MASTER PLAN for Developmental Services

Stakeholder Committee Meeting
November 6, 2024

Housekeeping

- Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretación". Luego haga clic en "Español" y seleccione "Silenciar audio original".

- ASL interpreters have been "Spotlighted" and Zoom, automatic closed captioning is active.
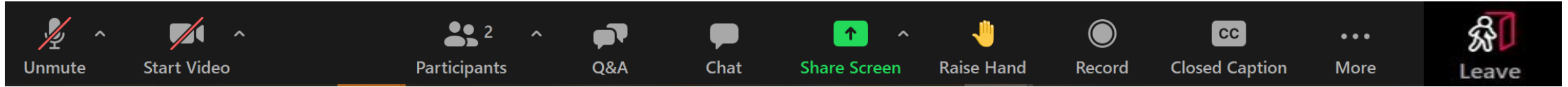
- This meeting is being recorded.

- Materials are available online on the Master Plan web page.

- Questions? Comments? Email DSMasterPlan@chhs.ca.gov

Zoom Instructions

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

Committee members can turn their webcams on/off

All attendees can type questions/comments in the Q&A for all participants to see. Chat is available for everyone unless it's an accessbiilty barrier to a member of the committee.

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"**

Use the "leave" icon at the far right of the Zoom toolbar to 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
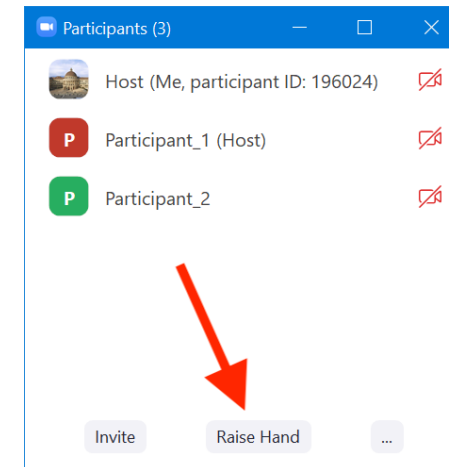
Agenda

- Welcome (10:00 am)

- Workgroup Roundtable & Public Input Session Part 1(10:15 am)

- Break (11:15 am)

- Workgroup Roundtable & Public Input Session Part 2(11:30 am)

- Public Comment (1:00 pm)

- Adjournment (1:30 pm)

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

Workgroup Roundtable & Public Input Session

The goal is to give all Committee members a chance to share their views on the workgroup ideas as they are being developed.

For Committee members on Zoom

- Committee members will be assigned to a breakout group.
- Each breakout room will have a facilitator. The facilitator will provide a summary of each workgroup topic.
- Committee members will discuss all five workgroup topics. They will have 25 minutes to discuss each topic.

For Members of the public

- Public Members will participate in the Zoom environment, choosing either an English or Spanish language breakout room.
- Hosts will facilitate five workgroup topic discussions and request input from participants.

Workgroup Topics

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 Roundtable & Public Input Session Part 1

- Roundtable facilitators will present on progress from workgroups 4 & 5.
- Committee members will have 25 minutes to discuss in their small groups.
- Members of the public will also have 25 minutes to provide input.

Workgroup 4

Recommendations: Priority #1 (1/2)

Priority #1: Make sure all regional centers follow the same rules. They should offer the same services and say what they pay for the services they give. We want everything to be clear and fair, and to use language everyone can understand.

Recommendation #1: Develop service definitions for a wide range of services, written in a way that is equitable and accessible to everyone.

Recommendation #2: Create and keep an updated list of clear, fair, and consistent rules for all regional center services and how they are approved.

Recommendations: Priority #1 (2/2)

Recommendation #3: Develop IPP processes that are consistent, transparent, and equitable across all regional centers. IPP processes should be clear about what services are available. They should meaningfully involve individuals and families and must accommodate their specific needs and preferences.

Recommendation #4: Improve the Vendorization process. Make vendors more accessible to everyone. This will help improve access to service providers for all self-advocates and families.

Workgroup 4, Priority #2

Enhance data and technology systems to improve equitable access to information. Use data and technology to help everyone more easily navigate the systems. Protect the privacy of individuals that receive services:

o Provide individual and family access to their information;

o Measure individual outcomes, system outcomes and performance;

o Make information available for research, analysis, evaluation, and to support accountability.

