



Far Northern
Regional Center

SERVICE ACCESS AND EQUITY

Improving access to Far Northern Regional Center services and

Fiscal Year 2019-2020 in Review

April 7, 2021

Mission: Far Northern Regional Center will provide services and supports that allows persons with developmental disabilities to live productive lives as welcomed members of their community.

BACKGROUND ON WHY REGIONAL CENTERS TALK ABOUT DISPARITY AND EQUITY

- Disparity concerns for Regional Centers were “under the radar” for the public until 2012 and a series of articles were published in the LA Times.
- This led to state legislation to have accountability for the Department of Developmental Services and Regional Centers to address this disparity.

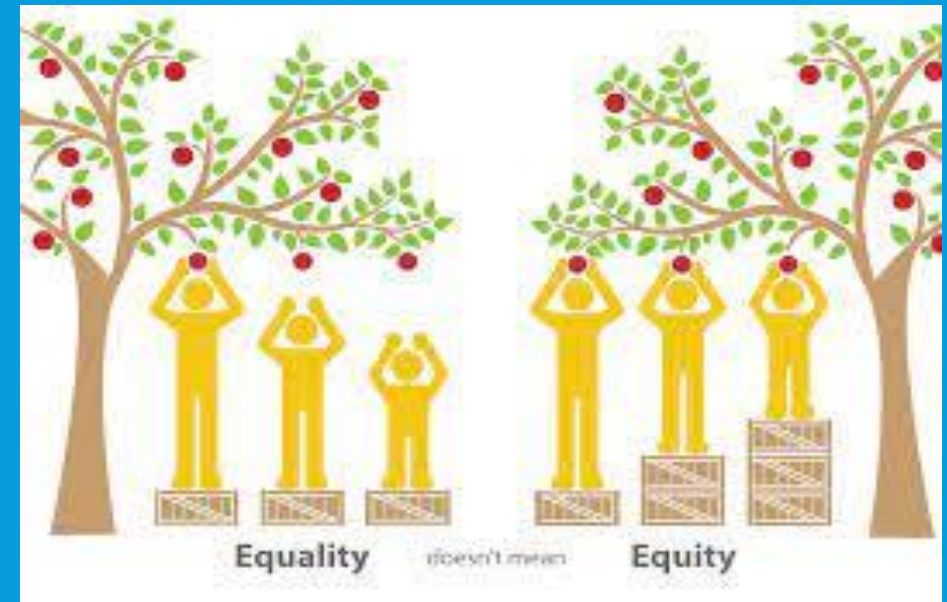
WHAT IS DISPARITY? WHY ARE WE TALKING ABOUT IT AT FAR NORTHERN?

- Per the Merriam –Webster dictionary, Disparity is defined as, “a noticeable and usually significant difference or dissimilarity”
 - Today we are using disparity to describe the significant difference between what white clients and families receive in authorized services when compared to other ethnic and cultural groups in the regional center system.
- However, this gap is not unique to Far Northern or other regional centers, this problem exists across all social service systems.

