

## **Far Northern Regional Center – Presented in 2023**

Purchase of Service (POS) Disparities Data and Equity Public Meeting report for Fiscal Year 2021-2022

---

### ***Background***

Regional Centers are required to hold public stakeholder meetings within three months of posting their Purchase of Service (POS) data, pursuant to Welfare and Institutions Code (WIC) Section 4519.5(e)-(f). The POS data is provided by the Department of Developmental Services (DDS) in collaboration with Regional Centers. Stakeholder input may inform Regional Center procedures such as outreach, collaboration, and resource development. Information associated with the POS data should include improvements to the provision of developmental services in underserved communities.

The purpose of these meetings are to maintain transparency by sharing the data collected as well as extend the opportunity to Regional Center stakeholders to review and ask questions. This includes the usage and access of Regional Center services as well as development of culturally appropriate services.

### ***Public Meeting dates, times, and locations***

Far Northern Regional Center (FNRC) conducted two public meetings, one via Zoom and the other in person. The first meeting was held via Zoom on Wednesday, March 1, 2023 at 5:00 pm in English with Spanish and ASL interpretation. The second public meeting was held in Spanish and in person on March 23, 2023 at 5 pm at Woodson Elementary School in Corning, California.

### ***Culturally and linguistically appropriate accommodations***

Both public meetings were held in the evenings to accommodate working families and interpreters in Spanish and ASL were available for the March 1 meeting. This meeting was offered via Zoom as an option to make it easier for people with transportation, childcare issues and treacherous weather conditions.

The second public meeting on March 23 was held in Spanish to eliminate the language barrier for Spanish speaking consumers and families. It was held in the evening to accommodate individuals' working schedules and FNRC partnered with Level Up NorCal to help promote this meeting. Level Up's Promotores program reminded the families about the meeting via phone calls and explained more in detail what the meeting was about and the importance of attending. The meeting was held in an area that many Spanish speaking consumers reside and in a school that many are familiar with.

### ***Actions to improve public attendance and participation***

FNRC scheduled the virtual meetings after regular working hours to accommodate working families and their schedules. Additionally, FNRC held one public meeting during a regularly scheduled and advertised monthly public forum, the virtual Director's Dialogue. FNRC sends email notification about this forum to all agencies that vendor or work with FNRC such as day programs, respite services, advocacy groups, coordinating councils, Office of Client's Rights etc. There are over two hundred agencies on this email list.

FNRC recognizes that not all of our clients and their families have access to the internet or know how to use Zoom. This is a barrier throughout the catchment area and why we offered an in person meeting for our Spanish speaking families. FNRC also partnered with Level Up NorCal Promotores program to encourage and remind our families to attend, but also to further explain the importance of this meeting and family feedback.

Flyers were very important to our underserved because we have repeatedly received feedback that these work best for our consumers. The flyer for the Zoom meeting was shared with Service Coordinators so they could help invite families. It was also shared with the vendor community and other community organizations who work closely with FNRC. For the Spanish meeting an invitation letter was drafted in plain language with a map of the school and location of the meeting. These letters were mailed out to all Spanish speaking families and shared with Service Coordinators. Both public meeting details were also posted on the FNRC website community calendar as well as on the FNRC Facebook page in Spanish and English.

The Zoom meeting had 13 participants in attendance and they were encouraged to use the chat or raise their hand with any questions throughout the presentation. The cultural specialist prepared a PowerPoint presentation in plain language with simple graphs and charts for ease of understanding. The Deaf and Hard of Hearing Specialist presented some slides with information about ASL and services available for the deaf and hard of hearing consumers. Contact information was posted on various slides for the Cultural Specialist, Deaf and Hard of Hearing specialist and Community Services Supervisor and participants were encouraged to contact either staff if they had further questions or wanted to discuss something specific. The in-person Spanish meeting had 14 people in attendance and the PowerPoint in Spanish was prepared but unfortunately, the projector did not work so the presentation was done in a more conversational manner. The cultural specialist showed the graphs and charts by walking around with the laptop with the screen facing the participants but overall this method worked very well. The participants were very engaged and asked a lot of questions and offered great feedback. The cultural specialist provided her card to all participants and asked them to contact her if they would like copies of the presentation if they could not access it from the FNRC's website.

