

The background of the slide is a collage of various business and creative icons. These include a magnifying glass, a hand writing on a notepad, a coffee cup, a lightbulb with three lightning bolts inside a large yellow circle, gears, puzzle pieces, a hand holding a pen, a computer monitor, and a hand writing on a notepad. There are also dashed lines and arrows connecting these elements, suggesting a process or workflow. The text "INSPIRATION" is written in the top left, "DESIGN" in the bottom center, and "RESEARCH" in the bottom left.

# MASTER PLAN *for* Developmental Services

Workgroup 3 Kick-Off  
Meeting

August 9, 2024



Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."



ASL interpreters have been "Spotlighted" on Zoom and automatic closed captioning is active. Please make sure you state your name & speak slowly before making comments to help our interpreters.



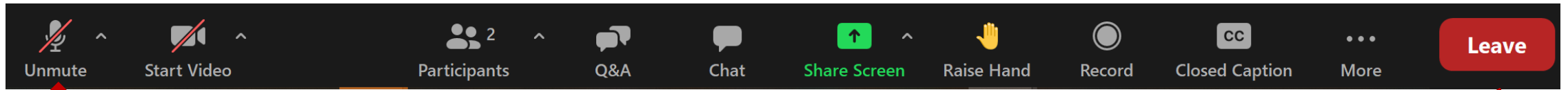
This meeting is being recorded.



Materials are available at: <https://www.chhs.ca.gov/home/master-plan-for-developmental-services>.



Questions? Comments? Email [DSMasterPlan@chhs.ca.gov](mailto:DSMasterPlan@chhs.ca.gov).



Committee members can unmute their mic when it's their turn to speak

Committee members can turn their webcams on/off here

Participants will always be able to use the Q&A feature to ask questions and make comments during the meetings. In addition, the chat feature will be open unless it is an accessibility barrier to a member of the workgroup.

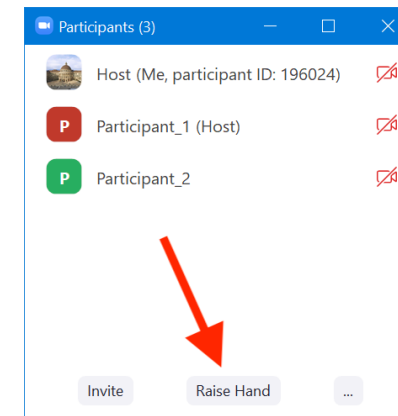
Raise your hand when you want to speak

You may need to click on "Participants" and a new window will open where you can "Raise Hand"

Leave the webinar at the end of the meeting



- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants



# Agenda

- Welcome and Introductions (*45 minutes*)
- Workgroup Roles and Responsibilities (*15 minutes*)
- Review of Equity Tools (*30 minutes*)
- 10 Minute Break
- Discuss and Finalize Workgroup Priorities (*45 minutes*)
- Next Steps (*15 minutes*)
- Public Comment (*30 minutes*)

# Welcome and Introductions

## ***Please share:***

- *How you would like to be addressed*
- *The organization or communities you represent*
- *Something you are excited about working on in the Workgroup*

# Workgroup Roles and Responsibilities

# Community Agreements

## **1. Show respect toward others**

- We show respect and assume good intentions from others.

## **2. Listen for understanding**

- We actively listen, acknowledge each other's ideas, and ask questions out of sincere curiosity.

## **3. Create a safe space for difficult conversations**

- We establish safe spaces for difficult conversations; we welcome and respect differences in opinions.

## **4. Share time and space for everyone to contribute**

- We practice "time-mindfulness", leaving space for others to contribute.
- We are present and participate in one conversation at a time.



# Community Agreements

## **5. Support an inclusive environment**

- We embrace and value the diversity of perspectives, cultures, backgrounds, and experiences and center our work in the diverse voices of people with lived and living experience and their families.

## **6. Embrace collective wisdom**

- We are open to possibilities and out-of-the-box thinking, and make informed decisions together.

## **7. Build Community**

- We engage with our communities and bring their voices and ideas to the table.

## **8. Teamwork**

- We work together as a team.



## Our Vision for the Master Plan

- A Plan for the future of Developmental Services to effectively provide equitable, consistent, and accessible services to all Californians with developmental disabilities.
- The committee and workgroups, with community input, will develop the Master Plan priorities, recommendations, and goals.
- The committee, state leadership, and community leaders across the state will work together to complete the Master Plan with a bold vision and goals for the future by March 2025.

