Application Report

Applicant Organization:	Frank D. Lanterman Regional Cent
Project Name:	FY 2021-22 Regional Center Funding to Improve Language Access and Cultural Competency
FundingAnnouncement:	FY 21/22 Regional Center Funding To Improve Language Access And Cultural Competency
Requested Amount:	$734,345.00

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:

Frank D. Lanterman Regional Center (FDLRC)serves the Los Angeles County region including catchment areas: Central LA/Wilshire/Hollywood, Burbank, Glendale, La Canada/La Crescenta, and Pasadena. FDLRC serves over 11,400 clients with many different preferred languages. Currently, the top threshold languages served by FDLRC include: Spanish, Korean, Armenian, and Tagalog. Additional languages served under 50 include: Chinese, Farsi, and Russian. Demographics for FDLRC clients served includes: Hispanics (5,032); White (3,452); Asian (1,476); Black/African American (714); Other (304); American Indian/ Alaskan Native (12). As such, FDLRC has a long history of recruiting staff that represent the cultures and languages of the Lanterman community.

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:

FDLRC has a long standing history of recruiting staff that represent the cultures and spoken threshold languages of the Lanterman Community. Currently, FDLRC has 171 service coordinators , managers and support staff that speak Spanish; 23 service coordinators, managers, and support staff that speak Armenian; and 13 service coordinators, managers and support staff that speak Korean. We need to build upon recruiting efforts for other languages and cultures as this practice had allowed FDLRC to orally communicate FDLRC information to individuals served and family members. FDLRC has utilized a translation service for some of its written communication on an as needed basis; this is often on an as needed basis which may result in a delay in the translation of the finished product.

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:

FDLRC's (2) Associate Directors of Client & Family Services provide direction and leadership to service coordination staff, interface with Board of Directors, will be responsible for: community meetings, prep, presentations and documentation. Will work with FDLRC staff to review accuracy of language/ethnicity data. Will collaborate with Community Services for service innovation to address the needs of the culturally and linguistically diverse populations. Will work with HR for maintaining bicultural and bilingual staffing.

---

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

Applicant Comment:

New Language Accessibility Specialist will organize, facilitate and document focus groups with community stakeholders. Develop, conduct and analyze community surveys. Outreach Specialists positions will identify independent contractors in needed threshold languages to host info sessions, orientation and specialized group sessions.

---

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 meetings with nontraditional community partners

---

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
- Armenian
- Cantonese Chinese
- Korean
- Mandarin Chinese
- Russian
- Spanish
- Tagalog

---

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
- Management
- Regional Center Board Members
- Service Providers
- Community Organizations

Applicant Comment:

Language Accessibility Specialist position will develop, organize and facilitate community stakeholder groups. Develop, conduct and analyze surveys.

---

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:

Language Accessibility Specialist will ensure the accuracy, readability, availability and cultural appropriateness of survey translations. Will identify threshold languages based on language and ethnicity data. Will use professional translation of survey. Will review draft language translation with parent leaders, staff, and focus groups. Will research available surveys to ensure language accessibility and culturally responsiveness to the needs of the diverse communities served.

---

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

---

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
- Armenian
- Cantonese Chinese
- English
- Korean
- Russian
- Spanish
- Tagalog
- Thai
- Mandarin Chinese

---

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:

Not applicable

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:

Associate Directors of Client and Family Services will provide direction and leadership to service coordination staff, and will interface with Board of Directors, committees, and families in the following activities: responsible for community meeting, preparation. presentation and documentation to share and improve data. Will work with FDLRC staff to review accuracy of language/ethnicity data. Language Accessibility Specialist with supervision from Koch Young Resource Center will meet with stakeholders, community, families, conduct surveys and ensure accuracy, readability availability and cultural appropriateness of translation of information.

---

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

Applicant Comment:

Expand outreach efforts and potential partnerships by developing contracts as needed with community organizations representing the following groups: Hispanic, Chinese (Cantonese/Mandarin), Korean, Armenian (Western/Eastern), Filipino. Research possible relationships with the community organizations representing the following groups: African American, Deaf/HoH community in collaboration with the Deaf Access Specialist, LGBTQ, Farsi, Russian, Thai and Arabic.

---

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
- Partner with local CBOs to host a community meeting

---

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

---

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:

Language Accessibility Specialist will utilize professional translation services to ensure accuracy, readability, availability and cultural appropriateness of survey translations. Will review culture, ethnicity, and race data to develop, conduct and analzye community surveys. Will identify multiple methods available to ensure linguistic and cultural competency. Will partner with community organizations, and parent groups to review draft to ensure quality.

---

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

---

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
- Armenian
- Cantonese Chinese
- English
- Korean
- Spanish
- Tagalog

---

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:

Not applicable

---

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:

Conduct an assessment of FDLRC's current website for ease of use, identification of vital information requiring translation and points of contact benefiting from oral or sign language interpretation. Regular and periodic language needs assessment to determine threshold languages for document translation, including printed outreach and educational publications. Coordination and streamlining of interpretations and translation services for individual planning meetings and public meetings.. Develop quality control measure to ensure languages accessible materials culturally responsive to needs of diverse communities served. The Center's Service Coordination and Advocacy Training (SCAT) is presented in English, Spanish and Korean on an annual basis. Propose translating into 2 additional languages (Armenian and Chinese).

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:

New Language Accessibility Specialist position- subject matter expert for coordinating all language translation needs of FDLRC. Ensure accuracy, readability, availability and cultural appropriateness of translations. Identify 5 most commonly used FDLRC publications. Collaborate with the Cultural Specialist and Deaf Access Specialist to improve language access interpretation for non-English speakers and ASL interpretations during in person, virtual meetings, and online platforms. Organize, facilitate focus groups with the community stakeholders. Develop, conduct and analyze community surveys. **New 2 Outreach Specialist positions-** partner with culture-based organizations for outreach activities. Identify independent contractors in threshold languages to host info sessions for FDLRC families. One of the positions will be located at the Mexican Consulate located within FDLRC catchment area will conduct outreach and child find activities, informational meetings on eligibility, & trainings.

---

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:

---

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:

Short Term goals (October 22 reporting)- Recruit and hire Language Access Specialist and 2 outreach specialist. If the individuals are new to FDLRC, these positions to complete the following training: New Staff Orientation, Service Coordination Orientation and Service Coordination and Advocacy training. Introduce these positions to FDLRC staff, family support groups, community partners and Board of Directors. **Long Term goals- (next 2 years)-** Expand outreach efforts and potential partnerships by: develop contracts as needed with community organizations representing the following groups: Hispanic, Chinese (Cantonese/Mandarin), Korean, Armenian (Western/Eastern), Filipino. Research possible relationships with community organizations representing the following groups: African American, Deaf/HoH community in collaboration with Deaf Access Specialist, LGBT, Farsi, Russian, Thai, Arabic. Based on previous efforts listed, Outreach and Informational Sessions will be developed on topics such as: Intake/Eligibility, KYRC, generic resources. Develop language specific videos. Conduct an assessment of FDLRC's current website for ease of use. ID info requiring translation and interpretation. Conduct orientations and specialized group and family info sessions. Regular and Periodic language needs assessment to determine threshold languages for translation. Coordination and streamlining of interpretation and translation services. Develop quality control measure to ensure language accessible