Priority #2 Ideas (1/3)

POSSIBLE "Big Ideas":

1. Modernize IT finance and case management systems that all regional centers must use. This is a recommendation from the 2023 the Little Hoover Commission. Other ideas related to this recommendation:

   - Develop portals to the case management system that individuals and families can use. Portals could provide access to important information, IPPs, services and supports, appeals. And other documents
   - Enhance data and technology systems being developed by PAVE to improve access to information. This could help people more easily navigate systems.
   - Develop online community, platforms and hub for individuals and families. This would help people connect and share ideas and experiences

Discussion Questions:

- What do you think about these ideas?

- Are there other related ideas the workgroup should consider?

Priority #2 Ideas (2/3)

POSSIBLE "Big Ideas":

2. Improve access to information and the quality of data for research and analysis.

   - Link DDS, Medi-Cal, social service and other data to provide a more complete picture of services and supports self-advocates receive;
   - Create clear rules about using these data to make it more accessible to researchers;
   - Make these data more accessible to help researchers identify individual and system outcomes and trends.

3. Measure the success of the $11 million in Equity Grants.

Discussion Questions:

- What do you think about these ideas?
- Are there other related ideas the workgroup should consider?

***POSSIBLE* "Big Ideas"**:

4. Develop surveys and other tools to better understand if services and support systems are meeting self advocate and family needs.

   - Most surveys should be anonymous;
   - Surveys should ask about services people receive, how much time it took to get them, and how good they were
   - Surveys should also about experiences with service coordinators, vendors and other services and supports providers
   - Surveys and other tools are also needed to get better information about ethnicities, languages spoken and other information about individuals and families

Discussion Questions:

- What do you think about these ideas?
- Are there other related ideas the workgroup should consider?

Workgroup 5

Workgroup 5 Priorities

Priority 2: Integrate waiver and State Plan services across systems to improve quality of life and outcomes.

Priority 2 Simplified version: Connect the different types of services that people with developmental disabilities use in California (Regional Center, schools, mental health, and more). This will help all the systems work together to help people live better lives and reach their goals.

Equity Tool: Our Goal

1. Universal Goal Setting → Our Priority #2 tells us where we want to be.

- Individuals with I/DD can fully participate in community life when all systems make sure individuals and families can easily get services with supports and accommodations they need.

- When systems are designed, the needs of individuals with I/DD are fully incorporated into the design. Systems are intentionally designed to empower individuals to control and direct their own services and to provide individuals with leadership opportunities to control their lives.

- Systems support individuals and families with robust coordination and navigation of services to ensure holistic and seamless approach to supports.

- Systems work collaboratively to prevent and eradicate discrimination, segregation, and institutional practices and fully include people with I/DD.

Equity Tool: Problem Statements

2. Problem Statement (example) → Where we are now

People with I/DD experience disproportionate barriers in accessing and receiving lifelong person-centered services and supports from healthcare, behavioral health, education, housing and other systems.

Intersectionality of I/DD with other identities (for example: race, ethnicity, language, and other identities) can make those barriers worse.

Priority #2 DRAFT Recommendation Ideas

- State needs to structure Medicaid authorities in a way that creates seamless and easy access to services and supports, and does not create barriers or duplication. Reginal Centers will support individuals and families in understanding and navigating available options.

- Systems support individuals and families with robust coordination and navigation of services they provide, and connect and coordinate with each other to ensure holistic and seamless approach to supports.

Priority #2 DRAFT Recommendation Ideas

- Provide adequate resources to ensure there are enough providers for people to choose from across the state.

- Develop flexible funding models that ensure access, availability of disability related accommodations and accessibility supports to people with I/DD, and allow individuals to be served in a culturally appropriate and person-centered way.

- Partner with educational and credentialing systems to incorporate learning about disability as a natural part of human experience in educational programs for healthcare, BH, educational, and other professionals.

- Ensure systems and professionals are aware of their legal obligation to serve all individuals regardless of the disability status and provide necessary accommodations to ensure equitable services for individuals with ID/DD.

BREAK

15 Minutes

Workgroup Roundtable & Public Input Session Part 2

- Facilitators will present on progress made in workgroups 1, 2, and 3.

- Committee members will have 25 minutes to discuss in their small groups.

