



Summary of Public Comments Received During Workgroup 5 Meeting #7

Friday, February 21, 2025, 11:00 a.m. – 2:00 p.m.

This summary reflects the themes and ideas received from public comments provided during the workgroup meeting's public comment period. 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:

Concerns with Encrypted Communications

- When discussing the life tracker system recommendation, members of the public mentioned difficulty with opening encrypted emails, especially on mobile devices
- Public commenters also mentioned that if they are unable to open encrypted emails this can lead to missing important information, or their services being cancelled
- Many members of the public noted their preference for alternative methods like phone calls or traditional mail to avoid service disruptions or missing key information

Service Provision and Quality

- Members of the public brought up the need for improving the quality of services provided to all clients, but especially after age 22 when individuals typically exit the school system
- Public commenters mentioned challenges in accessing services in rural areas
- Public commenters agreed with:
 - The importance of having different technology options for accessing and receiving services
 - Making sure clients who need assistance with communication receive this support in a timely manner

- Making sure that people receive the services they were promised during their IPP meeting in a timely fashion to avoid delays and denials, with penalties for regional centers that do not comply

Coordination and Communication

- Members of the public identified a need for better coordination between regional centers and school districts to ensure that client information is shared securely

Technology and Accessibility

- Members of the public expressed the need for easy-to-use technology solutions and clear training for staff on these solutions
- Public commenters also expressed concerns about data privacy and strong data security measures to make sure client information remains safe and private
- Public commenters mentioned issues with accessibility across virtual services and systems which prevent everyone from using the systems that should be able to use them

Client and Family Support

- Members of the public strongly encouraged lifelong support for clients and appreciated the idea of having a life tracker system to help with this support
- Public commenters mentioned concerns about adult clients being able to navigate different systems independently without adequate supports in place
- Public commenters suggested ongoing review of qualifications and training requirements for service providers, so standards remain relevant to the jobs they are being asked to do