

## Angel View Responses – 10/30/2020

### 1. How do you select the 50 to be served?

Our case managers will identify 50 kids with disabilities to be served by this grant whose families need case management services because of COVID impacts

### 2. Are they located throughout the Coachella Valley?

Yes, we serve kids throughout the Coachella Valley but the children who will be helped by this grant will all be East Valley residents.

### 3. You state that you service 400 individuals, and then mention 50 children, please explain the two different numbers given.

We will serve a total of 400 children with disabilities in FY 2020-21. Not all of the kids get the same services. Some only need transportation reimbursement for travel to Loma Linda. Some need resources and referrals. Others need mini-grants for medical equipment, supplies and/or services. And some need case management. The grant will not provide services for all of them but it will help us provide case management services to 50 of the children.

### 4. Are there other barriers?

These families face many, many barriers. Language, education, income and transportation are the hardest. It is extremely difficult to find and access resources, particularly if you are not fluent in English. There's lots of red tape and hoops families must jump through. It's time consuming and exhausting to apply for services, gather documents, wait for people to call back who frequently don't. One call leads to another which leads to another. We help families navigate the safety net programs, including unemployment, and apply for benefits. We also help them understand their responsibilities in regard to their kids' IEPs, and act as translators and advocates at IEP meetings. In addition, at the moment, kids are attending school virtually so parents have to cope with all of their children's educational and technical needs, plus the medical/therapy needs of the child in the home who has a disability. It is a lot to deal with! We help with insurance advocacy as well – which is another barrier families deal with.

### 5. Linguistic isolation? Multiple children with disabilities in the family?

Yes, there is serious linguistic isolation. That is why all of our staff are bilingual and help translate forms, requirements, etc. for the parents of the kids we serve. Re multiple children

with disabilities in the family, we have quite a few families who have more than one child with a disability. Sadly it is not uncommon.

#### 6. What is your financial sustainability plan?

Our financial sustainability plan is the same it has been since we launched the program in 2012. We raise 100% of the budget each year because all services are provided at no cost to clients. We seek grants, request donations, hold fundraisers and use a portion of the proceeds from the sale of merchandise donated to our resale stores. But there is no silver bullet. There is no state or federal fund that will pay us to provide the service. We will do it as long as there is a need and we can raise the money. We've managed to quadruple our outreach staff (from one person to 4) over the years and to add multiple services that were not part of the original program (like case management). We try to be responsive to what our clients' families really need. We are looking into Caltrans as a potential source of funding for the transportation reimbursement portion of the program (which is a significant cost) but that would not take effect for another year or two, when the next RFP is issued. It would be a huge help though if we are able to qualify.