### ***Identified disparities in the POS data***

FNRC presented the POS Data to the public by comparing statistics from Fiscal Year 2020-2021 to Fiscal Year 2021-2022. Information included POS data regarding Authorized Services and Expenditures per Capita by Ethnicity and Utilization of Authorized Services per Capita by Ethnicity. The identified disparities focused on the Hispanic/Latinx and Southeast Asian populations due to the demographic breakdown of FNRC clients. The Hispanic/Latinx and Southeast Asian populations are the largest groups behind the Caucasian population and consist of 13% and 2% respectively and represent the groups with highest disparity gaps.

The data showed a slight increase in the amount of authorized services and expenditures per capita across most ethnic groups, but the average utilization rate actually decreased slightly from fiscal year 20-21 to 21-22 for all ethnicities across the board, except for the Native Hawaiian/Pacific Islander group. The data also showed that the disparities continue between the average amount of services authorized and overall utilization of services by most ethnicities in comparison to White consumers. On average White consumers are authorized \$32,775 per person while Hispanic/LatinX consumers are authorized on average \$21,805 and Asian consumers an average of \$22,766. A White FNRC

consumer spends on average of \$19,870 while Hispanic/LatinX consumers, \$10,916 and Asian consumers \$12,777.

The data also showed that some areas of concern from last year's report, improved. Consumers with no POS showed a decrease in percentages from fiscal year 20-21 to 21-22. In fiscal year 20-21 Asian consumers had the highest percentage of no POS at 32.1%, but in fiscal year 21-22 they were at 29.3%. Other notable improvements in this category were American Indian/Alaskan Native consumers who were at 29% in 20-21 and decreased to 24.9 in fiscal year 21-22; and Hispanic/LatinX consumers who in fiscal year 20-21 were reported to be at 26.8% and in 21-22 decreased to 23.6%. The average White FNRC consumer receiving no POS increased from 24.1% in fiscal year 20-21 to 24.3% in 21-22.

Per Capita Expenditures for birth to two years also significantly improved across the board. Notable groups were American Indian/Alaskan Native FNRC consumers who had an increase of \$1193 per person from fiscal years 20-21 to 21-22 and Asian consumers with an increase of \$4723. White FNRC consumers increased an average of \$586 per person. This year the data for consumers living at home was also examined because most of our underserved clients choose to stay in the home. Here some of our underserved consumer groups outspent White FNRC consumers. Hispanic/LatinX consumers spent \$7404 on average per person and Asian consumers \$7114 while White FNRC consumers spent \$6840. Please see the attached Power Point presentation for further details on the data presented.

### ***Regional Center's recommendations and plans to promote equity and reduce disparities***

Far Northern Regional Center has gathered input on the barriers that our clients and their families have experienced in accessing generic and Regional Center services through listening sessions and Parent Café's as well as feedback from our Bilingual Case Management staff. Some of the feedback provided at this year's disparity meetings include:

- Providing more information about ASL including classes and socials for deaf clients.
- Technology training, since so much information and learning opportunities are available online; access to technology will help people access the Self Determination Program.
- Providing consumers and families more information on services and helping them access them. Respite is a service that families want to use but finding providers is difficult.
- Providing timely notification when Service Coordinators (SC) are changed. Various participants at the Spanish meeting did not know who their SC was.
- Lack of SC contact with families which does not help build trust and rapport
- Lack of programs and services that are available to families, especially those who do not speak English.
- Lack of Bilingual staff at programs, which makes it difficult for consumers to attend.
- Transportation and language are constant barriers; many experienced subpar interpretation at schools and agency offices such as social security administration.
- Families feeling they are not well informed about FNRC services in general.

Based on these identified factors FNRC will continue to work with the Promotora model, which has proven effective in addressing the barriers of trust and cultural competence. FNRC works with Level Up-NorCal and ARC of Butte County which are able to serve clients in all nine counties. The Cultural Specialist will continue to work with these agencies to provide ongoing training and ensure the needs of clients and families are being met.

FNRC will continue to participate in the Service Access and Equity Grant program which has provided needed resources to address the disparities at FNRC. The Peer Connections Café grant which ended in April 2023 helped FNRC form two Spanish language parent groups that are helping break the trust barrier and build rapport with FNRC. Through these groups, parents and consumers are educated on topics of their interest as well as both RC services and generic services. They also help build trust with FNRC staff and we plan to continue with these groups and possibly start new ones in other counties.