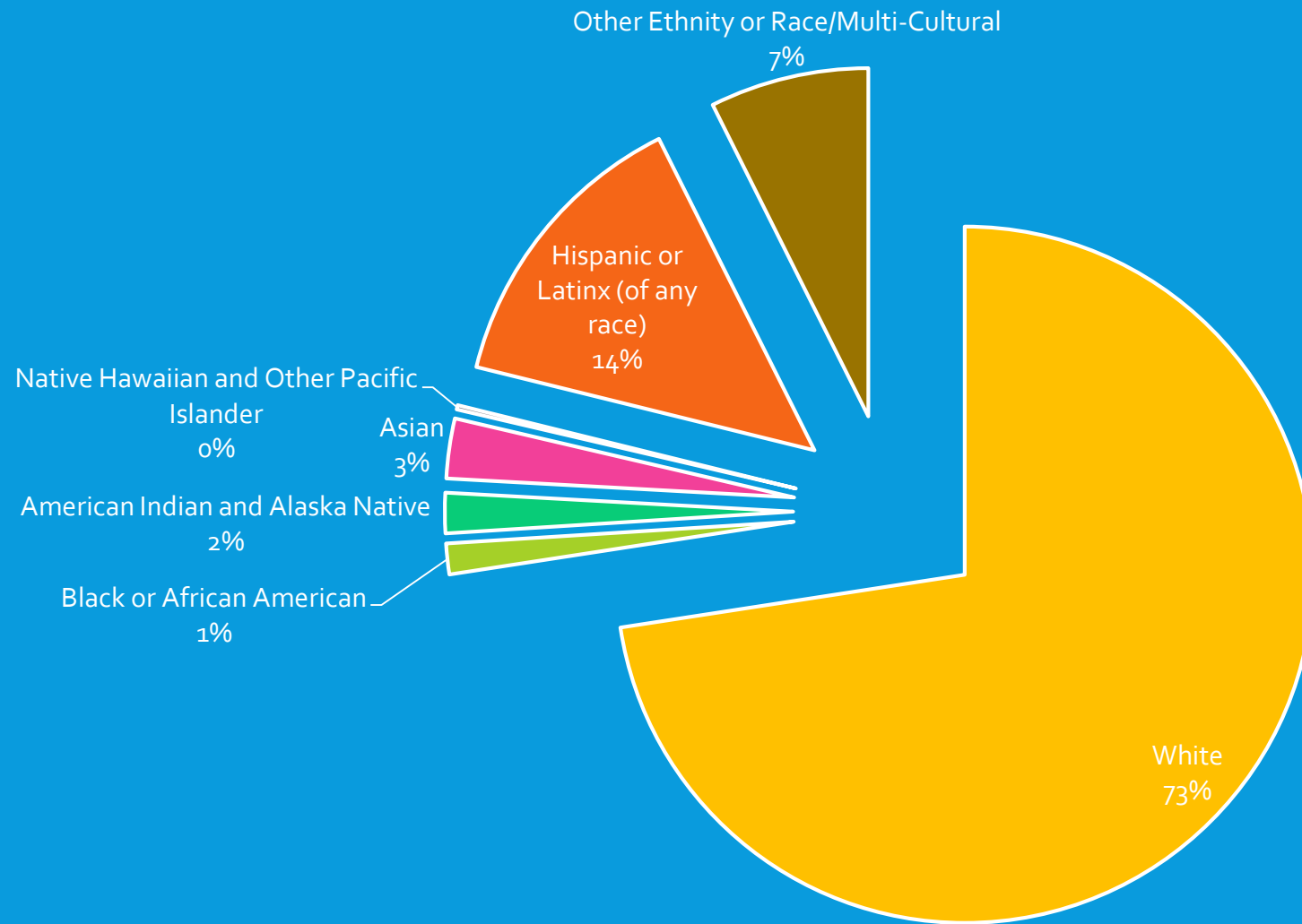


WHAT IS EQUITY AND WHY ARE WE TALKING ABOUT IT TODAY?

- Equity has a few definitions, today we will talk about this one:
 - “justice according to natural law or right *specifically* : freedom from bias or favoritism.”(Meriam-Webster definition)
- We would like to take the disparity that we see at Far Northern and move towards more **equitable** services that make sense for our diverse community.



