

Application Report



Applicant Organization:	SDRC
Project Name:	SDRC Language Access and Cultural Competency Plan Year 1
Funding Announcement:	FY 21/22 Regional Center Funding To Improve Language Access And Cultural Competency
Requested Amount:	\$1,424,679.68

Project Summary: SDRC is committed to improving the consumer and family experience and providing linguistically appropriate materials to enhance access to information and services for multi-lingual, monolingual, and diverse cultural groups through ongoing assessment and evaluation of our documents and public input. SDRC will host listening sessions and conduct surveys to assess language and cultural needs of the SDRC community. SDRC will collaborate with other RCs reaching LGBTQ+, Middle Eastern and Homeless populations in outreach events and developing resources.

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:

SDRC serves more than 36,000 individuals in the San Diego and Imperial County making SDRC the second largest regional center in the state. From north to south, the counties extend from the southern borders of Orange and Riverside counties to the Mexico-US border. From west to east, the counties stretch from the Pacific Ocean to the state line of Arizona. Both counties are heavily influenced by US military culture, agricultural economy, and immigrant culture and cross-border collaboratives due its border towns. Housing the second busiest land border crossing in the world, San Diego's demographics are far more diverse than Imperial County which is a predominantly Hispanic population and the primary language is Spanish. In San Diego, the threshold languages include English, Spanish, Arabic, Tagalog, Vietnamese, Mandarin Chinese, Farsi, and Chaldean.

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:

SDRC satisfies the legal requirement to communicate with individuals and their families in their preferred language through translation and interpretation services, and assignment of bilingual service coordinators. SDRC currently has 200+ bilingual staff. SDRC complies with translation requests for IPP and IFSP documentation within a 45-day deadline to distribute to individuals and their families. Due to the recent addition of 3 threshold languages in our catchment area and ongoing outreach efforts, we anticipate an increase in translation service requests. SDRC website has integrated capability to translate web content and we are working toward accessibility and translation of all documents.

Ongoing efforts include: identifying agency forms, letters, and brochures to be translated in the threshold languages and make readily available for internal use as well as public announcements and website attachments. Quality and integrity of translation will be constantly assessed and evaluated by Language Accessibility Specialist, a new position proposed in this grant application. In addition, the materials translated will be reviewed with bilingual staff to ensure consistency. In conjunction with our efforts, we will identify community leaders to provide feedback to SDRC regarding the accessibility and cultural appropriateness of materials.

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:

SDRC will review data provided by the department with staff directly involved with the Language Access and Cultural Competency Plan and monitoring in order to identify agency forms and letters that require translation. The departments included are the Executive Office, Client Services and support staff, Marketing and Communications, Intake and Clinical Services, Business Services, and Community Services. SDRC will share and review data with board members to solicit input. The data will also be presented at public meetings, symposiums, on the website, staff meetings, and community events for feedback.

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
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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
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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
 - Aramaic/Chaldean
 - Mandarin Chinese
 - Spanish
 - Tagalog
 - Vietnamese
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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
- Regional Center Board Members
- Management
- Service Providers

Applicant Comment:

Questions pertaining to language access will be included in the cultural competency 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
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- Identify distribution list

Applicant Response:

Questions pertaining to language access will be included in the cultural competency survey.

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
- Website Link
- Text Message Link
- QR Code
- Phone
- In-person interview

Applicant Comment:

Questions pertaining to language access will be included in the cultural competency survey.

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
- Aramaic/Chaldean
- English
- Farsi Persian
- Mandarin Chinese
- Spanish
- Tagalog
- Vietnamese

Applicant Comment:

Questions pertaining to language access will be included in the cultural competency survey.

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:

SDRC will collaborate with other regional centers that share the same threshold languages. The efforts will consist of sharing translated material at culturally focused community events.

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:

SDRC will review data provided by the department with staff directly involved with the Language Access and Cultural Competency Plan and monitoring in order to identify agency forms and letters that require translation. The departments included are the Executive Office, Client Services and support staff, Marketing and Communications, Intake and Clinical Services, Business Services, and Community Services. SDRC will share and review data with board members to solicit input. The data will also be presented at public meetings, symposiums, on the website, staff meetings, and community events for feedback.

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
-

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
 - Host interagency meetings with local governmental agencies
 - Partner with local CBOs to host a community meeting
 - Host meetings with nontraditional community partners
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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
 - LGBTQ+
 - Native Hawaiian or Other Pacific Islander
 - Other Culture
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Applicant Comment:

SDRC's plan is to identify and recruit Cultural Ambassadors to act as liaisons between SDRC and community or faith based organizations. We are focusing on Middle Eastern communities whose languages are Chaldean, Arabic, and Farsi through organizations like Chaldean and Middle Eastern Social Services. We will complete targeted outreach to organizations that serve the homeless population such as Father Joe's Village, The Jacobs and Cushman Food Bank, and Jewish Family services, etc.

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
-

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:

see attached

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
 - Website Link
 - Text Message Link
 - QR Code
 - Phone
 - In-person interview
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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
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 - Mandarin Chinese
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-

9. Applicant Question: Coordinating with Other Regional Centers

If you plan to coordinate with another regional center(s) who serve 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:

SDRC will collaborate with regional centers addressing cultures such as LGBTQ+, homeless, and Middle Eastern communities. The efforts will consist of sharing translated material at culturally focused community events.

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:

SDRC will contract with agencies who are familiar with regional center services to provide consistent culturally and linguistically appropriate translation and interpreting services. Language Accessibility Specialist will be responsible for monitoring the quality, integrity, and timeliness of translated documents and information distributed by SDRC. Specialist will collaborate with interpreters to provide information prior to public meetings to ensure simultaneous interpretation is executed effectively. Specialist will be essential to Client Services training for bilingual service coordinators to ensure that information is accessible and culturally appropriate. Our goal is to establish a team of cultural ambassadors to assist with our cultural language interpretation efforts.

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:

(1) Language Accessibility Specialist - Working under the general supervision of the Director of Marketing & Communications, this position plays a vital role in upholding SDRC's mission by supporting outreach efforts to diverse communities by serving as the centralized resource for coordinating language translation and accessibility needs while ensuring the accuracy and cultural appropriateness of the translations. This position will support the department's efforts to effectively educate, inspire and engage the local community with an emphasis on underserved and underrepresented communities by also working with SDRC's Deaf & Hard of Hearing Specialists and the Cultural Specialist.

(1) Administrative Assistant - responsible for processing requests for translation of IPP or IFSP documents, and tracking timelines to adhere to deadline.

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
- Semi-Annual Progress Report due by April 1

Applicant Response:

#1 Short Term Goal: Hire Language Accessibility Specialist and Administrative Assistant

#2 Short Term Goal: Training of staff; Identify current focus groups within agency; Consultation for survey development;

Long Term Goal: Identify list of annual events based on heritage month and commit to monthly participation; identify list of CBO's currently involved with focus groups; Identify community leaders/ ambassadors to build trust with community, obtain feedback on SDRC's efforts, and conduct listening sessions with focus groups; Translation of existing documents to threshold languages

By October 2022: SDRC will have staff hired and completed initial training of SDRC overview and GrantVantage reporting; finalized list of identified agency forms for translation and printing; and updated translation process to track timeliness.

By April 2023, SDRC will have participated in at least 5 culturally-focused community events. SDRC will have completed survey.
