

**OFFICE OF CLIENTS' RIGHTS ADVOCACY**  
**Protection & Advocacy, Inc.**

**MEMORANDUM**

Date: August 8, 2003

To: Jeanne Molineaux

CC: Guy Leemhuis, Lisa Navarro, Patricia Carlos

From: Eva Casas-Sarmiento

Re: **Annual Outreach Report for the Period of  
July 1, 2002 through June 30, 2003**

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**OVERVIEW**

OCRA continues its commitment to improve services to traditionally underserved communities by conducting target outreach activities. Overall, the primary goal of OCRA target outreach during the outreach period that just ended was to, at a minimum, achieve parity with regional center demographics regarding the ethnicity of the consumers that OCRA serves.

OCRA's statistics over the past 3 years demonstrate that it consistently continues to make progress toward this commitment. OCRA is at, or very close to, parity for almost all ethnicities. OCRA has sought to accomplish this goal through a comprehensive outreach structure that includes a statewide outreach committee, ongoing staff training on outreach, development of individual target outreach plans at each of the 21 OCRA offices, and regular reporting and monitoring of implementation.

This past year, OCRA also worked to improve its data-gathering procedures so that it could, among other things, adequately assess whether its target outreach work has resulted in an increase in the number and type of assistance it provides to regional center consumers from different ethnic

populations. OCRA now has the systems capacity to generate various reports such as language, ethnicity, and type of service provided. With this systems capacity in place, OCRA will be developing ways to monitor, not just the number of consumers served by ethnicity, but also the level of assistance provided by ethnicity. Ultimately, OCRA seeks to ensure that its resources are being equitably distributed among the very diverse pool of consumers throughout California.

Ethnicity	% Regional Center Clients (current)	% OCRA Clients 02/03	% OCRA Clients 01/02	% OCRA Clients 00/01	% OCRA Clients 99/01
African-American	10.59	10	9	9	8
Latino	27.8	27	24	24	24
American Indian or Alaskan Indian	.41	1	1	1	1
Asian	5.23	4	3	5	4
Pacific Islander	2.14	1	1	1	1
White	44.98	49	47	48	56
Multicultural (self-identified)	Not listed	4	4	4	3
Unknown/Other	7.23	4	11	8	8

**End of Previous Target Outreach Period**

By June 30, 2003, OCRA completed work on individual target outreach plans that had been in effect for a 6 quarter period (from January 2002 through June 30, 2003). The 21 individual OCRA offices submitted their 6-quarter final status reports outlining what outreach activities had been

completed during this period. The outreach committee is in the process of evaluating these status reports and doing an analysis of whether the required minimum target outreach goals were met. The performance evaluations for all offices regarding the outreach period that just ended are expected to be completed before the end of August. Each office will receive an individualized, comprehensive assessment of its target outreach activities and whether it achieved the goals set out in its outreach plan.

**OCRA Staff Training**

In May of this year, all OCRA staff renewed its outreach training. Two full-day trainings took place, one in Northern California and one in Southern California. The training agenda included a review of OCRA’s outreach structure and guiding principles; presentations from staff on what worked and what didn’t during the last outreach plan year; instructions on how to write new plans; instructions for processing and reporting outreach activities; ideas for how to diversify one’s caseload; and distribution of ethnicity data.

**New Target Outreach Plans**

After renewing their training on how to conduct outreach, the offices were also asked to draft and submit their new proposed target outreach plans that will cover July 1, 2003, through June 30, 2004. Staff was asked to review ethnicity data from the 2000 census, from regional centers, and from OCRA intake data to decide on which traditionally underserved community should be the focus of target outreach for each new outreach plan. The OCRA outreach committee has reviewed the new proposed outreach plans and worked with individual offices to finalize those plans so that staff can proceed to work on meeting its goals and objectives. The chart below outlines which underserved communities the individual OCRA offices decided to target after reviewing its county, regional center, and OCRA office intake ethnicity demographics:

	Latino	African-American	Asian	Native American
Alta		Yes		
Central Valley	Yes			

East Los Angeles	Yes			
Far Northern	Yes			
Golden Gate			Yes	
Harbor			Yes	
Inland	Yes			
Kern	Yes			
North Bay		Yes		
North Los Angeles	Yes			
Redwood Coast				Yes
East Bay			Yes	
Orange County	Yes			
San Andreas	Yes			
San Diego	Yes			
SanGabriel/Pomona	Yes			
South Central		Yes		
Tri-Counties	Yes			
Valley Mountain			Yes	
Westside	Yes			
Total	12	3	4	1

The Lanterman office has not yet submitted a plan since a CRA has just recently been hired.

### **Outreach to Latino Community**

As the chart above indicates, the Latino community will be the subject of target outreach in the majority of OCRA offices. The ethnicity data from the 2000 census, from the regional center, and from OCRA intake information clearly indicated that Latinos comprise a large number of regional center consumers and that OCRA needs to improve on the provision of advocacy assistance to this community.

Achieving the goal of increasing the number of Latino consumers OCRA serves will require that OCRA pay special attention to the linguistic and cultural needs of this community. OCRA has been in the process of assessing the linguistic diversity of its existing staff and exploring ways of improving how it makes effective use of staff's language abilities. OCRA has also been seeking to improve hiring and retention practices so as to increase the number of Spanish speaking staff.

### **Outreach to Native American Community**

OCRA has also sought to improve outreach to the Native American community. Several OCRA staff participates in PAI's Northern and Southern California Native American outreach committees. Participation in these committees ensures that OCRA is actively involved in outreach activities that pertain specifically to Native American regional center consumers in the various catchment areas throughout the state.

Although only one office has the Native American community as the target group under the new plans, OCRA has nonetheless joined efforts with PAI's Native American Multicultural Affairs Advocate to conduct various trainings throughout the past year and upcoming year. Outreach to the Native American community is part of OCRA's general agency-wide goal of improving services to traditionally underserved communities of color which includes the Native American community.

## **HIGHLIGHTS OF OUTREACH ACTIVITIES**

1. East Los Angeles Regional Center: 3/22/03 Clients' Rights Training for Spanish speaking support group.
2. Harbor Regional Center: 4/05/03 Booth/Table at South East Family Resource Center Fair (African American Community)
3. Inland Regional Center: 6/9/03 Spanish Presentation re IHSS and Due Process
4. Kern Regional Center: 3/21/03 What is OCRA? Presentation to Autism Latino Parent Support Group
5. East Bay Regional Center: 5/24/03 Rights Presentation for Chinese Parent Support Group of Oakland Asian Community Mental Health Services.
6. Orange County Regional Center: 6/21/03 Ask A Lawyer Day Training for Vietnamese Parent Support Group
7. Redwood Coast Regional Center: 6/24/03 What is OCRA? Presentation to Native American tribal members at Robinson Rancheria
8. San Diego Regional Center: 5/22/03 Social Security Training in Spanish to Latino consumers/families of El Centro area.
9. San Gabriel/Pomona Regional Center: 5/31/03 Intake Day at Asian Community Conference Fair (Chinese community)
10. Valley Mountain Regional Center: 4/11/03 Special Education/Regional Center Training to Latino Parent Support Group