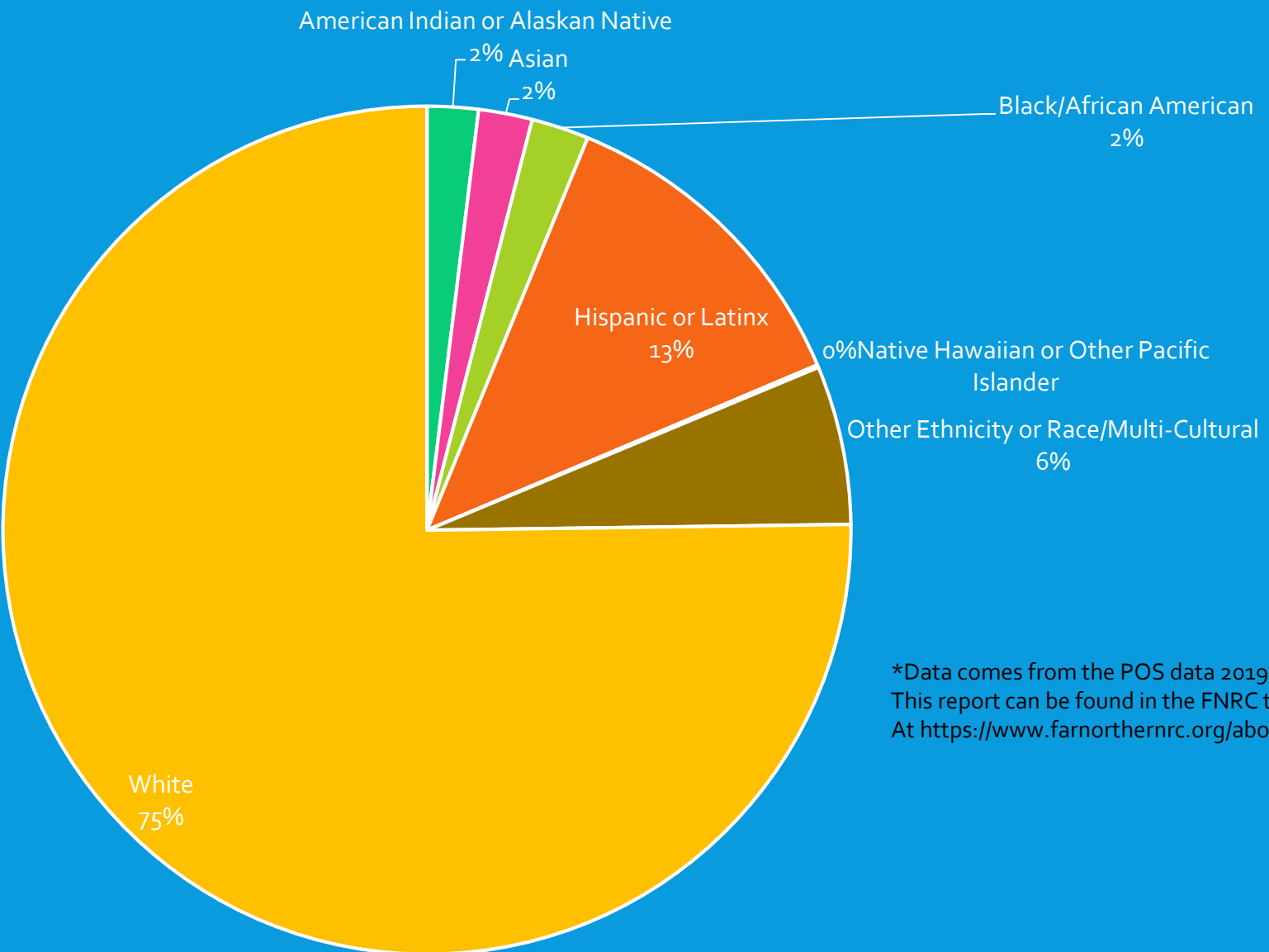
Far Northern California Community by Ethnicity*



*Source: U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates

- White
- Black or African American
- American Indian and Alaska Native
- Asian
- Native Hawaiian and Other Pacific Islander
- Hispanic or Latinx (of any race)
- Other Ethnicity or Race/Multi-Cultural

