Application Report

Applicant Organization: Harbor Regional Center

Project Name: Harbor Regional Center -Language Accessibility and Cultural Competency (LACC) Plan

FundingAnnouncement: FY 21/22 Regional Center Funding To Improve Language Access And Cultural Competency

Requested Amount: $785,747.54

Project Summary: Harbor Regional Center's Language Accessibility & Cultural Competency (LACC) Plan incorporates the input and suggestions our community has provided. The community in which HRC serves has evolved and grown over the past decade and HRC is committed to providing information, services, and supports in culturally and inclusive ways to mirror our community. HRC's LACC Plan includes hiring a bilingual Language Accessibility Cultural Specialist to oversee the foundational activities of the plan and assist HRC in understanding the cultural and linguistic needs of our diverse community, while strengthening HRC's ability to share information, resources, and supports using a variety of grassroots and digital platforms. HRC's plan focuses on increased representation of all cultures and ethnicities (including Black and LGTBQIA+ communities), improved accessibility, development of information in easy to understand plain language, and improved communication/information sharing in English, American Sign Language, Spanish, Korean, Tagalog, and Khmer.

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Section Name: Regional Center Profile

Sub Section Name: RC Organization Profile

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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:

Harbor Regional Center (HRC) is one of seven regional centers within Los Angeles County, serving a diverse community of nearly 17,000 individuals with intellectual/developmental disabilities who reside in the geographic areas of South Bay, Harbor, Long Beach, and southeast cities of Los Angeles County. The US Census Bureau (2020 American Community Survey) reports that 56.1% of individuals in LA County speak a language other than English at home. The Census Bureau also reports that 46.7% of the LA County population are not U.S. Citizens.

HRC's demographic data, according to Purchase of Services Expenditures data for FY20-21, mirrors that of the wider county. HRC serves clients who identify as Hispanic (42%); White (19%); Asian (12%); Black/African American (11%); Other/Multi-Cultural (15%); Native Hawaiian/Pacific Islander (1%); and American Indian/Alaska Native (0.13%). HRC serves individuals and families whom speak over 15 different languages, over 82% of individuals speak English, while 15.78% speak Spanish, and growing languages including Korean (0.53%); Tagalog (0.33%), and Khmer (0.63%). Inclusive of ethnicity, HRC also serves those who are deaf and hard of hearing (0.01%), identify as LGBTQIA+, and are non-US Citizens. HRC serves a community with varying socio-economic status, and strives to be enriched by the diversity within our community.

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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:

HRC has implemented a variety of efforts to increase language access & cultural competency in HRC's service area. To ensure that HRC staff can appropriately communicate with our community, HRC has been diligent in hiring staff that can mirror the ethnic/cultural composition & language needs of those individuals/families whom HRC has served. As such, HRC employs over 350 employees, of whom 67.8% are Hispanic/Latino, 6.8% are Black/African American, 11.6% are White, 9.9% are Asian, 0.8% are Native Hawaiian/Pacific Islander, 3.1% are Multi-Cultural. HRC staff speak 14 different languages, including a Deaf/Hard of Hearing (D/HH) Specialist who can communicate using American Sign Language (ASL). HRC will continue to recruit & hire additional bilingual staff.

HRC's website is an integral access point in communicating & sharing information with the community & HRC's website has the capability to translate web content into 20 different languages. HRC uses the same translation/interpretation company for all translation/interpretation needs in order to maintain consistency. A majority of HRC's informational publications are translated into a variety of languages including Spanish, Korean, Khmer, Japanese, Farsi, Traditional/Simplified Chinese, & Vietnamese.

Historically, HRC service providers report their capabilities in supporting different language needs. As new providers are identified, HRC encourages providers to hire bilingual staff or add D/HH components into program designs.

Section Name: Language Assessment

Sub Section Name: Language Access and Culture Plan

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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:

Harbor Regional Center's leadership team has reviewed the Language Access and Culture data provided by DDS. The data has also been reviewed and further analyzed with HRC's Manager of Diversity and Inclusion and Community Outreach Specialist. HRC intends to share this data with HRC's Board of Trustees, Sub-Committees, and broadly share information with individuals, families, the community, and important stakeholders to further gather input.

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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
- Surveys
- Outreach events

Applicant Comment:

HRC will coordinate and hold at least two listening sessions for each of the high frequency languages to begin building trust and establishing connections directly within our diverse communities.

HRC will develop a survey for each of the high frequency languages & implement surveys following trainings, workshops, or outreach events to gather input and feedback.

HRC will participate in outreach events throughout our catchment area and implement surveys to capture stakeholder input.

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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
- Partner with CBOs to host a community meeting

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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
- Korean
- Tagalog
- Other
- Spanish

Applicant Comment:

Khmer

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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 Providers
- Community Organizations

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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

- Identify distribution list

Applicant Response:

HRC will develop a survey to gather stakeholder input by:

- Reviewing language data
- Getting survey translated into high frequency languages using LRA Interpreters
- To ensure accuracy, review draft languages amongst bilingual staff/community partners
- Utilize HIPAA-Compliant SurveyMonkey account for electronic surveys/responses
- Store & retrieve data using the HIPAA-compliant SurveyMonkey account
- Exported data will be stored on a secure, encrypted HRC computer/database for authorized users related to LACC

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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:

- In-person interview
- US Mail
- Website Link
- Text Message Link
- Virtual Interview
- QR Code

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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. Check all that apply. If you selected "Other", please identify what that will be.

