

The background of the slide is a top-down view of a collaborative workspace. It features a large yellow circle with a lightbulb and three lightning bolts inside, representing an idea or vision. Surrounding this central circle are various hand-drawn icons and sketches: a magnifying glass, a puzzle piece, a gear, a lightbulb, a coffee cup, a notepad, a star, a red square, a green circle with a computer monitor, and a blue circle with a lightbulb. Dashed lines connect these elements, suggesting a process flow. The words "INSPIRE", "DESIGN", and "RESEARCH" are written in chalk-like font around the workspace. Hands of people are visible, interacting with the workspace, such as writing on a notepad, holding a pen, and pointing at a diagram.

MASTER PLAN *for* Developmental Services

Workgroup 1 Meeting 7

January 28, 2025

Housekeeping



- Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta “Interpretación”. Luego haga clic en “Español” y seleccione “Silenciar audio original”.



- ASL interpreters have been “Spotlighted” and Zoom, automatic closed captioning is active.



- This meeting is being recorded.

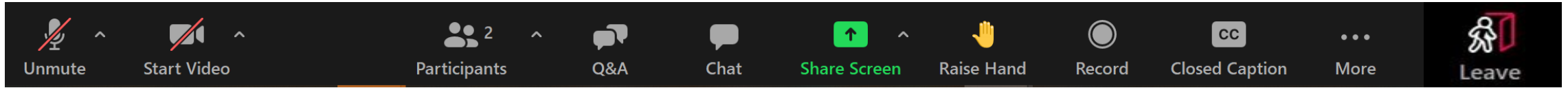


- [Materials are available online](#) on the Master Plan website.



- Questions? Comments? [Email DSMasterPlan@chhs.ca.gov](mailto:DSMasterPlan@chhs.ca.gov)

Zoom Instructions



Committee members can unmute their mic when it's their turn to speak

Committee members can turn their webcams on/off

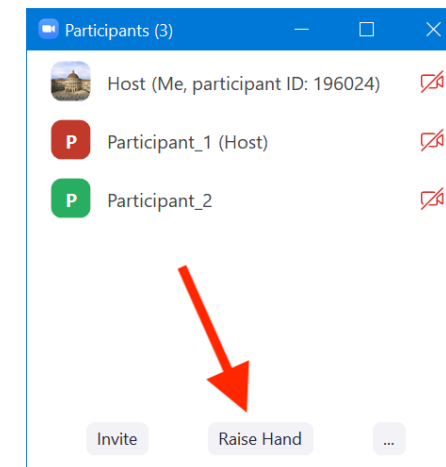
All attendees can type questions/comments in the Q&A for all participants to see. Chat is available for everyone unless it's an accessibility barrier to a member of the workgroup.

Raise your hand when you want to speak
You may need to click on "Participants" and a new window will open where you can **"Raise Hand"**

Use the "leave" icon at the far right of the Zoom toolbar to leave the webinar at the end of the meeting



- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants



Meeting Participation Agreements

1. Show respect toward others
2. Listen for understanding
3. Create a safe space for difficult conversations
4. Share time and space for everyone to contribute
5. Support an inclusive environment
6. Embrace collective wisdom
7. Build community
8. Teamwork

Agenda

1. Welcome and Introductions
2. Workgroup Timeline and Process
3. Self-Determination Program
4. Service Coordinator Conflict of Interest
5. Break
6. Regional Center Board Accountability
7. Preview Next Steps
8. Public Comment

Workgroup Process and Timeline

Workgroup 1 will meet monthly for 7 months. We will develop draft recommendations for the Master Plan for Disability Services.

2024					2025	
August 14	September 10	October 2&30	November 22	December 19	January 28	February 20
Workgroup launch meeting ✓	Use Equity Tool to discuss ideas for Priority 1 ✓	Use Equity Tool to discuss ideas for Priorities 2, 3 and 4 ✓ ✓	Refine Recommendations ✓	Refine Recommendations ✓	Refine Recommendations ★	Refine recommendations
<div>Workgroup recommendations will be discussed by Master Plan Committee at March 19 Committee meeting</div>						

Update on Master Plan Process

- Facilitators and co-chairs across the 5 workgroups are identifying areas of overlap in recommendation topics.
- Some overlapping recommendations will get finalized by a lead workgroup.
- Some overlapping recommendations will get finalized jointly by small groups from across workgroups.
- We are also identifying topics that no workgroup is addressing yet.

Group 1: Person-centered service systems that we trust.

Group 2: Timely, inclusive, and seamless services across all service systems.

Group 3: Services from a high-quality, stable and person-centered workforce.

Group 4: Consistent, transparent, accountable and data-driven systems that focus on outcomes

Group 5: Life-long services with adequate resources.