- Members of the public will also have 25 minutes to provide input.

Workgroup 1

Workgroup 1 Priorities

1. Build trust in Regional Center systems and other systems, particularly for people of color.

2. Make sure that anyone who is eligible for services learns about, understands, and gets individualized and timely services- regardless of their age, language access, race, ethnicity, location, or other characteristics.

3. Ensure individuals have choice and control over their lives by making self-determination the core of the developmental disabilities system.

4. Ensure equity of access and options in Regional Center services to support consistency in the experience of families and individuals, while still assuring a person-centered system.

Priority 4

Priority 4: Ensure equity of access and options in Regional Center services to support consistency in the experience of families and individuals, while still assuring a person-centered system.

As you review the initial ideas that workgroup members submitted, please think about:

1. Which of these ideas stand out as important ways to achieve Priority #4, and why?
2. Is there an idea you want to add?

Initial Ideas for Recommendations (1/8)

Equity and Access:

1. Make sure everyone has the same access to Regional Center services across all communities, regardless of immigration status, and maintain consistency in services provided

2. Make services available in areas with fewer resources

3. Make sure all demographic groups have equal opportunities to access support

Initial Ideas for Recommendations

Cultural and Linguistic Competency:

1. Create programs and materials in multiple languages to serve diverse cultural communities

2. Make sure all regional center employees meet cultural and linguistic competency requirements

3. Translate service descriptions, forms, and information about resources like IHSS and employment into plain language for families and clients who speak different languages

Initial Ideas for Recommendations

Community Outreach and Education:

1. Work with local communities through early head start programs, community organizations, and healthcare providers to educate about regional center services

2. Host informational sessions

3. Provide materials to local health clinics, schools, and community centers

4. Partner with local leaders to raise awareness about available services

Initial Ideas for Recommendations

Mentorship and Support:

1. Create mentor programs within different language communities

2. Assist extended family members in applying for regional center services

3. Train bilingual psychology students to perform assessments

4. Offer support networks for grandparents, aunts, and uncles who are caregivers

Initial Ideas for Recommendations

Standardization and Accountability (Related to AB 1147):

1. Create common performance measures and protocols across all regional centers, with rewards for good performance and consequences for failing to meet standards

2. Assess regional centers on community integration, employment, equity in service access, case management responsiveness, individual and family choice, consumer satisfaction, human and civil rights, and health and safety

3. Make performance data accessible in machine-readable formats

4. Place underperforming regional centers on public probation, if necessary, to ensure accountability and continuous improvement

Initial Ideas for Recommendations

Person-Centered Services:

1. Adapt services to meet the individual needs of clients, including offering intellectually challenging activities and social coaching for high-functioning individuals

2. Ensure flexibility to customize services to each person's unique circumstances and goals

3. Service coordinators should focus on problem solving

Initial Ideas for Recommendations

Communication and Transparency:

1. Improve communication between clients and counselors and provide regular feedback loops

2. Make sure performance measures and service availability are publicly reported

3. Foster transparent practices to build trust with the community

4. Service coordinators should track client meetings and ensure consistency

5. More one-on-one communication between service coordinators and clients

6. Restructure the emergency line

Initial Ideas for Recommendations

Technical Assistance:

1. Provide technical assistance to underperforming regional centers from other successful regional centers or subject matter experts

2. Provide support from peers who have achieved success

3. Contract with external experts to improve services and operations

For Discussion

1. Which of these ideas stand out as important ways to achieve Priority #4, and why?

2. Is there an idea you want to add?

Workgroup 2

Priority 2: Make Life Transitions Easier, Better and On-Time

Equity Analysis

Universal Goal: Make life transitions easier, better, and on time. Life transitions are moving from Early Start to school services. They also include leaving high school, getting older and entering the regional center system at any age.

Discussion:
The Universal Goal says where we want to be.

Is there anything missing from this universal goal?

Priority 2: Make Life Transitions, Easier, Better and On-Time

Equity Analysis: Where are we now?

Think about transitions:

- Early Start to school services
- Transitioned-aged youth to post high school services
- Adult services to older adult services
- When a person enters the regional center system, at any age.

Discuss:

1. Who is left behind?
2. Why are they left behind?

Big Idea 1: Person-Centered Planning During All Life Transitions?