Applicant Response:

- American Sign Language
- Korean
- Spanish
- Tagalog
- Other

Applicant Comment:

Khmer

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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:

HRC will collaborate with neighboring RCs on outreach to common diverse populations including ASL, Latino, Korean, Cambodian, etc. HRC will coordinate meetings with neighboring cultural specialists to discuss the possibility of collaboration.

Section Name: Cultural Competency Assessment

Sub Section Name: Cultural Competency Assessment

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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:

Harbor Regional Center's leadership team has reviewed the Language Access and Culture data provided by DDS. The data has also been reviewed and further analyzed with HRC's Manager of Diversity and Inclusion and Community Outreach Specialist. HRC intends to share this data with HRC's Board of Trustees, Sub-Committees, and broadly share information with individuals, families, the community, and important stakeholders to further gather input.

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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
- Outreach Events
- Surveys

Applicant Comment:

Listening Sessions: HRC will coordinate and hold at least one meeting with our various support groups to learn more about aspects of culture that may be valuable to our clients, families, and community.

Surveys: HRC will develop a survey related to cultural competency and implement surveys following trainings, workshops, or outreach events.

Outreach Events: HRC will participate in outreach events throughout our catchment area and implement surveys to capture stakeholder input.

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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
- Partner with local CBOs to host a community meeting

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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:

- Asian
- Deaf and Hard of Hearing
- LGBTQ+
- Hispanic
- Black/African American

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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 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 Providers
- Community Organizations

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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:

HRC will develop a survey to gather stakeholder input by:

- Reviewing culture/ethnicity data
- Getting survey translated into high frequency languages using LRA Interpreters
- To ensure accuracy, review draft surveys amongst bilingual staff/community partners
- Utilize HIPAA-compliant SurveyMonkey account for electronic surveys/responses
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- Exported data will be stored on secure, encrypted HRC computer/database for authorized users related to LACC

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:

- In-person interview
- Email
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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
- Korean
- Spanish
- Tagalog
- Other

Applicant Comment:

Khmer

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:

HRC will collaborate with neighboring RCs on outreach to common diverse populations including Black, LGTBQIA+, Korean, Cambodian, etc. HRC will coordinate meetings with neighboring cultural specialists to discuss the possibility of collaboration.

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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:

In early 2022, HRC and its employees re-committed to becoming a more culturally and linguistically competent agency. This journey will be a multi-layered approach consisting of training and self-assessment, in order to help ensure that HRC practices and procedures will reflect the inclusivity of each employee's cultural preferences and increase awareness the cultural needs of individuals and families whom HRC serves. HRC is exploring ways to ensure consistent culturally competency language interpretation in meetings, including enlisting the review/input of self-advocates, families, and community partners.

Section Name: Language Access and Culture Plan

Sub Section Name: Language Access and Culture Plan

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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:

HRC will recruit/hire a Language Accessibility Cultural Specialist (LACS), who will be responsible for overseeing all aspects of HRC's LACC Plan. The LACS will be responsible for the overall coordination/day-to-day activities of HRC's project. The LACS will develop, cultivate relationships/partnerships with key stakeholders, including self-advocates, family members, & community members from various cultural communities to gather information/valuable input regarding unique language/cultural needs within HRC's catchment area. The LACS will coordinate/facilitate a variety of focus groups; including developing surveys, processes for collecting/analyzing data. The LACS will participate in meetings/trainings & may be responsible for presenting/communicating information/data in a variety of settings, including multi-disciplinary teams/systems.

HRC also plans to hire a Team Assistant to support the administrative functions of HRC'S LACC Plan.

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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:

HRC intends to partner with several experts and community partners in providing training/education to HRC employees (i.e. support staff, service coordinators, management) regarding Diversity, Equity, Inclusion, Access & Belonging (DEIAB); plain language; and important issues around people's sexual orientation, identity, gender, and expression (LGBTQIA+). Each provider will submit qualifications and scope of work prior to providing any services to HRC. Costs estimated to be DEIAB - $100,000; Plain Language - $1,000; LGBTQIA+ - $1,000.

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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:

Harbor Regional Center wants to increase/improve information accessibility so that the Hispanic/Latino; Black; Korean; and Cambodian communities in which HRC serves can obtain simple, easy-to-understand information and resources they may need. HRC will:

• Hire a Language Accessibility Cultural Specialist

• Establish a text messaging platform

• Create 5 short videos to assist people on how to navigate website, intake application, resources, etc.

• Update Website to be more accessible

HRC will develop and establish a process of embedding cultural competency within HRC practices through linguistic and cultural competency learning and training.

• DEIAB certification training for HRC Staff

• Staff training on LGTBQIA+ and plain language

• Providers

• Conduct focus groups for Spanish, Khmer, Korean, and Tagalog groups (locations in the community, provide food) to learn from different cultures/groups