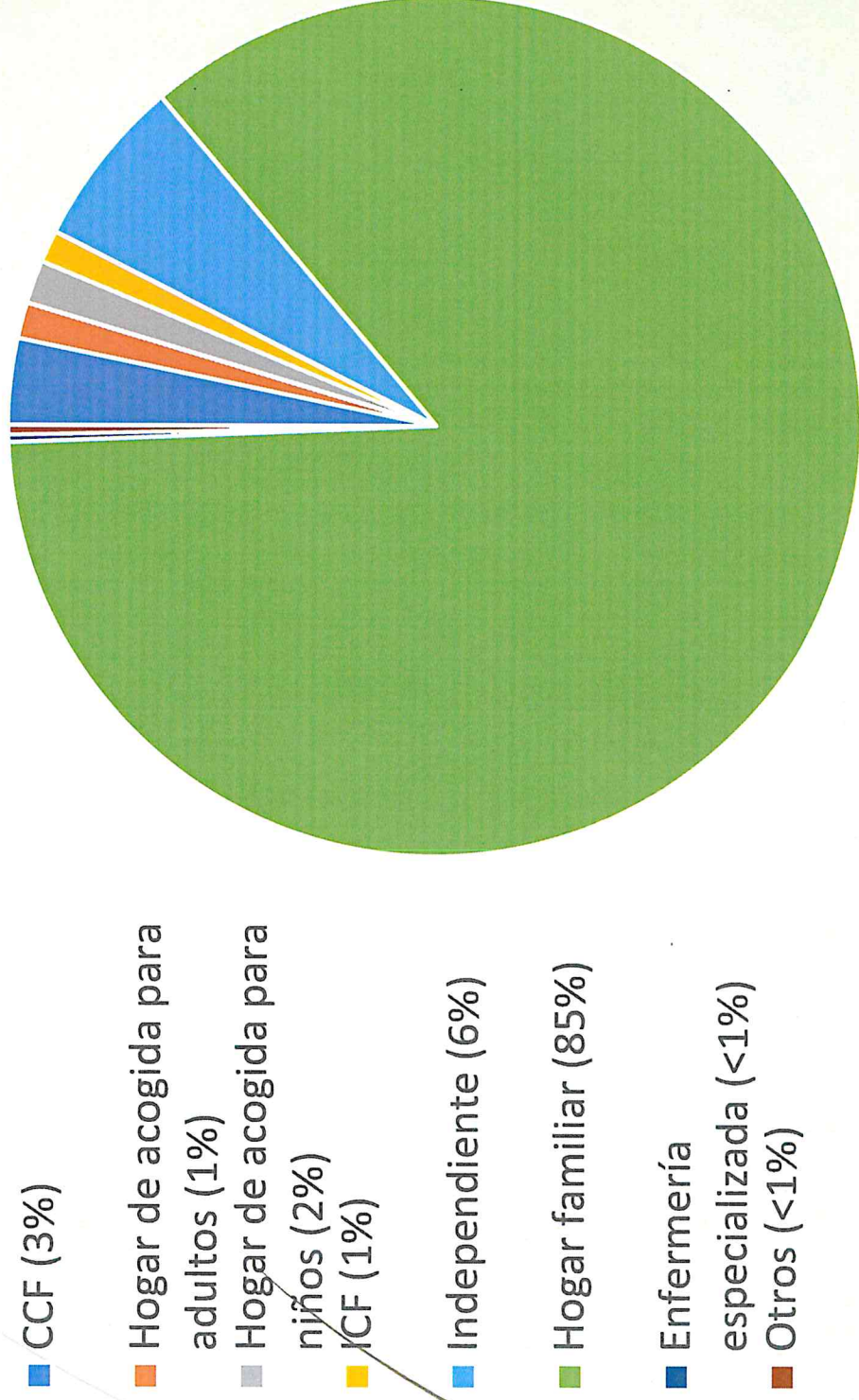


■ Nacimiento a 2 años ■ 3 años a 21 años ■ 21 años y mayor

Consumidores por diagnóstico

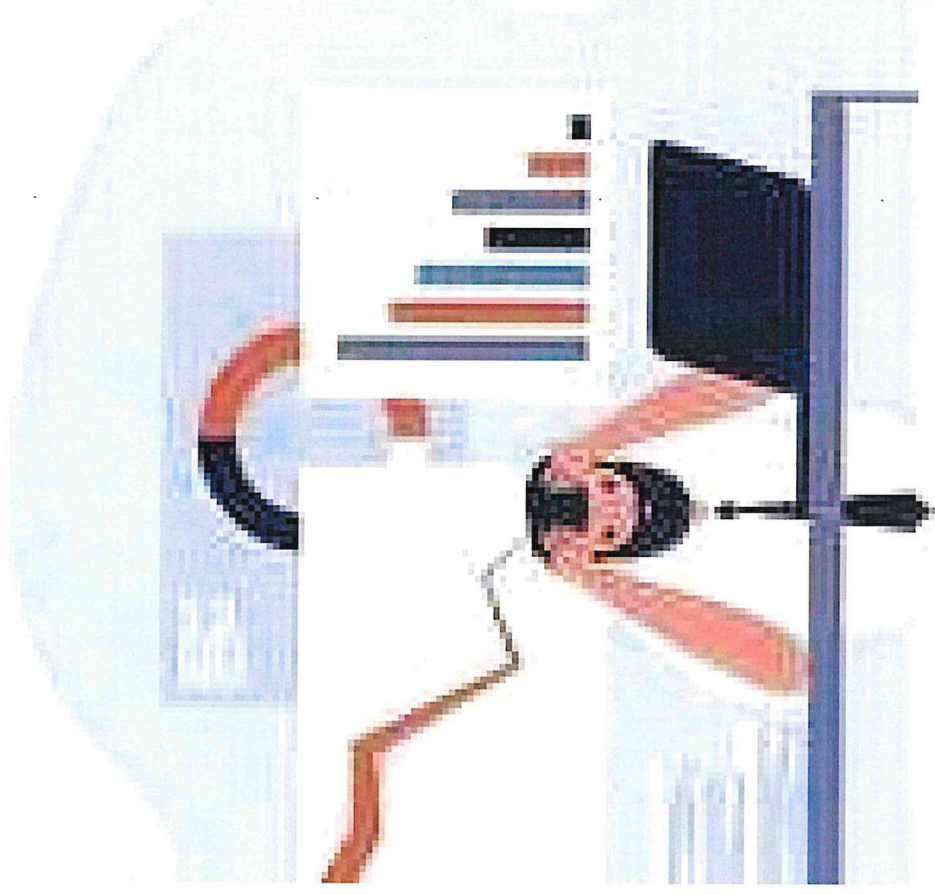


Consumidores por tipo de residencia

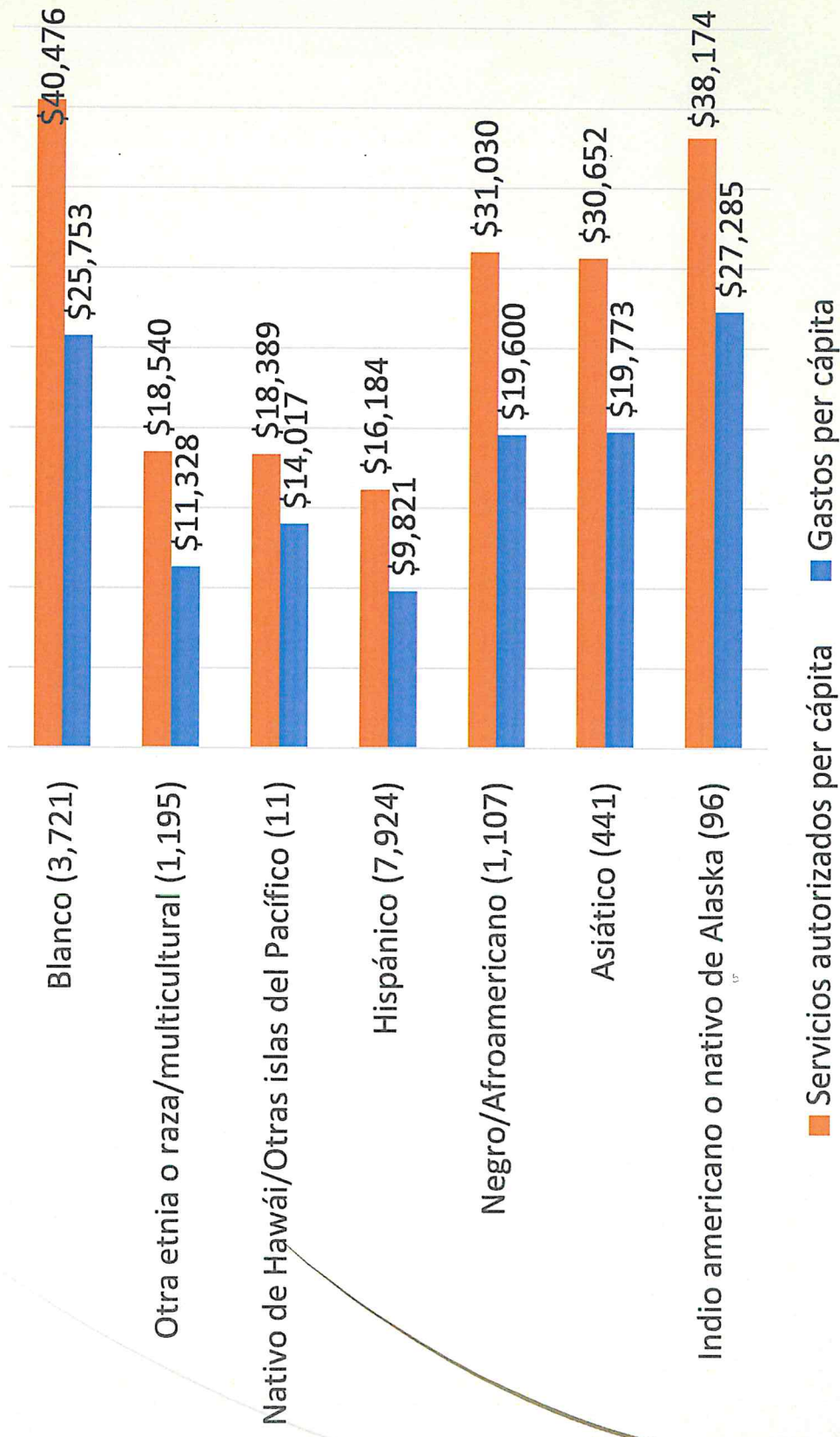


Limitaciones de datos en la compra de Servicios