This grant facilitated the addition of a Spanish speaking IT tech in partnership with one of our vendors. The IT Tech helps our consumers and families access technology. He assesses consumer needs in the home and provides support in person as well as via phone. FNRC has also been working to cultivate our relationship with our Native American consumers and we have two Senior Service Coordinators working on the SAE grant, Developing Connections with Tribal Families and Eliminating Barriers to Early Start Services.

FNRC will also continue to use an agency-wide team approach to address disparities and promote equity. The Diversity and Inclusion team heads this effort led by a Community Services Supervisor; three Resource Development and Quality Assurance Specialists which include the Cultural Specialist, Deaf and Hard of Hearing Community Specialist, and Employment Specialist; and five Senior Service Coordinators; two who work on diversity outreach; two working on tribal engagement; and one working with our Deaf and Hard of Hearing Community Specialist to support the Deaf and Hard of Hearing consumers. This team is evolving and has grown over the last year so that we can address the needs and disparities of our consumers. Communication between case management and community services is crucial and this team will help facilitate this communication so that we can adequately focus our efforts to address the concerns of our underserved families.

Having more services available in Spanish would be a great benefit to our consumers and increase service usage, this is one of the team's goals. This past year a new service in Spanish was added, the creation of Person Centered Plans in Spanish. The team will continue to explore more options and means on how to accomplish this. We plan to assess our programs/services to determine cultural competency levels and determine how FNRC can help support these programs so that they can serve our diverse consumers. This is a project both the Cultural Specialist and DHoH Specialist will work on together. The Cultural Specialist also participates in various internal groups and committees to ensure that cultural and linguistic needs are considered when designing forms, focus groups, informational meetings and/or communications. These include Intake processes, Tribal Engagement, Restoration of Social Recreation Services, and Self Determination. She also meets every other month with all Bilingual SC's to discuss resources and get feedback from SC's on any issues or needs that consumers and families have been experiencing.

Having diverse staff is also very important in addressing disparities and this is one of FNRC's goal when hiring. A stipend is offered for all bilingual staff. At the time of the POS meetings, there were a total of 37 Bilingual staff, an increase of 8 bilingual staff compared to last year's report. The majority being Spanish-speaking, three Hmong-speaking, one Mien-speaking and two fluent in ASL. Cultural competence of FNRC staff is another goal that requires ongoing training. This is developed over time and trainings are planned this year for all staff.

Outreach to our ethnically diverse community is important in reducing disparities and promoting equity. FNRC engages with various community based organizations such as Rowell Family Empowerment, Greenville Rancheria, ARC of Butte County, Level Up NorCal, United Way, State Council on Developmental Disabilities, Hispanic Resource Council of Northern California, and Latino

Outreach of Tehama County among others, to increase collaboration in our efforts to reach these communities. FNRC will also continue to improve social media platforms so that Latino and Hmong families are represented and can access information in their preferred language.

FNRC is also working on developing a Language Access Handbook, which is part of our Language Access and Cultural Competency Plan (LACC) that will be provided to all staff. Also part of the LACC is working with a Language Justice consultant to help FNRC determine our strengths and deficits in this area. With guidance from this consultant, listening sessions and surveys were conducted in order to obtain feedback from our non-English or limited English speaking consumers. The data will then be analyzed by the consultant and presented in an all staff training which will help FNRC focus efforts on the areas identified by our consumers. This training is planned for August of this year.

## Far Northern Regional Center

### Director's Dialogue Public Forum: POS Data Public Meeting Minutes

March 1, 2023

Location: Zoom meeting beginning at 5 pm

Zoom participants: 13

#### 1. Introductions-

- a. Melissa Gruhler introduced the presenters for the meeting, which included the following individuals: Martha Alvarez, Cultural Specialist (CS); Cathy Tillman, Community Services Supervisor; Bethany Miles, RDQA Deaf and Hard of Hearing Community Specialist. CS Martha asked in Spanish if anyone on the Zoom call needed Spanish interpretation and no one did.

