

Far Northern Regional Center

Focus Group - Gridley, CA

July 12, 2018

Far Northern Regional Center (FNRC) conducted a focus group in Gridley, CA to gain a better understanding of regional center needs within our Hispanic and Spanish speaking clients and their families. The focus groups included a brief presentation about FNRC and a series of open-ended questions for families about regional center services and barriers to receiving services. The format was informal; twelve families attended this focus group.

The results of the focus groups showed that Hispanic families felt they were gaining a better understanding of what FNRC does due to the ongoing efforts of our Promotores Program, however did not fully understand some services or how they applied to their needs. When asked to explain what they thought FNRC did, many were able to give first hand accounts of services, resources, and referrals received. There was also indication from participants that respite services were utilized or in the process of being utilized by this group, this is a change from our focus group 2 years earlier when many indicated the service was not culturally appropriate or lacked the understanding of it. The focus group participants also provided an overall positive feedback regarding their Service Coordinator, however noted they would like more information regarding other services they are not currently receiving. The focus group also indicated it would be helpful to get information in smaller increments, and that families felt they were given too much information at once. This made it difficult for them to process all of the information received, or ask appropriate questions. Overall, there was still indication that most services available were culturally inappropriate and not utilized by attendees.

In an effort to reduce disparity, the Promotores Program was created under the ABX2 grant. The grant period is from March 2017 to February 2019. Since implementation of the Promotores Program, an increase of 12% in POS expended from FY15/16 to FY 16/17 in our Hispanic population, that number is further increased to 23% in our Hispanic clients in the Promotores Program.