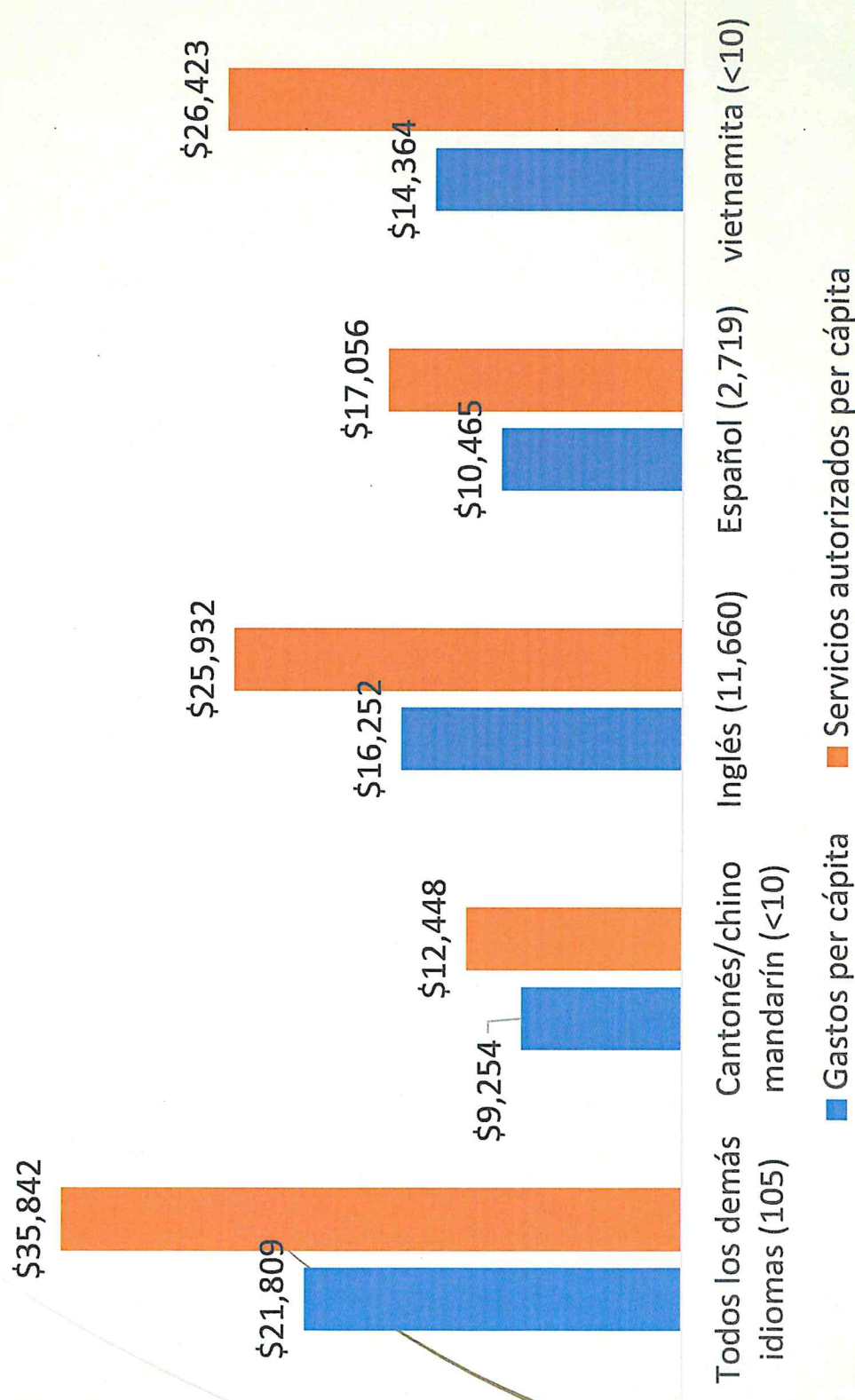
- ▶ Los servicios adquiridos se basan en el proceso de planificación de programas individuales (IPP), por lo que los gastos serán diferentes de un consumidor a otro. Por ejemplo, las elecciones que hacen los consumidores y las familias, como la colocación fuera del hogar, generan diferencias de costos.
- ▶ Estos datos no incluyen los servicios prestados por agencias genéricas.
- ▶ Existen disparidades entre los grupos étnicos y lingüísticos, pero estas diferencias no significan que no se satisfagan las necesidades individuales.



