

Vision for Success

Our vision for success is centered in:

- Equity.
- The experience and expertise of individuals with intellectual and developmental disabilities (“individuals”) and their families.
- The promise of the Lanterman Act’s entitlement to services.

Our vision applies to all systems that provide services to individuals and their families. Our success will be measured by how well all service systems implement these bold vision statements.

1. Individuals and families experience person-centered service systems they trust. Their basic needs are met so they can live in the community of their choice.

To achieve this:

- Systems respect individuals and their families. They presume competence of the people they serve and their ability to direct their own lives.
- Individuals live self-determined lives, are included in their community, and have equitable access to services.
- Services are tied to the outcomes the individual wants to achieve.
- All services are culturally responsive.
- Information and services are provided in the individual’s and their family’s preferred language. They are also available in modalities responsive to their needs including plain language and alternative formats.
- Services support access to
 - Family, friends, and community relationships
 - Affordable and accessible housing
 - Health and behavioral health care
 - Transportation
 - Food security
 - Personal safety and emergency response
 - Education
 - Employment
 - Recreation

2. Individuals receive timely, inclusive, and seamless services throughout their life span across all service systems.

To achieve this:

- Services chosen by the individual and their family are provided when they need them.
- Services address the whole person across their life span
- Services are coordinated across systems.
- Services are provided state-wide no matter where the individual lives or who provides or pays for the service.
- Systems issues are resolved through system-level coordination. The burden of navigating systems is not on the individual or their family.
- Systems are clear to everyone and easy to follow. Individuals have supports to access services.
- Systems reduce bureaucracy and streamline processes.
- Systems utilize technology and innovation to improve information, transparency, and service delivery.

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

To achieve this:

- Systems support a well-trained workforce who receives a competitive and livable wage with less turn-over.
- Empower service coordinators to help individuals and families access person-centered services.
- The workforce has the knowledge and skills to implement a person-centered approach to provide services and support individuals with a wide range of needs.
- The workforce is more diverse and is representative of the communities it serves.
- Career pathways are available for individuals with lived experience to work in the system and support their peers.

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

To achieve this:

- Systems provide a consistent and equitable interpretation of the Lanterman Act.
- There is effective oversight of regional centers and other state department services,
- There are common service definitions and expectations for service delivery that are flexible, accessible, and easy to understand.
- Systems respect privacy, confidentiality, and individual rights.
- Systems provide individuals and their families with easy access to their information.
- Systems use and share data and technology to measure outcomes and performance, improve training, and create user-friendly tools for individuals, families, and the workforce.
- Systems reward performance guided by measures that are easily known and understood.

5. Individuals receive quality, life-long, person-centered services from systems with adequate resources

To achieve this:

- Increase access to community resources
- Increase access to federal Home and Community Based Services (HCBS) waiver services and reduce barriers and bureaucracy in applying for and accessing programs provided through the waiver.
- Federal HCBS waivers and Medi-Cal services are modernized and integrated across systems.
- HCBS waiver and Medi-Cal service types are expanded and include innovative services to improve the quality of life and outcomes.