During life transitions, all individuals have an option to develop a person-centered plan (PCP). They also get information about person-centered planning.

- What is important to include in a person-centered plan?
- Who should help develop the person-centered plan? What qualifications should they have?
- What kinds of information do individuals need about person-centered planning?
- Are there other things we should consider?

Brainstorming Priority #2 Big Ideas

Other "Big" Ideas

Think about other big ideas. What would make life transitions easier, better and on time in the following areas:

- Early Start to school.
- School to adult services, college or work.
- Adult services to older adult services.
- When a person enters the regional center system, at any age.
Are there other groups that should be considered?

Workgroup 3

Revised Recommendations: Priority #1 (1/2)

Below are revised recommendations for Priority #1: Expand career pathways to develop a diverse and inclusive workforce that reflects the community.

Recommendation A: Create a partnership between the State, community colleges, and employers to establish a paid internship program to help people start their careers in disability services. This could begin as a pilot through a partnership with a community college and their local regional center.

Recommendation B: Launch a state sponsored awareness campaign featuring major employers to increase interest in disability-related careers and reduce stigma about disability. This campaign should reach culturally diverse and underserved communities and youth in middle and high school.

Revised Recommendations: Priority #1 (2/2)

Below are revised recommendations for Priority #1: Expand career pathways to develop a diverse and inclusive workforce that reflects the community.

Recommendation C: California should submit to the federal government a specific recommendation for how to update the Standard Federal Occupation Codes so that they accurately reflect careers in disability related fields. This will make it easier for employers and employment service providers to track and attract talent into these careers.

Recommendation D: Create an online hub that matches people looking for jobs in disability services with organizations and individuals that are looking to hire people in disability services. This could be a state created system or through a partnership with private industry.

Recommendation E: Establish a partnership between DDS and DOR to fund grants for entrepreneurs and service providers to support small businesses that specifically focus on developmental services.

Draft Problem Statement for Priority #2

Universal Goal Setting: Provide competitive pay and employment supports to recruit and retain a high-quality workforce that includes people with developmental disabilities.

DRAFT Problem Statement(s): People don't get paid and don't get enough benefits to want to stay in the field. They are forced to find other jobs, even when they don't want to change careers. There are not enough opportunities for training and promotions. People with developmental disabilities are not encouraged and supported to seek jobs in this field.

Below are *POSSIBLE* recommendations based on our brainstorm on "Big Ideas":

- Create more pathways to employment for people with developmental disabilities to work in Regional Centers and State departments like DOR, DDS, and others that provide disability services.

- Create a State sponsored pooled benefits program that people in disability related careers, including people who are self employed, could access if they do not receive these benefits through their employment. This could include healthcare benefits, retirement programs, and other savings and insurance programs.

- Launch a pilot program for middle and high school students, particularly students with disabilities, to get exposure and work experience in disability services careers.

Draft Recommendations: Priority #2 (2/2)

Below are *POSSIBLE* recommendations based on our brainstorm on "Big Ideas":

- Establish a partnership between the California Community College System DDS and DOR to launch a small business academy for people with developmental disabilities to give step by step support on setting up their own small business as disability services providers.

- Create a State-sponsored study with specific recommendations for types of financial incentives that could be provided to people in disability related careers including tax breaks, loan forgiveness, and housing assistance.

- Other recommendations?

Upcoming Meetings

DECEMBER 2024
WED December 11, 2024 – Sacramento
In-Person Location – CA Lottery 700 North 10th Street, Sacramento, CA 95811
JANUARY 2025
WED January 8, 2025 – Southern California
In-Person Location – SNNLA 1968 Adams Blvd. Los Angeles, CA 90018
FEBRUARY 2025
WED February 12, 2025 – Northern California Bay Area
In-Person Location Forthcoming
MARCH 2025
WED March 12, 2025 – Sacramento
In-Person Location – CA Lottery 700 North 10th Street, Sacramento, CA 95811

Public Comment Session

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

Thank you!

Look forward to seeing you at our next meeting.

Wednesday, December 11, 2024
9:00 a.m. – 3:30 p.m.
Location: Virtual and In-Person at
CA Lottery 700 North 10th Street, Sacramento, CA 95811

For more information visit the [Master Plan website](#).

Send us your input at: DSMasterPlan@chhs.ca.gov