Workgroup 1 Focus

Workgroup 1 is being asked to focus on the following recommendations:

1. Service coordination conflict of interest
2. Self-Determination Program
3. Increased self-determination in the traditional system:
 - a. Strengthening Consumer Advisory Committees and updating Bill of Rights
 - b. Creating more flexibility and creativity to customize services (with WG 5)
 - c. Giving clients direct access to decision makers (with WG 3)
 - d. Giving clients choice of vendors and services
4. Regional center board accountability
5. Trusted referrals and peer mentoring and peer support

Note: As the process for addressing overlap and gaps continues, we will flag other recommendations to finalize in the Teams site

Status of Small Group Work

Recommendations	Status
1. Service Coordination conflict of interest	Discuss today
2. Self-Determination Program (SDP)	Discuss today
3. Strengthen Consumer Advisory Committees and update Client Bill of Rights	Ready for workgroup feedback in Teams
4. Give clients direct access to decision makers	Small groups from WG 1 and WG 3 are meeting
5. Create more flexibility and creativity in services/Give clients choice of providers	Small groups from WG 1 and WG 5 are meeting
6. Regional center board accountability	<i>Need to establish small group</i>
7. Trusted referrals, peer mentoring and support	<i>Need to establish small group</i>

What will Workgroup 1 submit to the Stakeholder Committee?

Our final document will follow the **equity tool framework**

For each of our 4 Priorities, our document will include:

- Priority statement (also called Universal Goal)
- Problem statement and root causes
- List of recommendations

In our Teams site, our recommendations worksheet contains a draft Problem Statement and Root Causes under each priority. These were compiled from workgroup member homework and meeting discussions.

We will be asking a **small group** to volunteer to review and finalize this language.

Workgroup members are encouraged to give feedback in Teams for the small group to incorporate.

Workgroup 1 Priorities

1. Build trust in Regional Center systems and other systems, particularly for people of color.
2. Make sure that anyone who is eligible for services learns about, understands, and gets individualized and timely services - regardless of their age, language access, race, ethnicity, location, or other characteristics.
3. Ensure individuals have choice and control over their lives by making self-determination the core of the developmental disabilities system.
4. Ensure equity of access and options in Regional Center services to support consistency in the experience of families and individuals, while still assuring a person-centered system.

Self-Determination Program (SDP)

Discuss Draft Recommendations

Self-Determination Program

Overall recommendation: Make the Self-Determination Program (SDP) the core of the developmental services system.

1. Break down barriers to participation and make the program more consistent.
2. Provide oversight to ensure that the five principles of the SDP are being met for every SDP participant.
3. Ensure every regional center client receives unbiased information about the opportunity to participate in the SDP at each annual IPP meeting.
4. Over time, significantly increase participation in SDP so that it becomes the core of the system.

Self-Determination Program Recommendation #1 (slide 1 of 3)

- 1. Break down barriers to participation and make the program more consistent.**
 - a. Require DDS to establish streamlined and consistent processes and procedures for the SDP.
 - b. Hold regional centers accountable for making measurable improvements toward achieving equity in enrollment by race, ethnicity and regional center.

Self-Determination Program

Recommendation #1 (slide 2 of 3)

1. Break down barriers to participation and make the program more consistent.

- c. Ensure participants have authority over their spending plans by clarifying that:
- regional centers only verify federal funding and generic resource requirements;
 - services used to develop the individual budget are not be tied to services listed in the spending plan; and,
 - purchase of service (POS) standards from the traditional system are not applied to services in the SDP.

Self-Determination Program

Recommendation #1 (slide 3 of 3)

1. Break down barriers to participation and make the program more consistent.

- d. Standardize and simplify spending plans by requiring participants to assign expenses to only three budget categories, allowing estimation of costs, and not requiring names of providers.
- e. Make the Financial Management Service (FMS) responsible for any penalties or fines resulting from its failure to comply with state and federal labor requirements, such as timely pay.

Self-Determination Program Recommendation #2



2. Provide oversight to ensure that the five principles of the SDP are being met for every SDP participant, including Freedom, Support, Authority, Responsibility, and Confirmation.

Self-Determination Program Recommendation #3

- 3. Ensure every regional center client receives unbiased information about the opportunity to participate in the SDP at each annual IPP meeting.**
 - a. Develop consistent informational materials in plain language and threshold languages.
 - b. Improve the SDP orientation, with multiple shorter online trainings, available when people need them.
 - c. Train all service coordinators on the SDP.

Self-Determination Program

Recommendation #4 (slide 1 of 2)

- 4. Over time, significantly increase participation in SDP so that it becomes the core of the system.**
 - a. Develop a pilot project in multiple regional centers targeting communities that are underrepresented in the SDP, such as Latinos and African Americans or consumers with low or no purchase of service (POS).
 - b. Conduct proactive outreach to individuals from these communities and offer comprehensive training on the SDP, intensive supports from independent facilitators and FMSs, and faster onboarding from the regional centers.