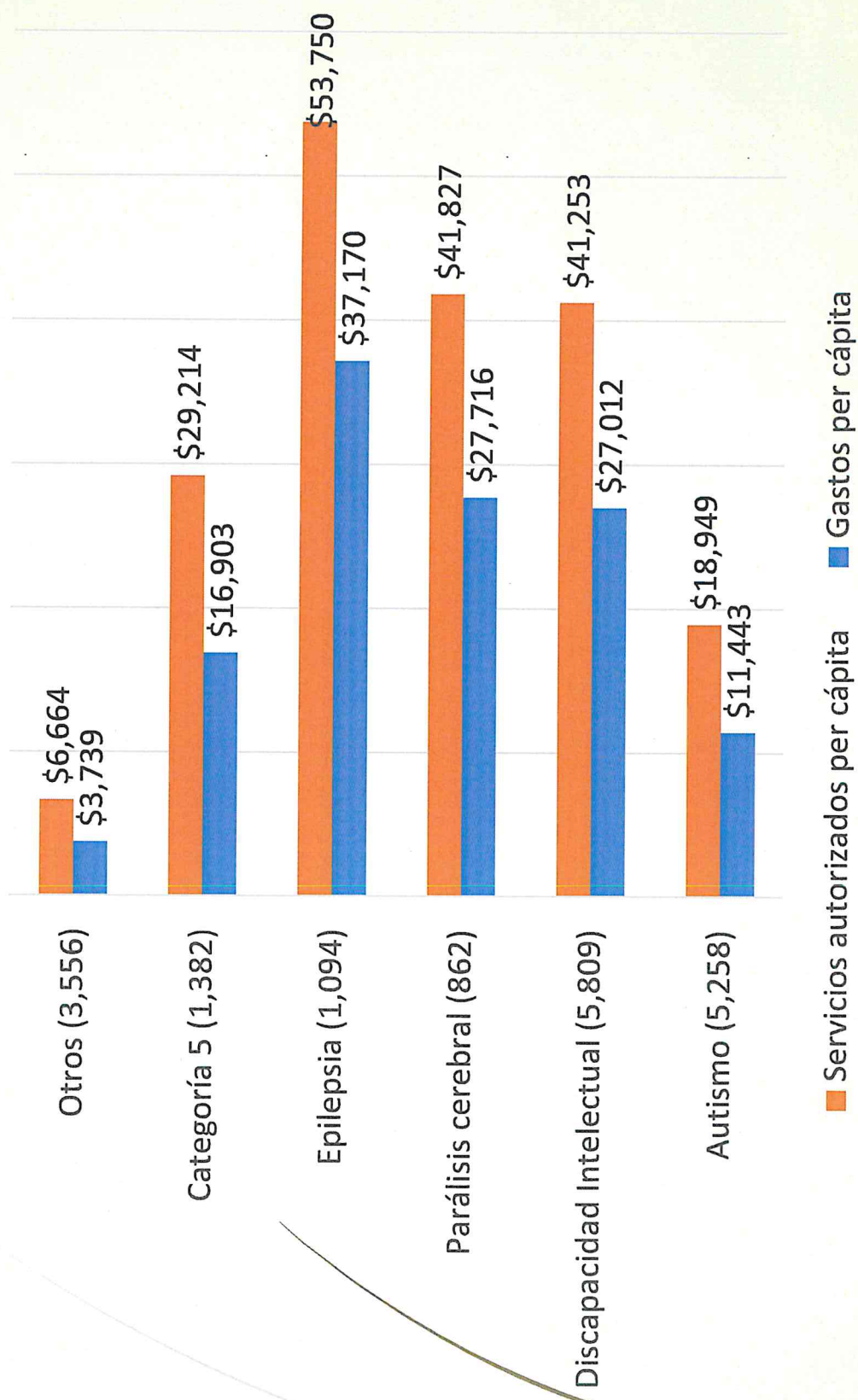
Gastos totales por etnia/raza



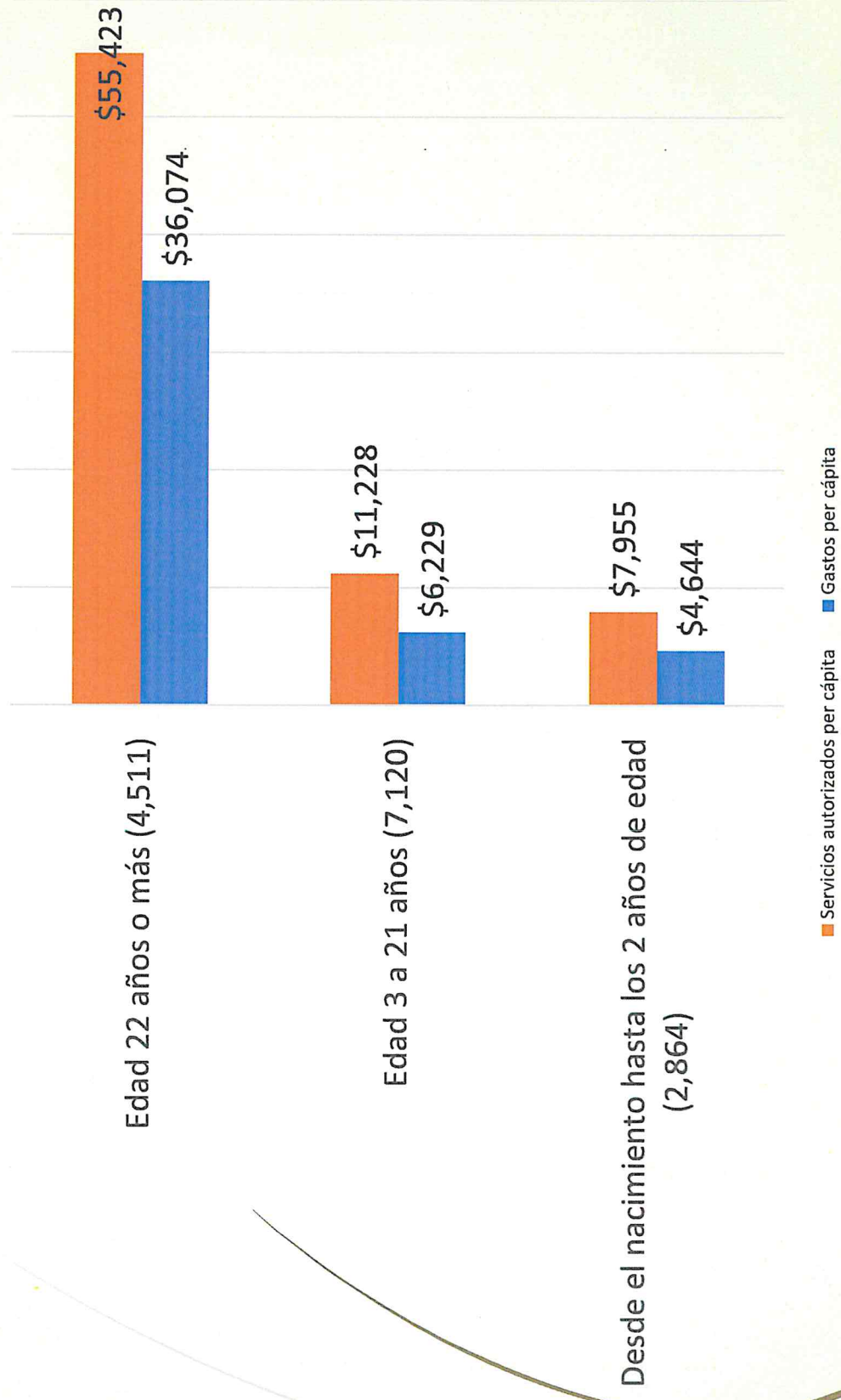
Gastos totales por idioma



Gastos totales por Diagnóstico



Gastos totales por edad



Traducciones de Planes de Programa Individuales

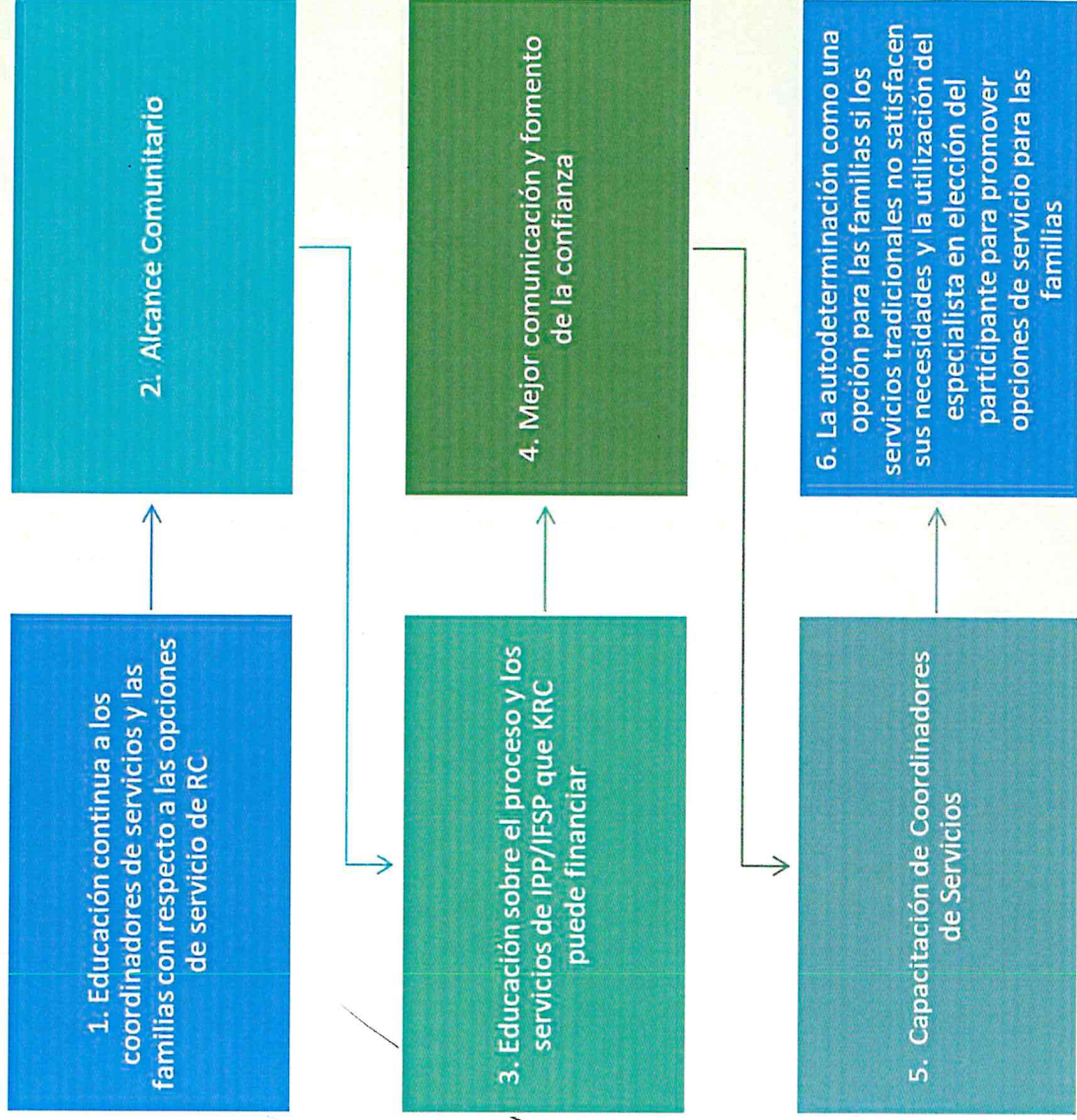
Planes de programas individuales traducidos proporcionados durante los plazos requeridos,

- Idioma sin umbral: 60 días para proporcionar el documento traducido
 - Una (1) traducción superó la línea de tiempo
- Idioma de umbral: 45 días para proporcionar el documento traducido
 - Cincuenta y nueve (59) traducciones superaron la línea de tiempo

En el futuro: KRC desarrollará un sistema de seguimiento que promueva el derecho a que el IPP se traduzca al idioma preferido, supervise los plazos de la traducción y la recepción del IPP traducido por parte del cliente o la familia.

