

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

MEMORANDUM

Date: August 1, 2005

To: Jeanne Molineaux

From: Emma Hambright

Re: **Annual Outreach Report for the Period of July 1, 2004
through June 30, 2005**

OVERVIEW

OCRA remains committed to reaching out to traditionally underserved communities of color across the state. Recognizing that communities of color in California have disproportionate access to services and assistance, OCRA has made a commitment to have each of its 21 offices select one community of color as a focus for outreach during the fiscal year, and develop a plan to address that community's needs. Each OCRA employee was required to complete a minimum of at least 3 outreach activities to his or her identified group, and each office was required to complete one self-advocacy training during the fiscal year.

With staff's commitment to equitably distribute OCRA resources across the state, OCRA was able to meet parity with California's diverse pool of regional center consumers. On the basis of this success, OCRA will expand its outreach commitment in the up-coming fiscal years to focus on building and maintaining relationships within its diverse service communities. Outreach plans will change from a one year plan to a two year plan to increase opportunities for relationship building.

Over the past fiscal year, OCRA employees traveled throughout the state and its many rural areas, providing trainings to communities and developing key contacts with consumers, family members, and other agencies. Substantive training topics included Special Education trainings, regional center IPP development and the fair hearing process, Medi-Cal, advocacy skills, Social Security, IHSS, and clients' rights trainings including recognizing and avoiding financial abuse.

In addition, OCRA employees conducted “Intake Clinics,” staffed information booths at important conferences, and joined the planning committees of important conferences throughout the state such as Harambee, Respectability, Fiesta Educativa, and the Asian Pacific Islander conference to be held during the up-coming fiscal year.

To expand staff’s ability to reach and serve its catchment areas, the OCRA orientation committee created on-line access for OCRA employees to training materials, while the OCRA training committee continued its commitment to expanding staff’s knowledge on substantive topics, facilitating monthly in-service staff trainings. As the chart below indicates, OCRA employees continue to uphold OCRA’s commitment to developing relationships of trust with traditionally underserved communities of color.

Ethnicity	% Regional Center Clients (current)	% OCRA Clients 04/05	% OCRA Clients 03/04	% OCRA Clients 02/03	% OCRA Clients 01/02	% OCRA Clients 00/01	% OCRA Clients 99/00
African-American	10.68	10	10	10	9	9	8
Latino	30.76	29	28	27	24	24	24
American Indian or Alaskan Indian	.41	1	1	1	1	1	1
Asian	5.53	4	5	4	3	5	4
Pacific Islander	2.29	1	1	1	1	1	1
White	43.65	44	47	49	47	48	56
Multicultural (self-identified)	Not listed	5	3	4	4	4	3
Refused to State/Other	6.68	5	5	4	11	8	8

UPDATE ON POLICY AND PROCEDURAL CHANGES

At the start of this past fiscal year, OCRA implemented new outreach policies and procedures to improve and streamline outreach activities.

The electronic outreach report form has been effective in streamlining outreach reporting. OCRA employees have diligently reported their activities on the electronic form, which has allowed outreach staff to run reports and track outreach trends throughout the state including gathering outreach statistical data.

OCRA and PAI multi-cultural affairs advocates worked together to develop an on-line master calendar of PAI program outreach activities. The on-line calendar has been a catalyst for increased OCRA/PAI collaboration.

OCRA renewed its commitment to meeting the cultural needs of the communities it serves by placing continuing emphasis on hiring a bilingual staff. The addition of a bi-lingual ACRA in both the North and the South, for intake, has allowed OCRA to maintain its growing relationships within the Spanish-speaking communities, while the Spanish-speaking staff rotation list has increased the level of service OCRA is able to provide consumers by providing language access for staff on a variety of cases.

END OF PREVIOUS TARGET OUTREACH PERIOD

OCRA completed work on its outreach plans, as of June 30, 2005. However, with a renewed commitment to furthering the outreach goals of the agency, the outreach committee, OCRA supervisors, and the PAI Multi-Cultural Affairs Director met with PAI's executive director to discuss and develop new approaches to outreach. As a result, a new outreach structure memo was developed to provide OCRA staff with clear guidelines for conducting outreach to traditionally underserved communities of color. A major development to come out of this planning meeting was an agreement to move away from "targeted" outreach to focus more attention upon building on-going and lasting relationships of trust with underserved communities. To support this approach, outreach plans will be extended from one year to two years and run from July 1, 2005, to June 30, 2007, with quarterly reporting requirements throughout.

