



Summary of Public Comments Received During Workgroup 2 Meeting #3- Tuesday, October 1, 2024, 11:00 a.m. – 2:00 p.m.

This summary reports the themes and ideas received from public comments provided during the workgroup meeting's public comment period. Public participants were invited to share their comments with the workgroup. They were also invited to share their comments using the Zoom chat and Q&A. Themes from public comments included:

Service Delivery Challenges

- Establish a clear definition of "generic services" to help people understand what is available.
- Reduce large caseloads so that individuals can access the services they need in a timely manner.
- Regional centers should assist clients in accessing generic services and facilitate reimbursement when possible.

Accountability and Oversight

- Create a system that holds regional centers accountable for fair service delivery.
- Provide clear reports on services denied, along with reasons for those denials.

Community and Family Empowerment

- Employ peer navigators to help families understand and access available services.
- Provide training to families on their rights and effective self-advocacy techniques.
- Encourage the formation of community support groups to empower families in navigating the system.

Barriers to Access

- Remove barriers that prevent families in rural areas from receiving services.
- Increase awareness of cultural sensitivities, particularly around identity and the stigma of seeking help.

Looking Ahead

- Encourage partnerships with grassroots organizations for more effective support.
- Establish a central location for families to easily access resources and information.
- Provide a timeline for when families can expect meaningful changes to occur.

Ongoing Feedback

- Implement follow-up processes to ensure discussions lead to actionable outcomes.
- Include families in the planning stages to ensure their needs and voices are heard.