



## Master Plan for Developmental Services Workgroup 4 Meeting #7 - Summary

**Wednesday, January 29, 2025**

**1:00 p.m. – 4:00 p.m. PT**

**Virtual Zoom Meeting**

### **Attendance**

#### **Workgroup Members in Attendance**

- Aderonke Adejuyigbe
- Alison Morantz
- Amy Westling
- Dominique Mellion
- Dora Contreras
- Leticia ("Lety") Garcia
- Mark Melanson
- Tina Ewing-Wilson
- Victor Lira

### **Facilitators and Workgroup Chairs/Leads in Attendance**

- Oscar Mercado (Co-Chair)
- Will Leiner (Co-Chair)
- Joe Perales (Equity Lead)
- Jonah Frohlich (Facilitator)

### **Public in Attendance**

Over 90 public attendees attended the meeting via Zoom video conference.

### **Welcome and Introductions (slides 1-4)**

Jonah welcomed everyone and shared the agenda. The workgroup will review three draft recommendations and discuss other ideas for the third priority area.

## **Timeline and Process for Developing Recommendations (slides 5-6)**

Jonah shared that there will be one final official workgroup 4 meeting in early March. Jonah asked members to review the recommendations that have been updated since the last workgroup meeting. He encouraged workgroup members to give feedback using tracked changes or comments to help improve the recommendations before they are shared with the committee.

## **Discuss Priority 3 Recommendations (slides 7-33)**

The workgroup discussed three draft recommendations related to workgroup 4's third accountability priority: (1) mistreatment, abuse and neglect; (2) payment and incentives; and (3) contracting.

The mistreatment, abuse and neglect recommendation was presented by workgroup member Tina Ewing-Wilson and Workgroup 2 co-chair Quiche Weller. Workgroup members shared personal experiences about incidents in group homes and said better monitoring by independent agencies was needed. Other workgroup members praised the work of the presenters and agreed that there needs to be more legal consequences for offenders. Co-chair Will Leiner said there needs to be more transparency in abuse cases, and discussed how nondisclosure agreements and other settlements can prevent transparency in these situations.

The workgroup discussed the payment and incentives recommendation. The recommendation highlighted recent rate reform efforts in the I/DD system. It highlighted how payments are starting to be linked to performance and quality outcomes instead of being based on the volume of services provided. However, challenges remain in measuring outcomes at the individual and system level and linking outcomes to payment. Concerns were raised by workgroup members about regional cost differences, bilingual staff needs, and the potential for low-quality services if incentives aren't properly structured.

Workgroup members recommended increasing funds to support payment reforms, clarifying roles for regional center staff, developing the right performance measures, and ensuring no one is left when introducing new incentives.

The contracting recommendation was reviewed by the workgroup. It included a review of regional center performance measurement and how contracts can be used to incentivize behavior. During the discussion, one workgroup member emphasized the need to make sure contracts are made available in multiple languages using plain and accessible language.

Workgroup members said that regional center oversight needs to be strengthened, potentially through more audits. They also said that consequences for non-compliance needed to be stronger, and should include financial penalties. Some workgroup members said that an independent party organization should oversee the audit of regional centers.

Another workgroup member said it is important to have good quality data to make sure regional center measures are accurate. One workgroup member talked about problems with regional centers. They said that problems with regional centers being the only choice can make it hard to see if people are getting the help they need.

## **Discuss Other Priority 3 Ideas, Next Steps and Upcoming Meetings (slides 34-38)**

The workgroup discussed two additional recommendation ideas.

One idea was presented by Will and focused on the appeals and complaints process. The idea included compensation if a person wins an appeal after being wrongly denied services by the regional center. The workgroup discussed how individuals could receive extra services or compensation to make up for the services they should have been getting all along. The workgroup agreed that a recommendation about this idea should be developed.

The second idea was presented by Oscar and included accountability measures and other actions that should be considered as part of making regional centers and their processes for deciding eligibility more transparent and easier to understand. Workgroup members said more clarity is needed about “secret committees”. The workgroup recommended that this idea be added to the Performance measures” recommendation.

## **Public Comment (slide 39)**

A summary of public comments is included in the Public Comment summary document which is available with other meeting documents on [the Master Plan web page \(https://www.chhs.ca.gov/home/master-plan-for-developmental-services/\)](https://www.chhs.ca.gov/home/master-plan-for-developmental-services/).

## **Meeting Materials:**

- Discussion PowerPoint and other meeting documents on the [Master Plan committee workgroup web page \(https://www.chhs.ca.gov/home/mpds-committee-workgroup/\)](https://www.chhs.ca.gov/home/mpds-committee-workgroup/)