#### 2. Service Access and Equity Presentation

- a. CS Martha explained the nature and reason for holding this meeting in a public setting and began the presentation:
  - i. An overview of the Far Northern Regional Center community, by ethnicity, diagnosis, residence and age.
  - ii. Location of the data on the FNRC website and a brief explanation of POS expenditures, authorized services vs expenditures.
  - iii. The POS Data for Fiscal Years 20/21 and 21/22.
    1. Authorized services and expenditures were presented by ethnicity.
    2. Rate of usage has decreased across the board with the lowest usage of services being Latinos and Asians, a trend that has continued.
    3. Target communities will continue to be Latinos, Asians and American Indian/Alaskan natives.
    4. Areas of focus from last year's data: No POS, Birth to 2 years: Both groups improved considerably
    5. New areas analyzed: consumers living at home and SLS/ILS services by ethnicity
      - a. Many of our non-White consumers choose to live in the home and these groups spent equal or more than the average White consumer.
  - iv. Causes for continued gap in service equity by ethnicity:
    1. Language, family/cultural needs, socioeconomic status, different perceptions of the regional center, anti-immigration policies, and lack of trust in agencies.
  - v. Limitations in data: Does not account for generic services i.e. school services, IHSS, CCS etc.; some services more expensive than others and not as accepted in certain cultures; COVID and its effects.
  - vi. FNRC's continued efforts to increase Equity through services:
    1. Increased language access, continue to analyze data, service access and equity team and their work, outreach, DDS SAE awarded grant, diverse staff at FNRC, LACC for language access, Promotora program, specialized services.
    2. Bethany, Deaf and Hard of Hearing Community Specialist explained her work and how she is correcting the data to better identify DHoH consumers
  - vii. Far Northern Regional Center's plan for 2022-23 fiscal year
    1. Continue to develop the service access and equity team
      - a. Team will work on making connections with community based organizations, outreach, and communication with all bilingual SC's.
    2. Increase Language Access and work with the Language Access and Cultural Competency Plan
    3. Focus on current providers and assess how they can encourage more diverse consumers/staff and continue look for new services for our underserved consumers and families

**viii.** Final thoughts

1. CS expressed the need to work together: regional center staff, vendors, SC's, clients and families, in order to see real change.
2. The floor was opened for feedback/questions, Martha CS, asked if Frankie of Office of Clients Rights had any questions or feedback as CS received a letter right before the start of the presentation in regards to the data and did not get enough time to look it over.
  - a. Frankie Delgado expressed that meeting information was difficult to find on the website and suggested there be a centralized place for information and meetings. She also suggested that materials were consistent in their design and messaging.
3. The following question via Chat was asked: The data for those living in the home is all POS spent, not necessarily services that take place in the home? This was confirmed as correct.
4. Tina Harshman inquired into families with Autistic members be provided options to learn ASL as well and wanted to know if there was data on how many of those families there are.
  - a. Bethany, DHoH Community Specialist provided some resources and explained she is still working on the data.
5. Participants wanted more information on free/low-cost community ASL classes in Butte County and Socials for the DHoH community
  - a. Bethany shared Nor-Cal and Shasta College
6. Biggest need identified was for technology and training; so much is on-line now. Challenges were express regarding services and SDP program.

**Meeting adjourned at 6:25 pm.**

**Far Northern Regional Center**  
**Spanish language POS Data Public Meeting Minutes**  
**March 23, 2023 at 5 pm**  
**Location: Woodson Elementary School, Corning, California**  
**Participants: 14**

**1. Introductions-**

- a. This meeting was held entirely in Spanish. Martha Alvarez, Cultural Specialist (CS) introduced herself and her supervisor, Cathy Tillman, Community Services Supervisor. A PowerPoint in Spanish was prepared but the projector did not work, Martha apologized and proceeded the presentation using notes and showing graphs on the laptop and walking around to make sure all could see.

**2. Service Access and Equity Presentation**

- a. CS Martha explained the nature and reason for holding this meeting in a public setting and began the presentation:
  - i. An overview of the Far Northern Regional Center community, by ethnicity, diagnosis, residence and age.
  - ii. Location of the data on the FNRC website and a brief explanation of POS expenditures, authorized services vs expenditures.
  - iii. The POS Data for Fiscal Years 20/21 and 21/22.
    - 1. Authorized services and expenditures were presented by ethnicity.
    - 2. Rate of usage has decreased across the board with the lowest usage of services being Latinos and Asians, a trend that has continued.
    - 3. Target communities will continue to be Latinos, Asians and American Indian/Alaskan natives.
      - a. Participants commented on the differences and some shared why they do not use services which included, not finding a respite provider, services not explained fully by the service coordinator (SC), there was a comment on how there are so many new SC's.
      - b. Other comments were that services were not addressing needs, many shared that they would like more social recreation activities and that some services do not have bilingual staff.
      - c. Interpretation services are not great and therefore people are not well informed. Some organizations that were mentioned were schools, social security offices and IHSS. Professional interpreters are not used and information is lost.
    - 4. Areas of focus from last year's data: No POS, Birth to 2 years: Both groups improved considerably
    - 5. New areas analyzed: consumers living at home and SLS/ILS services by ethnicity
      - a. Many of our non-White consumers choose to live in the home and these groups spent equal or more than the average White consumer.
  - iv. Causes for continued gap in service equity by ethnicity:
    - 1. Language, family/cultural needs, socioeconomic status, different perceptions of the regional center, anti-immigration policies, and lack of trust in agencies.
      - a. Participants commented that they have family members that would like to be respite providers but their immigration status does not allow them to work.
      - b. Some services can be more culturally appropriate, like day programs and bilingual staff is needed. One participant commented how hard the