# Formation of Workgroups



We are establishing **Five Workgroups** based on our Vision for Success and other input from Committee members and the community:

## **Group 1**

Individuals and families experience person-centered service systems they trust

## **Group 2**

Individuals receive timely, inclusive, and seamless services across all service systems

## **Group 3**

Individuals and their families receive services from a high-quality, stable and person-centered workforce

## **Group 4**

Individuals and their families experience consistent, transparent, accountable and data-driven systems that focus on outcomes

## **Group 5**

Individuals are entitled to life-long services with adequate resources

# Workgroup Charter

The Master Plan for Developmental Services workgroups will support the creation of the Master Plan.

Workgroups will develop recommendations and present them to the Master Plan Stakeholder Committee for review and approval.

## Workgroup Membership

- Workgroup members include Master Plan Stakeholder Committee members and community members.
- All workgroup members were appointed by CalHHS.
- All workgroup members will help make sure that diverse opinions and viewpoints are considered.
- Workgroup members represent self-advocates and family members, regional centers, vendors, service providers, community advocates, and other stakeholders.

# Workgroup Member Roles and Responsibilities

Workgroup members have been selected for their experience and expertise.

Community workgroup members serve in an important advisory role to the Master Plan Stakeholder Committee and CalHHS.

## Workgroup Member Responsibilities

- Attend and actively participate in meetings.
- Tell workgroup Chairs and staff if they cannot attend a meeting.
- Review materials prior to each meeting.
- Follow the Master Plan [Community Agreements](#) to allow members to express diverse and innovative points-of-view.
- Be solutions oriented.
- Provide input on draft materials.

# Workgroup Meeting Supports

## Meeting Supports for all Master Plan Workgroup Participants

- ASL and Spanish interpretation and Zoom auto-captioning during all meetings.
- Interpretation in other languages requested by meeting participants or members of the public.
- Other disability-related accommodations requested such as large print materials, modified color contrast, screen-reader compatible materials, etc.

Support facilitators are available to any workgroup members who receive services from a regional center.

Please contact Olivia Raynor ([oliviaraynorphd@gmail.com](mailto:oliviaraynorphd@gmail.com)) to discuss what support options might be helpful to you.

# Workgroup Co-Chair Responsibilities

- Work with Master Plan staff to prepare for each workgroup meeting.
- Review draft workgroup material prepared by Master Plan staff.
- Review draft workgroup meeting summaries.
- Review workgroup data, information and research requested by the workgroups.
- Help Master Plan staff facilitate workgroup meetings.
- Participate in periodic meetings with other workgroup chairs.
- Present workgroup recommendations to Master Plan Stakeholder Committee.

## Review of Equity Tools



## Review of Equity Tools

To center the Master Plan in equity and the experience of individuals and their families, we are relying on two concepts:

- Universal Design
- Targeted Universalism

# Universal Design

- Systems are designed so that all people of different abilities can use them.
- They are flexible, easy to use and help people understand how to use them.

# Universal Design

Examples of needs and abilities we should consider include people who:

- Have difficulty understanding information
- Use a mobility device, screen reader, or Braille
- Need help from another person

# Universal Design

More examples of needs and abilities we should consider include people who:

- Use an adaptive communication device
- Use sign language
- Speak languages other than English
- Do not have access to technology

# Targeted Universalism

- “Universalism” means setting universal goals, or outcomes that we want everyone to achieve.
- “Targeted” means using specific strategies or processes to achieve those goals for specific groups, depending on their needs and circumstances.

# Equity Tool & Key Questions for Analysis



## Stakeholder Workgroup Recommendations Worksheet

**Instructions:** Each workgroup has a focus area and developed a related set of priorities. Workgroups will complete this worksheet to develop recommendations for each priority. The recommendations will be presented to and reviewed by the Master Plan Stakeholder Committee to consider for inclusion in the Master Plan. This worksheet will also help each workgroup and the Committee center its recommendations in equity.

|                              |                            |
|------------------------------|----------------------------|
| <b>Workgroup Focus Area:</b> | <b>Workgroup Priority:</b> |
|------------------------------|----------------------------|

Step 1: Universal  
Goal Setting.

**Where do we want to  
be?**



**Step 1: Define a Universal Goal for the Priority (Where we want to be)**  
Define a universal goal for all people with ID/DD in California.

Step 2: Problem  
Statement.

**Where are we now?  
Who is being left  
behind?**



**Step 2: Develop a Problem Statement for the Priority (Where we are now)**  
Describe where we are relative to the goal. Which groups have not been able to reach the goal? Which groups are farthest from the goal? Who has been left behind?