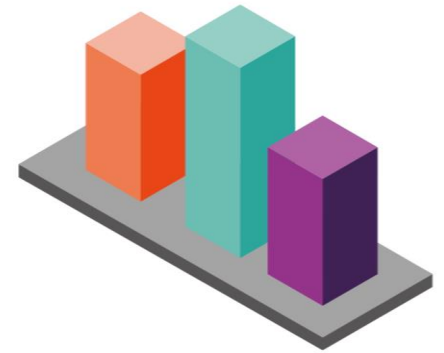
Regional Center clients by Ethnicity*



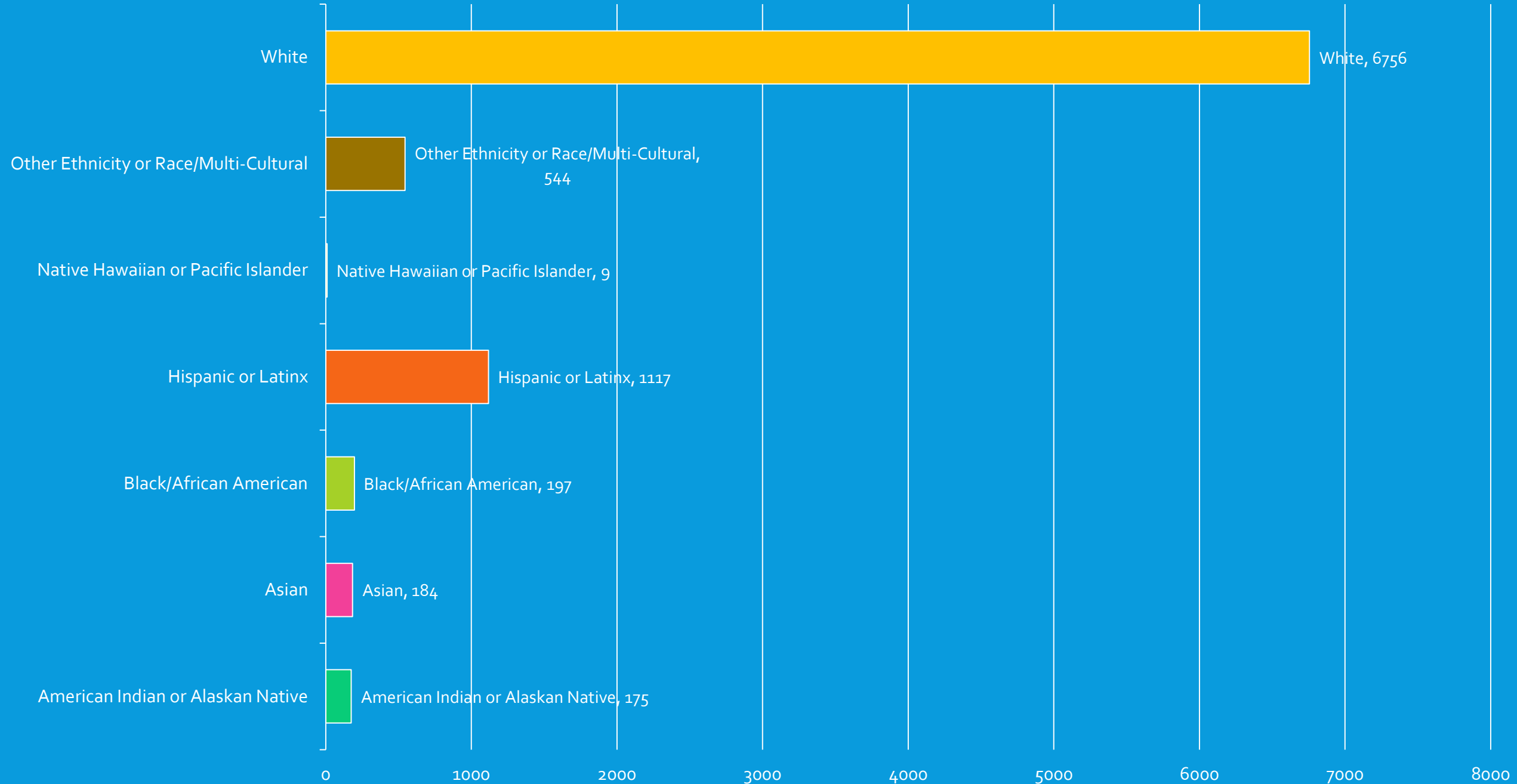
*Data comes from the POS data 2019-2020 report. This report can be found in the FNRC transparency portal At <https://www.farnorthernrc.org/about-us/transparency/>