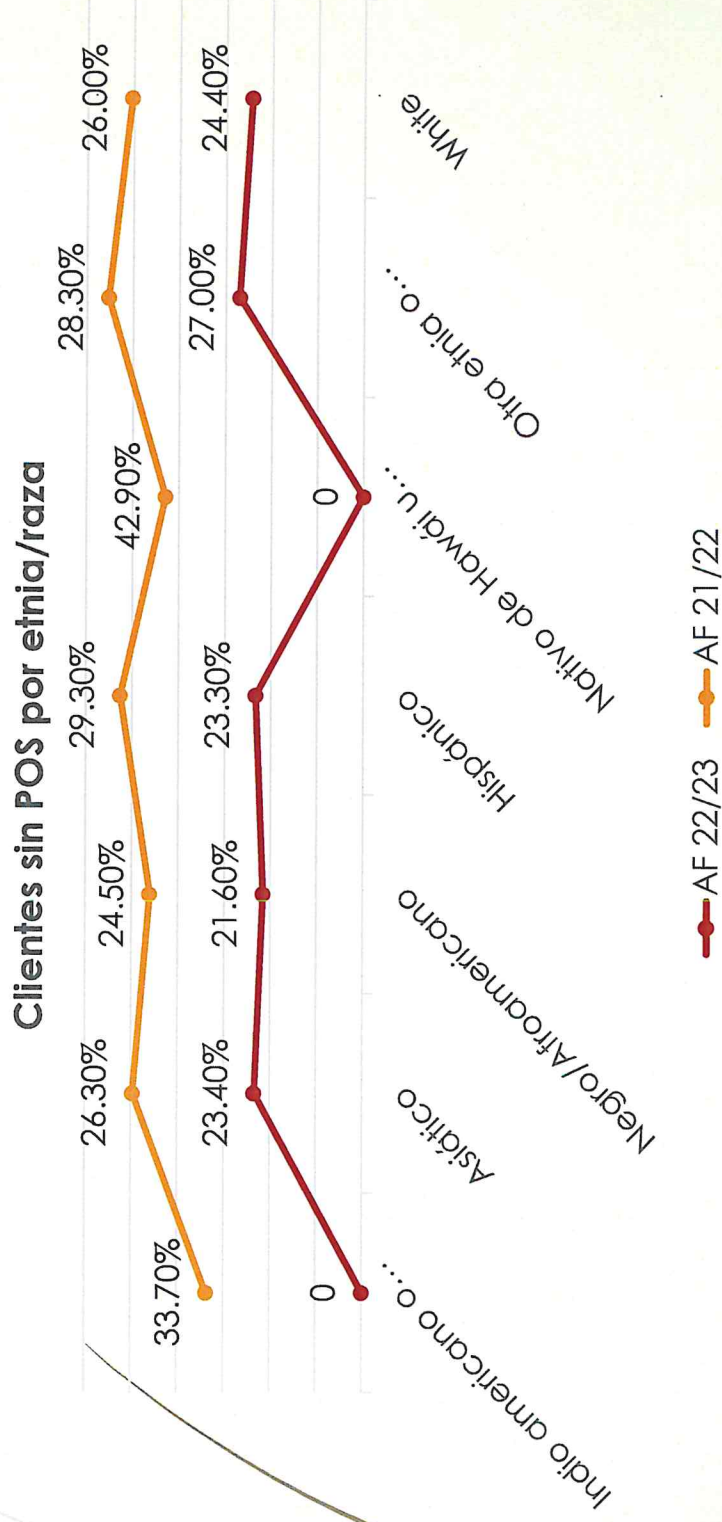


Actividades destinadas a abordar las disparidades



Actividades destinadas a abordar las disparidades

- Carga de trabajo mejorada 1:40: 4 puestos de coordinador de servicios
- Estos coordinadores de servicios trabajarán con individuos y familias para identificar barreras y preocupaciones para la utilización de los servicios.



Actividades destinadas a abordar las disparidades

- Subsidios de servicio y equidad
 - Subvenciones concedidas a KRC
 - Subvenciones otorgadas a organizaciones comunitarias

Las subvenciones brindan la capacidad de desarrollar proyectos especiales para involucrar a las comunidades desatendidas

- Acceso Lingüístico/Competencia Cultural (LACC)
 - Alcance Comunitario - Traducción de documentación
 - Desarrollo del proyecto de video KRC
 - Desarrollo de la Guía de Servicios Familiares de KRC



Apelaciones; Los clientes / familias tienen derecho a apelar una decisión desfavorable con respecto a la compra del servicio.

¿DÓNDE PUEDO ENCONTRAR MÁS INFORMACIÓN SOBRE EL PROCESO DE APELACIÓN?

The Lanterman Act Appeals
Information Packet - CA
Department of Developmental
Services

Oficina de
Derechos de los
Clientes. OCRA for
KRC is Adeyinka
Glover2104 24th
Street, Suite
4Bakersfield CA,
93301 Toll Free: (866)
833-6712TTY: (877)
669-6023

Quejas: 4731 ¿CUÁL ES LA DEFINICIÓN DE UNA QUEJA 4731? Una queja 4731 es un proceso mediante el cual un cliente o su representante autorizado pueden presentar una queja por escrito contra un centro regional, centro de desarrollo o proveedor de servicios en circunstancias en las que existe una creencia sincera de que los derechos de un cliente han sido abusados, retenidos punitivamente o negados de manera inadecuada o irrazonable. 4731 Complaints: WHAT IS THE DEFINITION OF A 4731 COMPLAINT? A 4731 Complaint is a process by which a written complaint can be filed by a client or his or her authorized representative against a regional center, development center or service provider in circumstances where there is a sincere belief that a client's rights have been abused, punitively withheld, or improperly or unreasonably denied.

¿DÓNDE PUEDO ENCONTRAR MÁS INFORMACIÓN SOBRE EL PROCESO DE QUEJAS 4731?

<https://kernrc.org/your-rights/4731-complaints/>
or

<https://www.dds.ca.gov/general/appeals/complaints-comments/consumer-rights-complaint/> for more information

Quejas de denunciantes

Qué es una queja de denunciante:

Centro Regional o Vendedor/Contratista

Las quejas de denunciantes se definen como la denuncia de un "centro regional inadecuado o actividad de proveedor/contratista".

¿DÓNDE PUEDO ENCONTRAR MÁS INFORMACIÓN SOBRE EL PROCESO DE QUEJAS DE DENUNCIANTES?

Se puede presentar una queja poniéndose en contacto con:

