



## **Master Plan “Vision for Success”**

Our vision for success is centered in equity and the lived and living experience of individuals and their families.

This vision applies to all systems that provide services and supports to individuals and their families.

### **1. Individuals and families experience person-centered service systems they trust.**

This means:

- Systems respect individuals and their families. They put individuals and their families in the driver's seat.
- Individuals achieve a well-lived, inclusive life in the community.
- Services are culturally responsive and offered in the individual's and their family's preferred language.
- Services are timely.
- Services are tied to the outcomes the individual wants to achieve.

### **2. Individuals' and their families' basic needs are met so they can live in the community of their choice.**

Services address the whole person across their life-span including:

- Family, friends, and community relationships
- Affordable and accessible housing
- Health care
- Transportation
- Food security
- Personal safety
- Employment

### **3. Individuals receive timely, inclusive, and seamless services across all service systems.**

- The services chosen by the individual and their family are provided when they need them.
- 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 and the burden of navigating systems is not on the family.
- The system is clear to everyone and easy to follow. Individuals receive information, training and navigation supports to access services.
- The services an individual chooses are coordinated across systems.
- The system utilizes technology and innovation to improve information, transparency, and service delivery.
- The system rewards performance guided by measures that are easily known and understood.

### **4. 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 livable wage with less turn-over.
- The system redefines the role of service coordinators so that they can help individuals' and families' access the services and supports they need.
- Individuals have the knowledge and skills to implement a person-centered approach to provide services and support.
- Individuals have an improved ability to prevent abuse and neglect.
- Opportunities are offered for individuals with lived experience to work in the system and support their peers.
- A more diverse workforce is created, one that is representative of the community it serves.

- The workforce will have increased language capacity and provide culturally responsive services.

## **5. Service systems are transparent, accountable and data driven**

This means systems:

- Provide a consistent interpretation of the Lanterman Act.
- Provide effective oversight of regional centers.
- Reduce bureaucracy and streamline processes.
- Have common service definitions, services, and expectations for service delivery throughout the system
- Respect privacy, confidentiality and individual rights.
- Provide individuals and their families with easy access to their information.
- Use data and technology systems to measure system outcomes and performance, which are understandable and available to everyone and shared across systems.

## **6. Individuals are entitled to life-long services with adequate resources**

This means:

- The long-term continuation of the Lanterman Act entitlement will be ensured.
- Increased access to Medicaid waiver services and reduced bureaucracy in applying for waiver eligibility.
- Modernized Medicaid waivers and State Plan services to expand service types and allow for innovation and obtaining of more federal funding.