

| Barriers |
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| Barrier: Delay in services due to needing to go through insurance first |
| Barrier: Health insurance coverage or approval |
| Barrier: Information from Regional Center not helpful |
| Barrier: Issues with Therapy Sessions |
| Barrier: Lack of communication from service coordinator |
| Barrier: Needs being overshadowed by intelligence or other abilities |
| Barrier: Not receiving a new evaluation |
| Barrier: Pediatrician does not understand what Regional Center does |
| Barrier: Pediatrician recommended wait and see |
| Barrier: Regional Center does not check on families enough |
| Barrier: Regional Center does not explain what services they offer |
| Barrier: Regional Center does not provide enough information to parents |
| Barrier: Regional Center evaluations not child friendly |
| Barrier: Regional Center process challenging |
| Barrier: Regional Center Early Start ends at 3 years |
| Barrier: Regional center lack of consistency of therapists |
| Barrier: Regional Center lack of social rec information or opportunities |
| Barrier: Regional Center service coordinator not helpful |
| Barrier: Regional Center therapist would arrive late |
| Barrier: Regional Center therapist would not reschedule canceled sessions |
| Barrier: Related to COVID Child Not Paying Attention to Therapy Virtually |
| Barrier: Related to COVID difficulty related to mask requirements |
| Barrier: Related to COVID Long Wait to get an Appointment |
| Barrier: Related to COVID Not receiving services from SGPRC during stay-at-home order |
| Barrier: Related to COVID Parent not being able have an in person meeting with the Regional Center |
| Barrier: Related to COVID Regional Center not taking calls |
| Barrier: Related to COVID Telehealth Services not adequate |

| Facilitators |
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| Facilitator: Disability Rights CA_helpful |
| Facilitator: Received Services Elsewhere_School |
| Facilitator: Cultural congruency enhanced service delivery |
| Facilitator: Happy with school-based services |
| Facilitator: Positive experience with regional center therapist |
| Facilitator: Positive experience with service coordinator |
| Facilitator: Positive experience with Zoom therapy |
| Facilitator: Regional Center provided information |
| Facilitator: Regional center listened to parent |
| Facilitator: Regional Center offered in person therapies when others were getting telehealth only |
| Facilitator: Regional center provided information in appropriate language |
| Facilitator: Regional Center_Early start extended services while waiting for school services |
| Facilitator: Regional Center_Early Start provided education and tools to parent |
| Facilitator: Regional Center_in person therapies helpful |
| Facilitators: Growth of Child since joining SGPRC |
| Facilitators: Happy with Regional Center Services |
| Facilitators: Regional Center explained parent rights and services |
| Facilitators: Regional Center therapies helped with behavior |

Table 2. Codebook: Barriers and Facilitators