



Summary of Public Comments Received During Workgroup 4 Meeting #8- Wednesday, March 5, 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:

Acknowledgment and Appreciation for Workgroup Effort

- Commenters thanked the workgroup for their hard work and dedication to this work over the last several months.
- The public shared their appreciation for being involved in these meetings and for being able to share their views.
- Commenters shared their support for the recommendations that the workgroup created especially the ones to increase access to services and protected sensitive information about those served by the system.

Payment Incentives and Fairness

- Members of the public shared concerns about creating new financial incentives that reward service coordinators for simply doing their jobs.
- They shared that it will be important to think about how to design any new incentives. Some said there should instead be a focus on training service coordinators to become better at their jobs and help them assist people from diverse backgrounds.

Service Coordination and Regional Center Management

- Commenters shared concerns with the current system where service coordinators are overruled by regional center management. Commenters shared that this could lead to wrong decisions being made about service eligibility.

Challenges Faced by Families

- Commenters shared their daily struggles with caring for those with special needs. Some of them shared their ideas about solutions to provide more support from regional centers.
- Commenters talked about the need for fair treatment and diverse representation that take individual needs into account for clinical intake.



- Commenters said any compensatory damages rewarded to individuals should be designed to be fair and be accessible to all who want to seek them out.

Language and Communication

- Members of the public stressed the importance of clear and inclusive language. This would help make sure that language does not create barriers to receiving services.

Accountability and Transparency

- Commenters called for more accountability and transparency from Regional Centers.
- Commenters shared their own experiences of feeling unsupported when seeking services. They also shared their experiences facing retaliation from regional center staff after appealing a service eligibility decision that they disagreed with.