PURCHASE OF SERVICE(POS) DATA

- FNRC and other Regional Centers can see how they are doing in terms of assisting clients in an equitable way by looking at the amount of money authorized for services and in the amount of service used.
- In general, FNRC has seen improvements, comparing Fiscal years 18-19 and 19-20, within each ethnic and cultural group in the amount of money authorized and utilized to purchase services.
- However, the disparity in service authorization and utilization of the service between groups continues to exist.

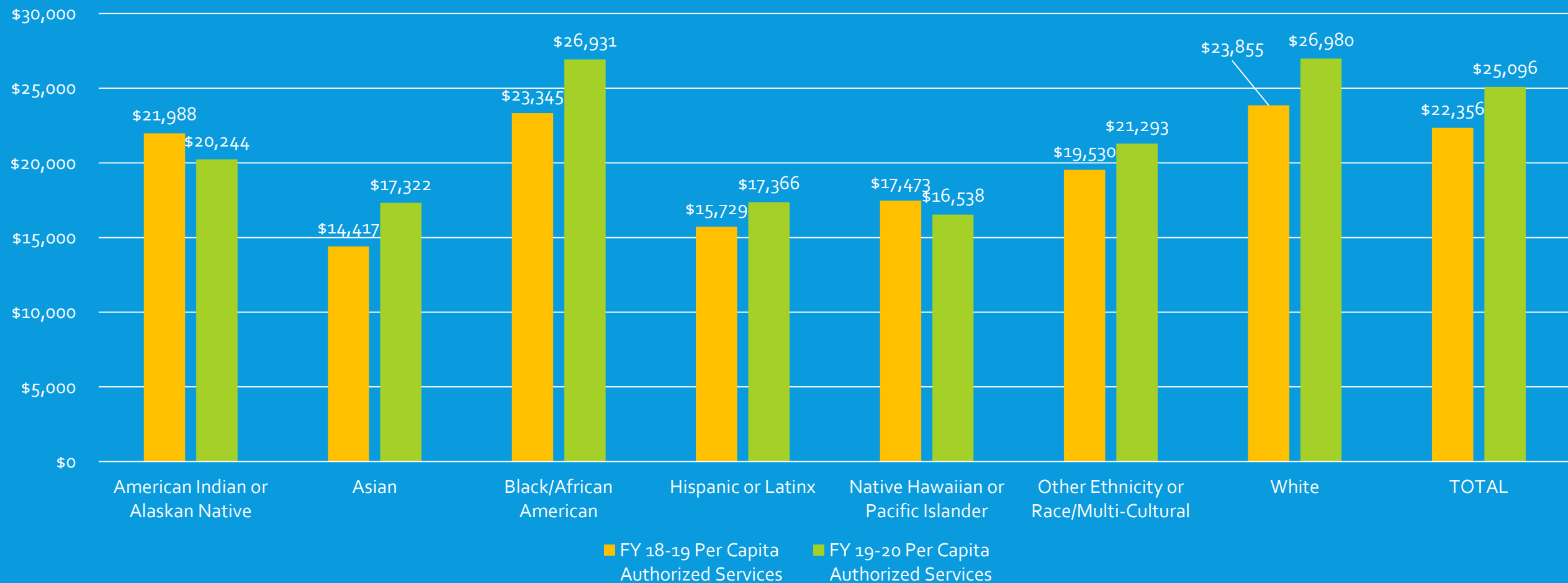


Consumers by number



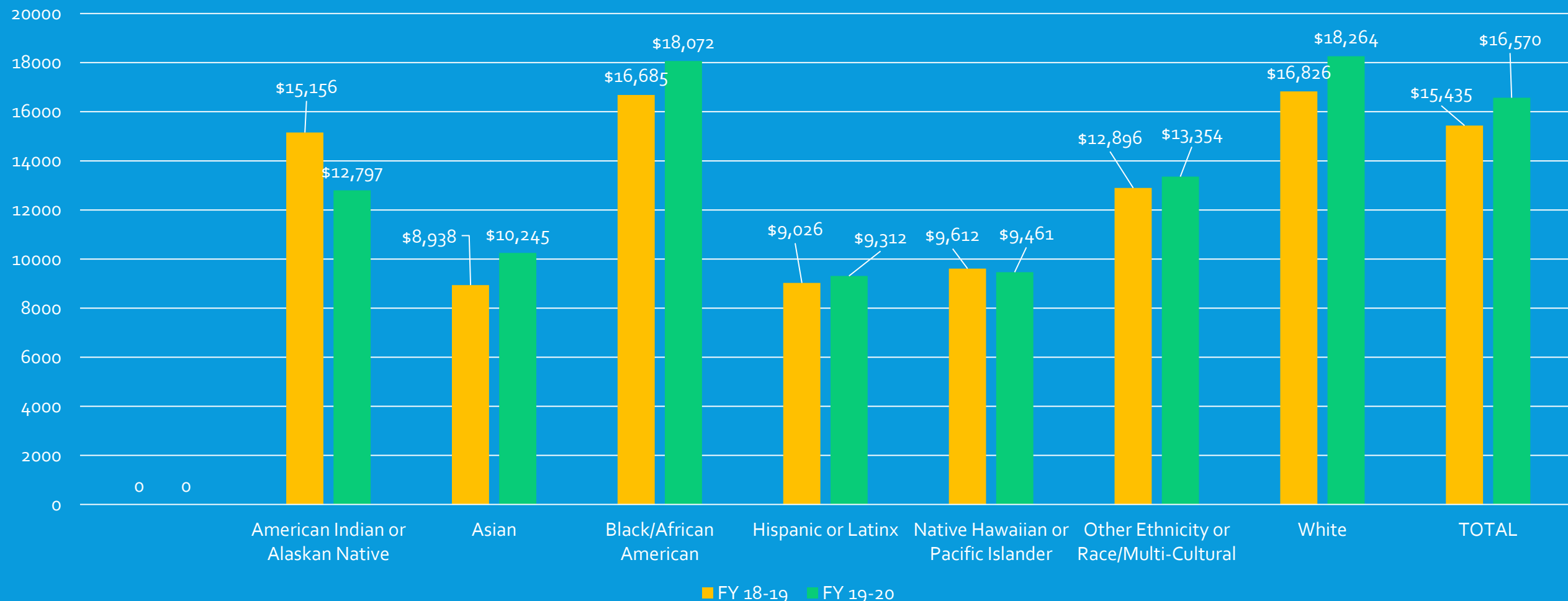
AUTHORIZED SERVICES PER CAPITA FROM FISCAL YEARS 18-19 TO 19-20

Per Capita Authorized Services by Ethnicity

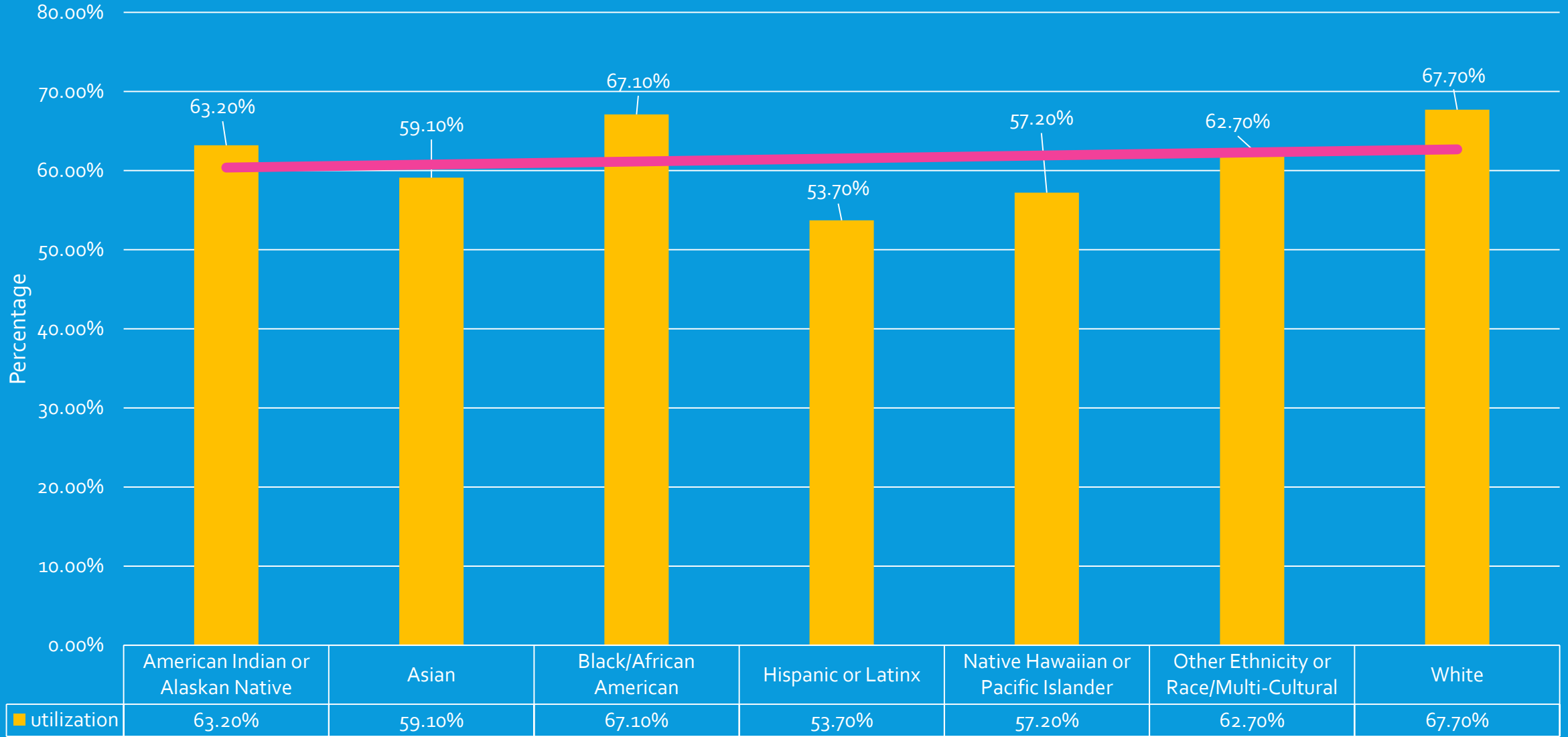


USE OF AUTHORIZED SERVICES PER CAPITA FROM FISCAL YEARS 18-19 TO 19-20

Per Capita Purchase of Service Expenditures



Utilization rate of services by Ethnicity



utilization 66% 66%

WHY IS THERE A GAP IN SERVICES?

- The reasons why there is a cultural disparity vary, common reasons listed include:
 - Language barriers
 - Cultural barriers
 - Services offered do not meet family or cultural needs
 - Trust concerns
 - Sense of “Agency” in relationship to dealing with a bureaucracy or asking for services
 - Feelings of constraint vs Feelings of entitlement
 - Different perceptions of the regional center
 - Emergencies only, governmental agency, reporting, etc...