To assist offices in selecting which traditionally underserved community of color they want to focus on for relationship building purposes, outreach staff provided each OCRA office with statistics regarding its individual regional center's intake and ethnicity demographics for the fiscal year 2004/2005. In addition, outreach staff

conducted OCRA staff trainings in June, 2005, for both the Northern and Southern offices, and discussed questions and concerns that arose over the last fiscal year. Outreach staff also joined OCRA weekly conference calls to discuss any questions and concerns raised by the newly revised outreach structure memo.

SELECTED HIGHLIGHTS OF OUTREACH ACTIVITIES THIS PAST QUARTER;

1. Harbor Regional Center and Lanterman Regional Center-6/17/05; ARC of the South Bay. Clients Rights Bingo.
2. Harbor Regional Center-6/17/05; Fiesta Educativa. Transition from School to Work.
3. Lanterman Regional Center, Harbor Regional Center, South Central Regional Center, and PAI Investigations Unit- 4/16/05; Cure Autism Now Walkathon. Resource Booth.
4. South Central Los Angeles Regional Center-6/1/05. Special Education Multicultural Affairs Advisory Board. SSI and IHSS.
5. Lanterman Regional Center- 4/12/05; Padres Unidos Parent Support Group. Proceso de IEP.
6. Kern Regional Center-6/17/05; Fiesta Educativa. “Understanding the Feeling of Having a Child with Special Needs”.
7. Kern regional Center- 6/25/05; H.E.A.R.T.S. Connection. Respite.
8. Tri-Counties Regional Center w/ Director-5/13/05. What is OCRA.
9. Tri-Counties Regional Center-4/25/05. Regional Center Services and Special Education Rights.
- 10.San Gabriel/Pomona Regional Center—4/15/05, 5/20/05. Parents Place. IEP Process in English and Spanish.
- 11.San Gabriel/ Pomona Regional Center—4/01/05, 5/06/05, 6/03/05. A Parents Place. IPP/IFSP Process in English and Spanish.
12. Westside Regional Center-6/17/05. Fiesta Educativa. Legal Clinic on Public Benefits and resource booth.
- 13.Inland Regional Center-4/25/05. ABC Disabilities. IPP Process and RC Disputes and Appeals, in Spanish.
- 14.San Diego Regional Center-4/23/05. People First Conference. Introduction to OCRA.
- 15.San Diego Regional Center-5/26/05. Services de Asistencia en Casa. IHSS
- 16.Eastern Los Angeles Regional Center-4/27/05. Panel Presentation on “Informed Choice and Cognitive Disabilities.
- 17.Eastern Los Angeles Regional Center-6/18/05. IPP and IFSP Legal Clinic.
- 18.Eastern Los Angeles Regional Center-6/24/05. Changes to IDEA presentation.
- 19.Valley Mountain Regional Center – 5/13/05. Special Education training.

- 20.Valley Mountain Regional Center-4/27/05. OCRA presentation at Early Start parents.
- 21.Central Valley Regional Center-5/26/05. Lanterman Act training to parents.
- 22.Central Valley Regional Center-6/17/05. Training on Early Start Due Process Procedures to parents.
- 23.Alta California Regional Center-5/17/05. Training re Regional Center and IPP process to parents.
- 24.San Andreas Regional Center-6/14/05. IPP training to parents in Spanish.
- 25.Redwood Coast Regional Center-Eureka-4/8/05. Attended IANCNW agency leaders re Special Education.
- 26.North Bay Regional Center-4/22/05. Hearing Procedures training to parent group.
- 27.Golden Gate Regional Center-4/1/05. “What is OCRA” training to Spanish speaking parents.
- 28.Far Northern Regional Center-5/5/05. Training on Immigration and regional center status to parents group.
- 29.Far Northern Regional Center-5/10/05. Training to parent support group.
- 30.Far Northern Regional Center-6/28/05. Training on “What is OCRA” presented to parents and consumers with interpreter in Spanish.
- 31.Regional Center of East Bay-5/20/05. Training on Advanced Directives and Medical Consent to Vietnamese Family Support Group.