

## SG/PRC POS Expenditure Data—FY 19-20 Comments

Date	Language & Time	Meeting:	Attendance
Wednesday, 3/11/ 2021	Spanish (9:30-11:30)	Nuevo Día Parent Support Group	52 individuals attended which included staff.
<b>Who made comment</b>	Comments translated to English. Comments captured according to affiliation.		
<b>Parent</b>	Navigating the Regional Center was very helpful to understand what SG/PRC can offer.		
<b>Parent</b>	Parent Mentor program was a good support to her as she learned how better communicate with her Service Coordinator.		
<b>Parent</b>	It is good to learn about services from the regional center but when she approached her service coordinator, she did not know what the parent was speaking about.		
<b>Dialog of few parents captured</b>	A good discussion held amongst the parents and a portion of parents that attended felt that improvements need at SG/PRC were in the professionalism of Service Coordinators, vendors, and when seeking services.		
<b>Parent</b>	that the person on the phone when seeking was first seeking services from intake told her right away that she did not qualify for RC services. Later, the school told her about Children Hospital so she can get her son diagnosed. CHILA then helped her to go back to SGPRC to request services. SGPRC found her child eligible for Services. She felt she lost years in potential services.		
<b>Parent</b>	They feel discouraged to appeal a denial of a service. Parent found it to complicated and confusing. Assistant to Fair Hearing Manger offered supports to mother to encourage her to enter the fair hearing process and how our fair hearing manager helps to simplify the process or try to resolve the disagreement at the first level.		
<b>Parent</b>	Parents want information to be given in an understandable way. It is often in Spanish, but the parent still does not understand what is being said.		
<b>Parent</b>	Parent made comments that information is important.		
<b>Parent</b>	There are situations when there is still a need for service, but parent is told their services are sufficient		
<b>Parent</b>	IS it there are not sufficient expenses for Hispanic... for years I had no services. The SC is the one that tells us what our children need and the type of service. But services are not provided because SC think we already have many services but that is not how it has to be. The SC need more education and training. SC need to go to training so they know what services can be helpful. They need better understanding and how to explain. SC need to be focused on services. I am about to get a lawyer but did not because it was a sensitive		

	issue but it shouldn't have to get to that but some parent needs to take those measures for them to get services.
Parent	Since March of last year, they did not know how to send me answer in regard to Service how can we begin to educate the vendors sincerely in my experience they are not trained to do what our children's needs. They have no clue how to deal with people with their disabilities. I cannot say I have ever had a therapist that knows what they are doing with my kid. I have not had an experience I cannot say that I have had a good experience. Supposedly funding comes from DDS and regional center so as a parent i would like to focus on a global level on training. A lot of parents, we need to have more time because we do not have a lot of times when we have time to express ourselves and say everything we need.
Parent/Partner	I Work with a lot of families and the problem with families is not understanding all the services available. Seeing the POS and knowing what
Parent/Partner	A barrier affecting Latin families, I have notice is that when families ask for a new service. The parent is evaluated if they fit the services. That is not up to them, their role is to coordinate the service or to say that the person has already too many services. The evaluation is to see if the person benefits from the service. educate service coordinators not to be judgmental and to allow parents to exercise their basic rights. link, clients and families to training opportunities. NCRS has many different modules. do they get a certificate that you attended the modules? yes at the end that you can get a certificate. sometimes courts ask parents.
Parent	It appears to me that there is missing information and loss of communication at an internal level at regional center. When I ask for a Service, I could not explain myself and SC said I cannot duplicate services. I could not explain its not a duplication, I wanted my daughter to find a way to communicate.
Parent	Parent fear because of their immigration status
Parent	The education to the coordinator is important so they don't give their opinions. It took a long time for my daughter to be accepted to regional center.
Parent	Its true what the parents share. The service coordinators respond before evaluations are done.
Parent	Thank you for the opportunity. My SC is accessible. sometimes she doesn't give what my daughter needs but we are working towards it and getting better. we have a lot of things to do and worry about. why do we have to go to appeal, and we have to prepare excessively so that we can win. If we do not, then regional center will win. A lot of parents get discouraged at this point and give up.