Self-Determination Program

Recommendation #4 (slide 2 of 2)

- 4. Over time, significantly increase participation in SDP so that it becomes the core of the system.**
 - c. Evaluate the pilot projects to assess whether more individuals were able to enroll, their satisfaction and outcomes once people enter the SDP, and whether streamlined processes were used.

What are next steps for this recommendation?

Service Coordination Conflict of Interest

Discuss Draft Recommendation

Service Coordination Conflict of Interest

Overall Recommendation: Improve trust in regional centers by reducing the conflict of interest in service coordination.

Develop a pilot project in multiple regional centers focusing on individuals with low or no purchase of services (POS).

- a. Individuals and their families can select an external organization or qualified individual to assist them with advocating for and accessing services funded by regional centers or generic resources.
- b. Regional center conducts IPP and makes decisions about service funding but does not coordinate services.
- c. The pilot project gets assessed for effectiveness.

Service Coordination Conflict of Interest

Details of Recommendation

- a. Individuals and their families can select an external organization or qualified individual to assist them with advocating for and accessing services funded by regional centers or generic resources. This advocacy and assistance may include:
 - i. Assistance with filling out applications for benefits.
 - ii. Attendance and advocacy at meetings with funding agencies (such as IEPs with schools or IHSS meetings with the county) and person-centered planning facilitation.
 - iii. Identification of potential service providers.

Note that this is a similar role to many Independent Facilitators in the Self-Determination Program. This is not “navigation services” where clients are shown how to get services but then are left on their own.

Service Coordinatoion Conflict of Interest

Details of Recommendation

- b. Regional center conducts IPP and makes decisions about service funding, but does not coordinate services.
 - i. RC conducts annual IPP to set goals and explore needs of individual
 - ii. Decisions are made by supervisors or more senior staff who will attend IPP meetings directly with the individual/family and their advocate.
 - iii. Once services are authorized, the individual has choice from among all vendored providers (in the traditional system), but regional center does not become involved in the selection process beyond authorizing the services.

Service Coordination Conflict of Interest

Details of Recommendation

c. Assessment of pilot:

- i. Each year for five years, there will be an assessment and survey that explores whether individuals in the pilot trust the system more, had their needs met in a more timely manner, and achieved better outcomes.
- ii. If the pilot shows great promise, the state should consider offering this opportunity to all consumers and fundamentally changing the current service coordination system.

What are next steps for this recommendation?

Break

Regional Center Board Accountability

Discussion

Regional Center Board Accountability Background



When Assembly Bill 1147 was enacted into law, it stated that the Master Plan process should address "regional center board accountability."

No other workgroup is addressing this topic.

We want Regional Center (RC) boards to provide good oversight to ensure people are receiving person-centered services and supports.

This would help build trust in the system (Workgroup 1 Priority 1).

Regional Center Board Accountability

What is the Problem?



RC boards of directors are not ensuring that their RC is following the Lanterman Act.

Most board members are individuals served, family members, and a few service providers.

They are often scared to speak up because they are afraid of losing their services.

So, most boards “rubber stamp” issues that are presented to them.

The RC Executive Directors often fill their boards with people who will support them and not question them.

The only training board members receive is conducted by the regional center staff.

Regional Center Board Accountability

Problems and Ideas for Recommendations



1. Is there anything you want to add about the problems you experience with regional center boards?
2. What ideas do you have to make sure regional center boards provide good oversight to ensure people are receiving person-centered services and supports?

What are next steps to develop this recommendation?

Next Steps

1. Small groups: send final updated recommendations to Karin to post in Teams and alert workgroup. **Deadline: Friday, February 7**
2. Workgroup members: provide feedback in Teams after Karin invites input. **Deadline: Thursday, February 13**
3. We need volunteers to form small groups to:
 - a. Refine recommendations about trusted referrals, peer mentoring and support
 - b. Refine problem statements

Karin will email asking for volunteers!

Upcoming Meetings

Final Workgroup 1 Meeting

Thursday, February 20, 2025, 12:00 – 3:00 pm

February Master Plan Committee Meeting

Wednesday February 12, 2025

10:00 a.m. – 3:30 p.m.

Virtual and In-Person at: Ed Roberts Campus (at Ashby BART)

3075 Adeline St, Berkeley, CA 94703

- For more information visit the [Master Plan website](#).

Email us your input at: DSMasterPlan@chhs.ca.gov

Public Comment



Public comment period will be limited to no more than 30 minutes.

If you want to make public comment regarding the topics of this meeting, please raise your hand and we will call on you in the order shown in Zoom.

At 2 minutes you will be asked to complete your thought to ensure everyone who wants to has a chance to speak.

Please let us know if you need additional time as a disability related accommodation to make your comment.

If you prefer to send comments in writing, [email them to DSMasterPlan@chhs.ca.gov](mailto:DSMasterPlan@chhs.ca.gov), or post them in the Zoom Q&A

If you need help with a specific problem, please contact the independent Ombudsperson's Office at: Ombudsperson@dds.ca.gov or call: 877-658-9731.