# Equity Tool & Key Questions for Analysis



Step 3: Root Causes of Problem.  
**Why are we here?**



|   |
|---|
| <b>Step 3: Identify the Root Causes of the Problem</b><br>Finding the root cause of a problem is looking for why a problem exists. Why are certain groups further from reaching the universal goal? What do impacted groups say about their experiences of the problem? |
|   |

Step 4:  
Recommendations.  
**How and what should be changed?**



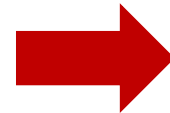
|   |                       |  |
|---|-----------------------|--|
| <b>Step 4: Recommendations to Achieve the Goal</b><br>Some recommendations might aim to help everyone move toward the goal while others include specific strategies to help those that are farther from the goal. The recommendations should take into account usability for all people regardless of ability or disability. Some recommendations, like changing culture, might need several different strategies working together. |                       |  |
|   | <b>Recommendation</b> | <b>Recommendation Type (e.g. policy, training, research, etc.)</b> |
| #1  |                       |  |



# Equity Tool & Key Questions for Analysis

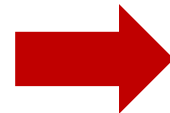


Step 5: Milestones.  
**What are the key components of the work ahead?**



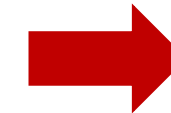
| Step 5: Define Short and Long-Term Milestones needed to implement the recommendations. |  |
|--|--|
| Short-Term Milestones<br>(next 1 to 2 years)   | Long-Term Milestones<br>(next 3 to 10 years) |
| 1)<br>2)   | 1)<br>2)                                     |

Step 6: Community Outcomes.  
**What will be different for the community?**



**Step 6:**  
**Community Outcomes** help assess whether the goal is met. (Progress toward the universal goals and targeted goals for identified groups).

Step 7: Individual Outcomes.  
**What will be different for the individual?**



**Step 7: Outcomes for Individuals**  
Describe how the recommended changes would make a difference in how people with IDD experience services, policies, and programs.

**10 MINUTE BREAK**

## Discuss and Finalize Workgroup Priorities

# Workgroup 3 Priorities (*for discussion*)



## Priorities

Priority 1: Expand pipeline and career pathways to attract employees and ensure diversity that is representative of the community.

Priority 2: Ensure adequate compensation and supports in order to recruit and keep quality staff from diverse communities, particularly those with lived experience.

Priority 3: Ensure clarity and consistency in the roles and responsibilities of service coordinators across the systems to ensure they provide culturally responsive services that meet the needs of service recipients.

## Resources to support work

- Presentations and input from organized labor.
- Presentation and information on the Governor's Master Plan on Career Education.
- Focus groups and roundtables with the vendor community and service coordinators.
- Update on workforce and other related initiatives in the Master Plan for Aging.

# Next Steps



- Draft Agenda Topics for Next Stakeholder Committee Meeting
  - *Review of recent community engagements and input on Master Plan*
  - *Workgroup report out to stakeholder advisory committee*
  - *Other suggested agenda items*
- Plan workgroup meeting dates through the end of the year
- Facilitators to schedule subsequent workgroup meetings to focus on:
  - *Confirming workgroup priorities*
  - *Developing workgroup recommendations*
  - *Identifying data and research needs to support recommendation development*

## Public Comment

Public comment period will be limited to no more than 30 minutes.

If you want to make public comment regarding the topics of this meeting, please raise your hand and we will call on you in the order shown in Zoom.

At 2 minutes you will be asked to complete your thought to ensure everyone who wants to has a chance to speak.

Please let us know if you need additional time as a disability related accommodation to make your comment.

If you prefer to send comments in writing, email them to:  
[DSMasterPlan@chhs.ca.gov](mailto:DSMasterPlan@chhs.ca.gov) or post them in the Q&A

# Thank you!

Look forward to seeing you at our next Stakeholder Committee meeting.

Wednesday, August 21, 2024

10:00 a.m. – 3:30 p.m.

Location: Virtual and in-person

CA Lottery Building, 700 North 10th Street, Sacramento

For more information visit our website at:

[www.chhs.ca.gov/home/master-plan-for-developmental-services](http://www.chhs.ca.gov/home/master-plan-for-developmental-services)

Send us your input at: [DSMasterPlan@chhs.ca.gov](mailto:DSMasterPlan@chhs.ca.gov)

