



## **Summary of Public Comments Received During Workgroup 4 Meeting #7- Wednesday, January 29, 2025, 1:00 p.m. – 4:00 p.m. PT**

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:

### **Equitable Service Provision**

- There is a need for equitable delivery of services across all regional centers. Concerns were raised about the lack of transparency in regional center service eligibility decision-making processes.
- While regional centers collect information on an annual basis to inform service provision and resource allocation such as through the [CDER \(Client Development Evaluation Report\)](https://www.dds.ca.gov/transparency/cder/) <https://www.dds.ca.gov/transparency/cder/>, commenters said that DDS could do a better job making individuals and families aware that such data and reports are available.

### **Oversight and Accountability**

- Commenters said it was important to increase oversight and consequences for regional centers and service providers. There were also questions about how effective financial incentives are, and recommended that there are more consequences, including canceling provider and regional center contracts for non-compliance.
- There were recommendations for a more efficient process for managing complaints and appeals. Concerns were raised about long wait times to get a decision on an appeal, and the need for better supervision and action from DDS.

### **Service Delays and Retaliation**

- Commenters raised concerns about long wait times for medical services and difficulties in obtaining necessary services after requesting them.
- Commenters recommended changes to make sure that regional center board of directors better represent the interests of those served by the system. They also recommended that there should be more transparency about service provider ownership.



### Abuse and Neglect Prevention

- Personal stories of abuse and neglect in care homes were shared. People said stronger oversight, accountability, and independent third-party investigations are needed to ensure the safety and well-being of clients.
- Recommendations were made to implement a system of checks and balances for regional center staff to ensure accountability when accessing individual data files, to prevent misuse and ensure transparency.

### Training and Staffing

- Commenters highlighted the need for better training and incentives for staff to improve service quality and to make sure that employees can help people from diverse backgrounds in a culturally competent way.

### Compensatory Services

- Commenters liked the appeals and compensation idea for clients who have been wrongly denied services and won their case on appeal.

### Transparency and Data Sharing

- Commenters said it was important to improve transparency and improve data sharing and quality. They said this was needed to improve audits and performance measures to make sure regional centers are meeting their obligations.