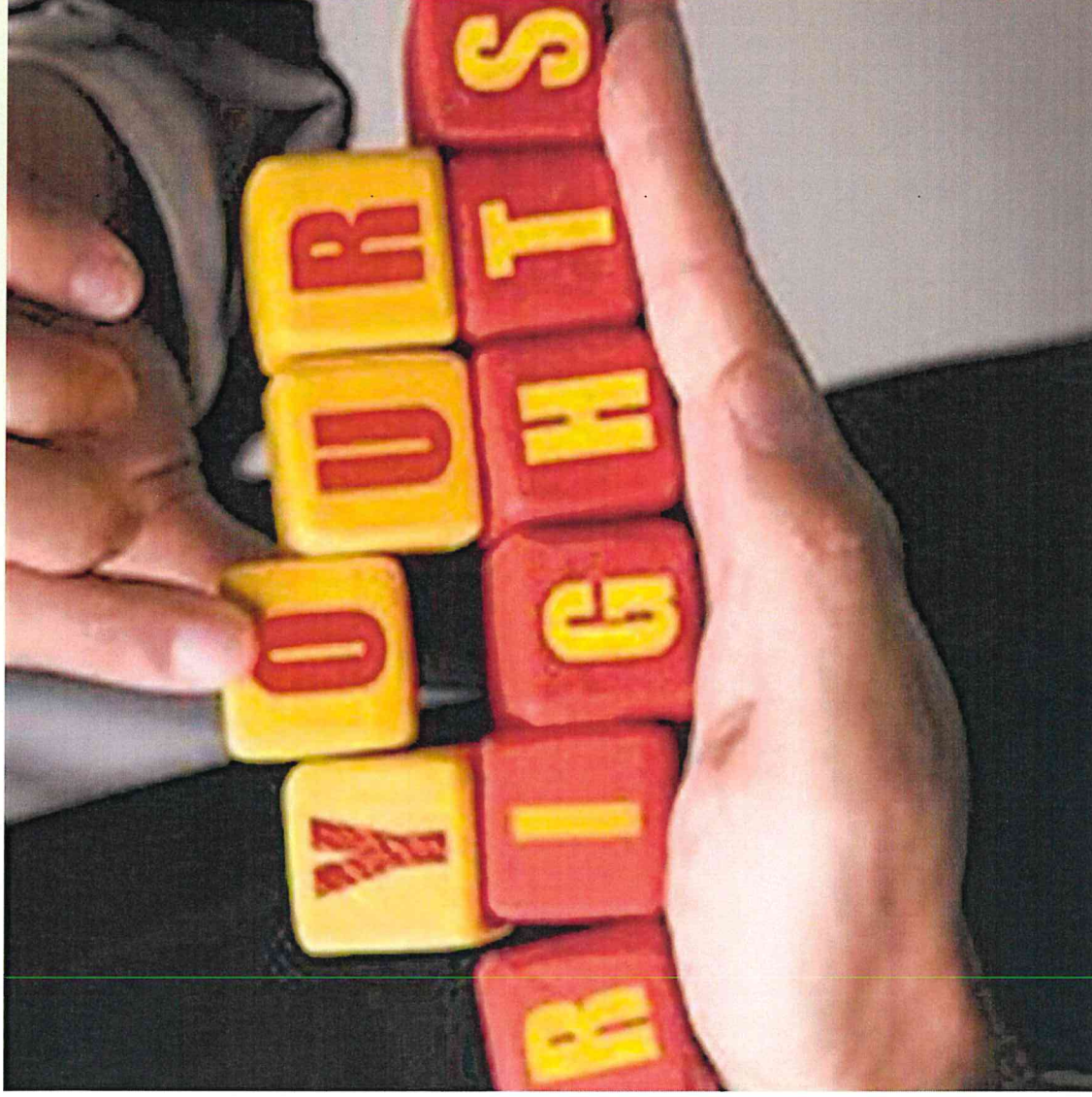
Community Services Division

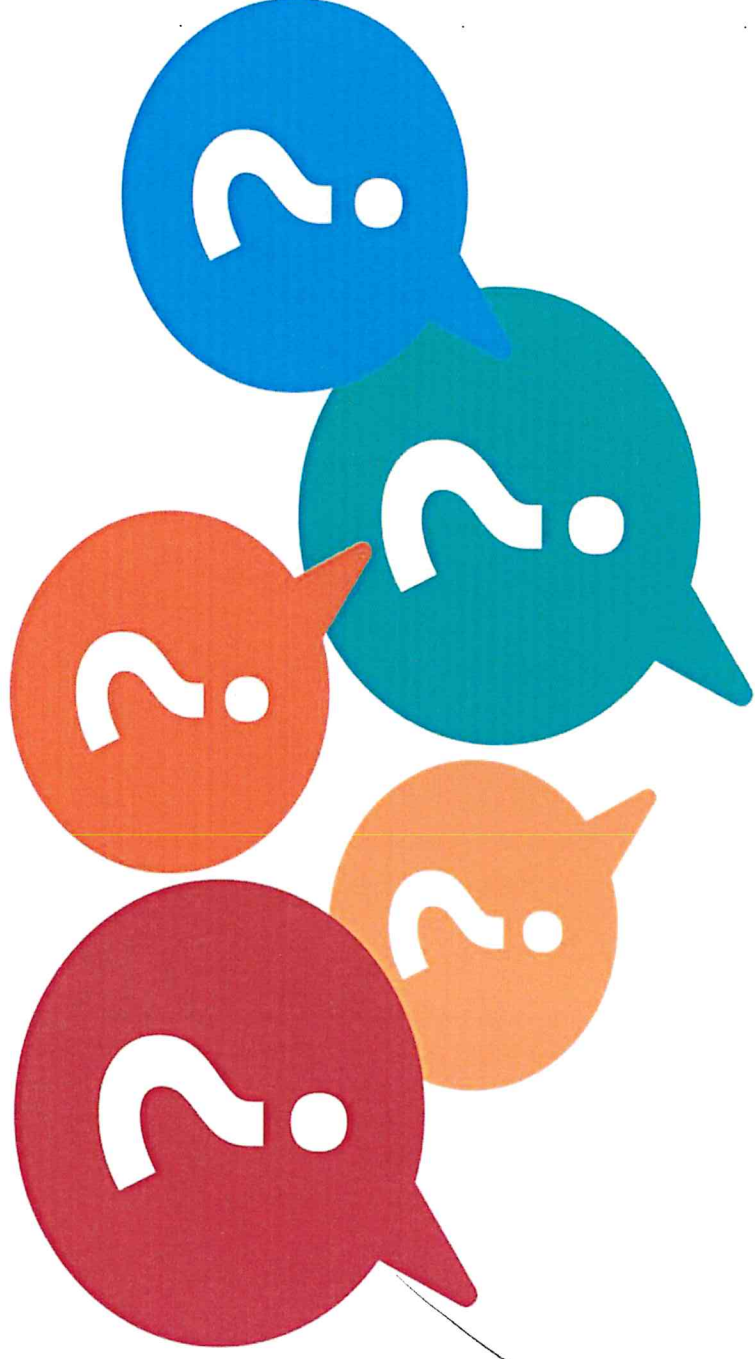
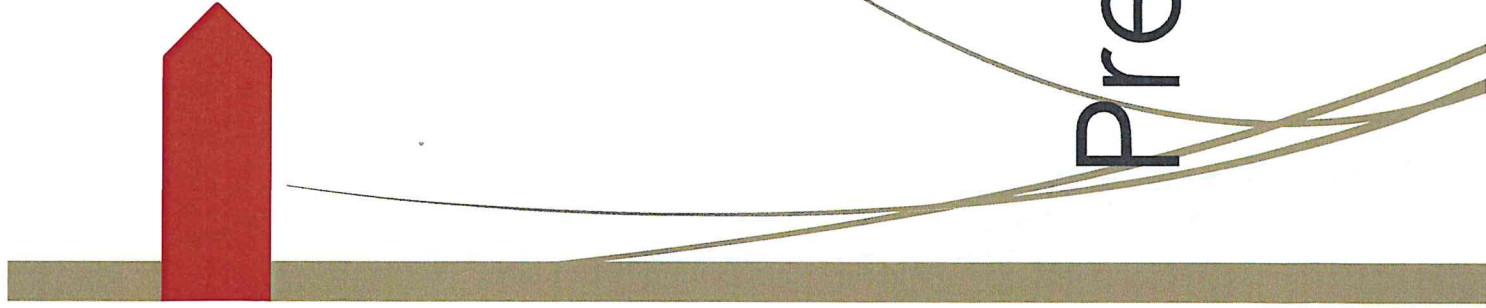
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[Regional Center or Vendor/Contractor Whistleblower Complaints - CA](#)
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Preguntas/Aportaciones