FNRC'S EQUITY PLAN IN REVIEW FROM LAST YEAR AND MOVING FORWARD

- Culture-specific services:
 - Food Pantry by Level Up
 - Promotora vendorized services- Level Up and ARC of Butte
 - Success stories
- Reorganization of the Diversity Project
 - Use a Team Approach
 - Senior Service Coordinators
 - Resource Development & Quality Assurance Specialist – Diversity Focus
 - Internal Focus – create buy-in among all Service Coordinators
 - External Focus
 - Continue what works -Vendor Promotoras program to cover most, if not all 9 counties.
 - Increase collaboration with community agencies
 - Look for unique opportunities to connect with diverse communities.
 - Family & Community Support – Increase self-advocacy and information.

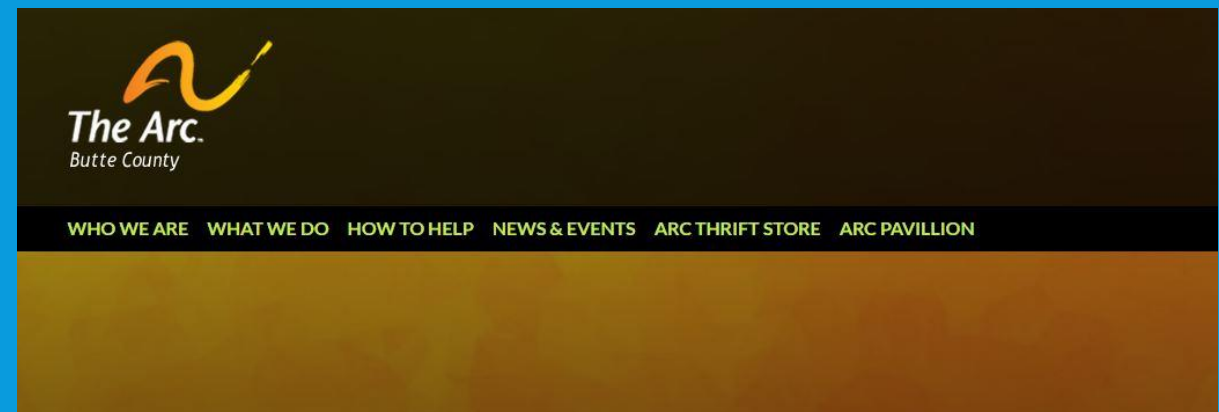


FNRC'S PLAN TOWARDS EQUITY CONTINUED

- Promotoras – Current Status:
- FNRC has two providers for a Promotoras Program:
 - Level Up NorCal
 - ARC of Butte County
- Seeking funding to build community relationships and awareness of Regional Center Services:
 - DDS Service Access and Equity grant
 - Access to technology and Peer Connections project
 - Mini-grant applications:
 - First 5 Shasta-Week of the Young Child

WHAT IS THE PROMOTORA PROGRAM, HOW DID IT START AT FNRC AND WHY IS IT IMPORTANT?

- Promotoras – Means “promoter” In Spanish
- Is a well-known model for improving access to underserved populations.
- This “navigator” program started in the Healthcare industry.
- Promotoras works by hiring members from the target community to act as liaisons between the health or social service agency and the communities they serve.



BUILDING OUR COMMUNITY PARTNERSHIPS AND OUTREACH



**United
for Safety**

FREE ONLINE WORKSHOPS ON
COVID-19 TESTING & VACCINES
MARCH - AUGUST 2021



PLAYING FROM PODCAST
Champions for NorCal kids

**CHAMPIONS FOR
NORCAL KIDS**
WENDY DICKENS & HEIDI MENDENHALL

Far Northern Regional Resources
Champions for NorCal kids

0:00 36:29

1x 15 15

*Se parte de nuestro
Grupo de Radios
Anunciate
530-755-9997*



QUESTIONS?

Contact our Diversity and Inclusion specialist:
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Phone: 530-222-4791