language barrier is, and why she is hesitant to have her non-verbal son participate in services with no bilingual staff she can talk to.

- v. Limitations in data: Does not account for generic services i.e. school services, IHSS, CCS etc.; some services more expensive than others and not as accepted in certain cultures; COVID and its effects.
- vi. FNRC's continued efforts to increase Equity through services:
  - 1. Increased language access, continue to analyze data, service access and equity team and their work, outreach, DDS SAE awarded grant, diverse staff at FNRC, LACC for language access, Promotora program, specialized services.
    - a. Participants commented on the Promotora program and how they have really benefitted from it. One participant shared she has had trouble getting a hold of her Promotora and wondered if they have less staffing. Martha, CS let her know she will look into that.
- vii. Far Northern Regional Center's plan for 2022-23 fiscal year
  - 1. Continue to develop the service access and equity team
    - a. Team will work on making connections with community based organizations, outreach, and communication with all bilingual SC's.
  - 2. Increase Language Access and work with the Language Access and Cultural Competency Plan
  - 3. Focus on current providers and assess how they can encourage more diverse consumers/staff and continue look for new services for our underserved consumers and families
- viii. Final thoughts
  - 1. CS expressed the need to work together: regional center staff, vendors, SC's, consumers and families, in order to see real change. Martha emphasized that consumer and family input is so important and FNRC needs more of it.
    - a. One participant shared that many times Latinos say they want more information but when meetings or trainings are offered not many show up. She was happy to see that she is receiving more flyers with informational meetings and will continue to attend what is offered.
    - b. Another participant shared that childcare is needed for meetings, that would make it easier for her to attend.
  - 2. The floor was opened for feedback/questions
    - a. Feedback shared was that FNRC has had many new staff and consumers are being shifted from one person to another. Various attendees shared that they were never notified via letter or phone call that they were being changed to another SC.
      - i. Martha, CS spent some time taking names and numbers so she can follow up and let them know who their SC is.
    - b. One participant shared that she did not feel well informed on FNRC services or what the role of the SC is and another shared that transportation is a big barrier.
      - i. Many agreed that transportation is a big barrier to attending any program or service and are wondering what can be done to address that.
      - ii. Martha briefly explained the role of the SC and the participant requested assistance for her daughter at an IEP meeting. She was unaware who her SC currently was so Martha will contact her with the SC name.

**Meeting adjourned at 6:48 pm.**

EL CENTRO REGIONAL FAR NORTHERN  
LE INVITA ACOMPAÑARNOS EN UN

DIÁLOGO CON EL  
EQUIPO DIRECTIVO

TEMA:  
Reunión pública sobre  
Acceso y Equidad

FECHA: 1 DE MARZO, 2023  
HORA: 5:00 PM A 6:30 PM  
LUGAR: POR TELÉFONO Y POR ZOOM



**Panel Del Equipo Directivo:**

- Martha Alvarez, RDQA/Especialista Cultural
  - Bethany Miles, RDQA/Especialista en servicios para clientes con discapacidad auditiva
  - Cathy Tillman, Supervisora de Servicios Comunitarios
- Nota: Habrá interpretación en español disponible

¡Se requiere registración! Favor de seguir este enlace:

<https://farnorthernrc-org.zoom.us/joining/register/tZErd6trDsvG9xDP86Ovqg7DpjBzYecqChX>

Después de registrarse, busque un correo electrónico con los detalles de la llamada por Zoom video conferencia para esta reunión.