KRC's 2024-2025 Outreach Plan to Address Disparities

<u>Activity Name:</u>	<u>Qty (if applicable)</u>	<u>Timeline</u>	<u>Notes/Comments:</u>
<u>1. Ongoing education to Service Coordinators and families regarding Regional Center service options</u>			
a. Client family & Empowerment Training workshops (Series)	2	By November 2024	Going forward A series of 4 workshops/topics in both (1) in English and (1) Spanish will be held once a quarter in 2025. The curriculum will be developed and completed by September 30, 2024
<u>2. Community Outreach</u>			
a. Increase network and connections with family resource centers in KRC's catchment area.	2	By December 2024	The activity is to identify and connect with Family Resource Centers in Kern's catchment area. This focus will include connecting with Family Resource centers in KRC's outlining areas in Kern, Inyo and Mono counties.
b. Conduct listening sessions.	6	By December 2024	Examples of listening sessions are but not limited to KRC services, public meetings, data reporting, initiatives, and feedback on what KRC can to do improve.
c. Continue meeting with local advocacy	12	By December 2024	KRC will continue collaborating with

groups for input and ideas on addressing disparity.			groups such as Padres Unidos de Kern, the Office of Clients' Rights, Family Resource Centers, and CBO partners
d. Continue community outreach and attend a variety of events through SAE/LACC grants and its deliverables and report on data.		By December 2024	KRC aims to continue conducting/participating in outreach events, collaborative meetings, and network with the community and local partners.
e. KRC to attend and host outreach events within its catchment area to maximize reach to all ethnicities and populations served.	30	By December 2024	
f. Conduct community workshops on KRC services, backgrounds and processes (Client Family & Empowerment Training) workshops.	2	By December 2024	Going forward A series of 4 workshops/topics in both (1) in English and (1) Spanish will be held once a quarter in 2025. The curriculum will be developed and completed by September 30, 2024
<u>3. Education about IPP/IFSP process and services that KRC can fund for</u>			
a. Client and Family Empowerment Training workshops (Series) will include education on IPP/IFSP process and services that KRC can fund for.	2	By December 2024	A series of 4 workshops/topics will be held in both English and Spanish once a quarter in 2025. The curriculum will be developed and completed by September 30, 2024.

b. KRC is developing Videos on the IPP/IFSP process and funding sources as well.		By December 2024	This topic is part of a series of videos developed by KRC, an RFP recipient, as part of our Language Access & Cultural Competency (LACC) grant with DDS.
<u>4. Better communication and building trust</u>			
a. Continue Listening Sessions with various communities in Kern/Inyo/Mono counties to hear community feedback as it relates to KRC.	6	By December 2024	Examples of listening sessions are but not limited to KRC services, public meetings, data reporting, initiatives, and feedback on what KRC can to do improve.
b. Continue meeting with local advocacy groups for input and ideas on addressing disparity.	12	By December 2024	KRC will continue collaborating with groups such as Padres Unidos de Kern, the Office of Clients' Rights, Family Resource Centers, and CBO partners
c. Expanding partnerships to school districts, family resource centers, vendors, community and community-based organizations that can benefit KRC's served populations.	2	By December 2024	
d. Train Service Coordinator's on KRC processes, service standards, service delivery options, IPP, IFSP to better understand their roles and	1	By December 2024	This training will include training to all service coordinator's at KRC. In 2025 KRC will aim to hold this training at least twice a year.

better serve our clients.			
<u>5. Service Coordinator Training</u>			
a. Train Service Coordinator's on KRC processes, service standards, service delivery options, IPP, IFSP to better understand their roles and better serve our clients.	1	By December 2024	This training will include training to all service coordinator's at KRC. In 2025 KRC will aim to hold this training at least twice a year.
b. Continue training all KRC staff on Cultural Competency/Implicit Bias	1	By December 2024	KRC will coordinate and train staff on Cultural Competency and Implicit Bias (Equify and CircleUp trainings) then determine frequency for 2025 at the end of 2024.
<u>6. Self Determination as an option for families if traditional services is not meeting their needs and utilization of participant choice specialists to promote service options for families</u>			
a. Continue hosting Self Determination Q&A Workshops	4	By December 2024	Monthly thereafter (2025, in English, Spanish, ASL or other languages as requested).
b. Conduct Independent Facilitator-KRC led	4	By December 2024	The activity will occur at least 4 times by December 2024 and will

roundtables to gather input from Independent Facilitators and LVAC members.			continue monthly thereafter in 2025.
c. Continue connecting with LVAC members once a month during the LVAC meetings.	6	By December 2024	To gain feedback on KRC services or better outreach methods, invite LVAC members to participate jointly in KRC matters as it relates to SDP.
d. Promote, connect, and conduct SDP Orientations in person/hybrid format for KRC catchment area clients, families.	4	By December 2024	Partner with RFP awardee recipients (SDP Implementation Funds) to promote and conduct SDP Orientations jointly to streamline with KRC. KRC will also invite them to KRC SDP Q&A Sessions and follow up on transition into SDP).