

Overview of Master Plan Community Engagements

Community engagements since the September 18th Master Plan Committee Meeting overview:

HOST	COMMUNITY	DATE
Golden Gate Regional Center Advocates	Service providers and advocates serving the San Francisco Bay Area	9/10/2024
PRAGNYA Coffee, Chai, and I	Families and self-advocates from the South Asian communities and greater San Jose area	9/21/2024
"Voices for Change" Event	Families and individuals from the Chinese, Japanese, and Vietnamese communities	9/21/2024
SCDD	Membership of the State Council on Developmental Disabilities	9/24/2024

Golden Gate Regional Center Advocates

- Make the process to apply for multiple services at once easier to reducing paperwork and using simple language.
- Increase services for people with complex medical needs, especially finding more nurses and clinicians who will work with people with disabilities.
- Address provider staffing shortages and low wages and create a system that can quickly adjust pay rates for workers when the job market changes.
- Make the Self-Determination Program (SDP) easier to use for people who don't have the resources to effectively navigate it on their own.
- Clarify what services people are entitled to and make it easier for them to access these services.
- Improve services and resources in rural areas where they are currently limited.
- Promote careers in disability services by partnering with schools and offering incentives to attract workers.
- Ensure Deaf individuals in the ID/D system have the right communication support to prevent isolation.
- Is there any information about how funds from state-run facilities that have closed are being reinvested in the current system?

PRAGNYA Coffee, Chai, and I

- Create an easy-to-understand manual or FAQ document to help families navigate disability services and spend less time dealing with bureaucracy.
- Leverage technology to improve service coordination, information sharing, and accountability across disability systems. For example, develop a "Life Tracker System" to monitor services from birth to end of life

- Establish an independent oversight role to ensure quality in disability services across different agencies.
- Strengthen job retention support for adults with disabilities to help them keep long-term employment.
- Create a task force to address the shortage of providers with adequate training on serving individuals with disabilities. This includes people in disability services and individuals otherwise serving people with disabilities, like teachers, healthcare providers, and first responders.
- Improve mental health services for people with developmental disabilities and ensure they are well-integrated with other care.
- Create more supports and the development of a proactive plan across systems (RC, Education, healthcare, etc.) for seamless transitions between early intervention, school, and adult services.
- Offer better support to families who choose to keep their adult children with disabilities living at home, including supports that are both person-centered and culturally appropriate for the family.

Voices for Change

- Service coordinators need better training to provide accurate information to families about the Self-Determination Program (SDP) and to understand clients' needs during Individual Program Plan (IPP) meetings.
- Improve oversight to ensure care providers deliver safe, quality care, hold them accountable for incidents like abuse, and make the accountability transparent.
- Families should be informed when service coordinators change and there should be a plan to maintain continuity of care.
- Provide information about services in various languages, like Japanese, and allow families to check their request status online and for families to escalate service issues and seek remedies when support is lacking or inadequate.
- Ensure consistency in services across regional centers to reduce confusion and ensure equal access for families.
- Develop more culturally responsive living options for aging individuals in specific ethnic communities and assist families in planning for the future of their adult children with disabilities.
- Include programs that address both behavioral and medical needs for those requiring extra support.
- Share information about local support groups where families can connect with others in similar situations.
- Simplify and speed up the process for getting reimbursement from regional centers, including easy to find and easy to understand information on the requirements for the family and the responsibilities of the RC.

- Offer more access, including language assistance, for the public to participate in Regional Center meetings so the community has access to RC leadership.
- Form a multicultural family advisory committee to improve accountability and transparency about services at regional centers.

State Council on Developmental Disabilities

- Regional centers operate differently from each other which creates confusion for families. We need clear and consistent definitions of services across all centers.
- Service coordinators often feel stressed and underpaid. We need to improve their work conditions by offering better training, pay, and career growth for them.
- Families should receive clear information about services and decision-making to help build trust in the system.
- Different cultures have various views on disabilities. This can make it hard to access services. We need to listen to and engage diverse communities in our planning.'
- Families worry about whether their feedback is taken seriously. There should be a way to hold regional centers accountable for the commitments they make in response to community input and concerns.
- The system needs to be simpler and easier for families to use and all different types of families to engage with. This includes siblings who are actively involved in supporting the person receiving services.

Community Engagements for Future Report Outs

- Tribal Developmental Disabilities Symposium
- California Association of Health Facilities Conference
- Convening with Rural NorCal Communities
- Valley Mountain Regional Center LVAC
- Northern L.A. County LVAC
- Focus Groups series with Service Coordinators
- Korean Families Support Group
- SAC6 Self Advocacy Council
- California Foundation for Independent Living Centers Meeting
- DVU: Equity Conference