FAR NORTHERN REGIONAL CENTER  
INVITES YOU TO JOIN

DIALOGUE WITH THE  
DIRECTOR'S TEAM

TOPICS:  
Access and Equity  
Public Meeting

DATE: MARCH 1, 2023  
TIME: 5:00 PM - 6:30 PM  
LOCATION: BY PHONE AND ZOOM



**Director's Team Panel:**

- Martha Alvarez, RDQA/Cultural Specialist
  - Bethany Miles, Deaf and Hard of Hearing Specialist
  - Cathy Tillman, Community Services Supervisor
- Note: Spanish interpretation will be available

Registration is required! Please follow this link:

<https://farnorthernrc-org.zoom.us/joining/register/tZErd6trDsvG9xDP86Ovqg7DpjBzYecqChX>

After registering, look for an email with the Zoom Conference Call details for this meeting.

# DIALOGUE WITH THE DIRECTOR

## Service Access & Equity



**Martha Alvarez,**  
RDQA/Cultural Specialist

**Bethany Miles,**  
RDQA/  
Deaf & Hard of Hearing Specialist

**MARCH 1, 2023**  
**5-6:30 P.M.**

**Please join us &  
learn about FNRC's:**

- data regarding access of services by diverse populations
- barriers to service
- practices in place to address these barriers

### To Register:

<https://farnorthernrc-org.zoom.us/meeting/register/tZErde6trDsvG9xDP86Ovqg7DpJBzYecqChX>

# DIÁLOGO CON LA DIRECTORA

## Acceso a Servicios y Equidad



**Martha Alvarez,**  
RDQA/Especialista Cultural

**Bethany Miles,**  
RDQA/Epecialista en servicios  
para dificultades auditivas

**1 DE MARZO 2023**  
**5-6:30 P.M.**  
**HABRÁ INTERPRETE  
EN ESPAÑOL**

**Acompañenos y  
aprenda sobre los  
siguiente sobre FNRC:**

- datos sobre el acceso a los servicios de comunidades diversas
- Barreras al acceso
- prácticas implementadas para abordar estas barreras

### Para Registrar siga el enlace:

<https://farnorthernrc-org.zoom.us/meeting/register/tZErde6trDsvG9xDP86Ovqg7DpJBzYecqChX>



Martha Grullón  
Cultural Specialist

## Far Northern Regional Center

Providing services and supports that allow persons with developmental disabilities to live productive and valued lives.

Febrero/February 23, 2023

Estimados clientes y familias,  
Dear consumers and families,

Esta presentación será en español  
This presentation will be in Spanish

Están cordialmente invitados asistir a una presentación para compartir datos de uso de servicios y desigualdades por parte de los consumidores del Centro Regional Far Northern. También tendrán la oportunidad de compartir sus ideas o sugerencias para la mejora de los servicios para la comunidad Latina. Su presencia y participación es muy importante y nos ayudará a enfocar nuestros esfuerzos en los servicios y necesidades que ustedes tienen.

You are cordially invited to attend a presentation to share data on consumer use of services and disparities at Far Northern Regional center. You will also have the opportunity to share your ideas and suggestions to better services for the Latino community. Your presence and participation is very important and will help us focus our efforts on the services and needs that you have.

**¡Lo Esperamos!**  
**Escuela Primaria**  
**Woodson, salon #14**  
**150 Toomes Ave**  
**Corning, CA 96021**  
**23 de marzo de 2023**  
**5 a 6:30 p.m.**  
(Mapa de la escuela al reverso)

**See you there!**  
**Woodson Elementary School**  
**Room #14**  
**150 Toomes Ave**  
**Corning, CA 96021**  
**March 23, 2023**  
**5 to 6:30 p.m.**  
(School map on the back)

¿Tiene preguntas o desea más información?  
Questions or need more information?

Comuníquese con/Please contact:  
Martha Alvarez, Especialista Cultural/Cultural Specialist  
530-332-1481 o malvarez@farnorthernrc.org



Visite y siga nuestra página de Facebook  
<https://www.facebook.com/farnorthernregionalcenter/>

[www.farnorthernrc.org](http://www.farnorthernrc.org)

□ REDDING MAIN OFFICE: P. O. Box 40040 Redding, CA 96001 2418 1600 Chess Creek Rd. Suite 114 Redding, CA 96002-0277 (530) 237-4751 Fax (530) 232-8900  
□ CHICO OFFICE: 1077 East Lassen Ave. Chico, CA 95975 7024 (530) 895-8611 FAX (530) 332-1487  
□ REGIONAL OFFICES in Lake Almanor, Mount Shasta and Yuba