



## **Summary of Public Comments Received During Workgroup 1 Meeting #2 Wednesday, September 10, 2024, 12:00 p.m. – 3:00 p.m.**

This summary reflects the themes and ideas received from public comments provided during the workgroup meeting. Public participants were invited to speak and share their comments with the workgroup and to share their comments using the Zoom chat and Q&A. Themes from public comments included:

### **Problems Currently Experienced:**

- Lack of transparency and accountability in Regional Centers.
- Lack of support and oversight for services needed throughout an individual's lifetime.
- Difficulties in accessing timely services and respectful treatment.
- Lack of respect and ethical behavior from service providers.
- Concerns about retaliation and intimidation when voicing complaints.
- Barriers when translation is not culturally relevant, and confusion that can stem from relying on literal translation when discussing nuanced issues.
- Challenges with access to information about available services.
- Gaps in service when moving between Regional Centers.

### **Root Causes:**

- Need for better coordination and prioritization of individual needs.
- Lack of training on various disabilities that service coordinators receive.
- Variation in processes and services available in rural versus urban Regional Centers.
- Service coordinators having a conflict of interest between being advocates and gatekeeping services.
- Issues with bureaucracy and system structure.

### **Data and Information Needed:**

- Information about how Regional Centers are performing.

#### Ideas for Recommendations:

- Work towards consistency in availability of and access to services across Regional Centers.
- Making access to the Self Determination Program more consistent across Regional Centers and removing barriers.
- Ensuring inclusivity for all individuals by demonstrating an awareness of language diversity and accessibility and providing broader access to interpretation services.
- Suggestion of a Regional Center “rating system” for better understanding of Regional Center performance.