



MASTER PLAN *for* Developmental Services

World Café Slides
Stakeholder
Committee Meeting
September 18, 2024

World Café Sessions



- The September 18th Stakeholder Committee meeting includes an exercise called World Café.
- In-person committee members will move between small groups where facilitators and co-chairs will ask for feedback on the “big ideas” for priority #1, which they discussed during their second workgroup meeting.
- Small group discussions will happen both in-person and on Zoom.
- Members of the public will attend a hybrid session where facilitators will present about their workgroup priorities.
- The following slides will frame the conversations.

Workgroup 1 – Priority 1/Goal 1



MASTER PLAN *for*
Developmental Services

Priority 1/Goal 1: Build trust in Regional Center systems and other systems, particularly for people of color.

Workgroup 1 Big Idea #1 For Priority 1



Change the regional center system from a culture of “no” to a culture of “how can we support you?”

For this idea, think about:

- What are ways regional centers could show self-advocates and families that they are here to help get them what they need?
- What system changes are needed to create this new culture?

Workgroup 1 Big Idea #2 for Priority 1



Create a system where self-advocates and families have a consistently positive experience no matter which regional center they go to.

- What are the positive experiences self-advocates and families should be able to count on at every regional center?
- What system changes are needed to create this consistency?

Workgroup 2 Goal and Priority #1



Goal: Individuals receive timely, inclusive, and seamless services across all service systems

Priority #1: Make it easier for people to get the generic services they need, when they need them. These services are called generic services. Generic services are services provided by a public agency and funded by the government

Workgroup 2 Big Idea #1 for Priority #1



Create plain language information about generic services. This includes how to access these services.

For this idea, think about:

- What needs to part of this idea to make it great?
- How can we make this useful to the largest number of people?
- Do you have any questions or concerns about this idea?

Workgroup 2 Big Idea #2 for Priority #1



Develop screening tools to refer people to the right generic services.

For this idea, think about:

- What needs to part of this idea to make it great?
- How can we make this useful to the largest number of people?
- Do you have any questions or concerns about this idea?

Workgroup 3 Goal and Priority #1



Goal: Individuals and their families receive services from a high-quality stable and person-centered workforce

Priority #1: Expand career pathways to develop a diverse workforce that reflects the community

Workgroup 3 Big Idea #1 for Priority #1



Big Idea #1: Improve training options and employment services for having a career as a developmental services provider.

For this idea, think about:

- How can we get and keep great direct Support Professionals with good pay and support?
- What can we do to make work safer and better, especially in tough or remote areas?
- How can we better prepare providers to help people with different needs, including those who have been in the justice system, have behavioral health needs, and other complex needs?

Workgroup 3 Big Idea #2 for Priority #1



Big Idea #2: Improve Diversity and Representation in the Workforce

For this idea, think about:

- How can we make careers in developmental services interesting to people from all different communities?
- How do we make the training and job application process accessible to people from all different communities?
- Are there culturally specific issues we need to think about to recruit more diverse communities to careers in developmental services?

Workgroup 4 Goal and Priority #1



Priority #1: Make sure all regional centers follow the same rules about what services they offer, what those services do, who can get those services, and how those services are paid for. We want the rules to be clear and fair, to be available to everyone, and to use language everyone can understand.

Workgroup 4 Goal and Priority #1



Big Idea#1: Develop and maintain a list of consistent, transparent and equitable service descriptions for all regional centers.

Question: *How can we make sure that all regional centers follow the same rules when describing what services they offer, who can receive them, and how they can be accessed.*

Big Idea#2: Develop and maintain consistent, transparent, and equitable service authorization standards for all regional center services.

Question: *How can we make sure that all regional centers use consistent, transparent, and equitable service authorization standards?*

Workgroup 5 Goal and Priority #1



Goal: Individuals are entitled to life-long services with adequate resources

Priority #1: Make it easy for individuals and families to sign up for Medicaid if they are eligible. This will bring more money for services to California.

Workgroup 5 Big Idea #1 for Priority #1



Big Idea: Make it as easy as possible for individuals to enroll in I/DD Waivers and Medi-Cal through one simple process with supports.

For this idea, think about:

- What information and supports should individuals and families have to make eligibility and enrollment as easy as possible?
- How can we ensure that burden to navigate the process is not on the individuals and families?

Workgroup 5 Big Idea #2 for Priority #1



Big Idea: Make supporting individuals and families through eligibility process an expectation for Regional Centers.

For this idea, think about:

- What should the role of Regional Centers be in supporting individuals and families with Waiver and Medi-Cal eligibility and enrollment?
- How can State make it a priority for Regional Centers and ensure accountability?
- What resources, tools, and training Regional Centers may need to do this well?

Appendix

Additional Details for Workgroups 1, 4 and 5

Workgroup 1 Additional Big Idea Thoughts for Priority #1



Rebuild trust by creating an environment that emphasizes transparency, accountability, cultural competence, genuine engagement, and person-centered care.

- Change the “no” system to “how can we help you?”
- Get out into the community – to listen and learn, raise awareness, and provide services – and use the help of community-based organizations to do this.
- Explain things in terms and languages that people understand.
- Give the public access to regional center information (that doesn’t violate personal information).
- Hold regional center boards of directors accountable for regional center performance and being responsive to the community they serve.

Workgroup 1 Additional Big Idea Thoughts for Priority #1



Offer the same, full menu of services at every regional center so individuals with developmental or intellectual disabilities have equal access to necessary support.

- Explain all of the services up front, and always use simple clear language to describe the services.
- Have enough staff to deliver services effectively.
- Ensure self-advocates and families can count on getting the services they need.

Workgroup 1 Additional Big Idea Thoughts for Priority #1



Give self-advocates and families the information and support they need to make their own decisions about their care and services.

- Get individuals the services they need right away, then figure out the paperwork and process.
- Have regional center staff who specialize in the different needs and ages across the lifespan of clients.
- Give self-advocates and families real-time access to their own case information.
- Give self-advocates and families choice in regional centers.
- Create a regular process of updating and adding to the rights of individuals served by the Lanterman Act.

Workgroup 4 Goal and Priority #1



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

Priority #1: Make sure all regional centers follow the same rules about what services they offer, what those services do, who can get those services, and how those services are paid for. We want the rules to be clear and fair, to be available to everyone, and to use language everyone can understand.

Workgroup 4 – Big Ideas for Priority #1



- Develop and maintain a list of consistent, transparent, and equitable operational service definitions for all regional center services
- Develop and maintain consistent, transparent, and equitable service authorization standards for all regional center services.
- Develop consistent, transparent, and equitable standards for the regional center intake and assessment process. This is the process where a regional center decides whether someone is eligible to receive services
- Make a clear list of services that can be included in the self determination program

Workgroup 4 – Big Ideas for Priority #1



- Create universal, streamlined language that is simple for the average person to understand but also is used by all twenty-one regional centers.
- Develop measures of equity. Equity is at the center of all of the work of the Master Plan and should guide future decisions about the service system. A standard definition of equity would help drive policy decisions and allow for measurement of progress
- Train service coordinators so that the client and family always feel supported and listened to.

Workgroup 5 Priority #1 Big Ideas



Some Workgroup members and public comments gave us good ideas.

- Educate everyone on why this is important to support financial sustainability of the system.
- Make eligibility process as easy as possible for individuals and families.
- Make supporting individuals and families through eligibility process an expectation for Regional Centers.
- Change language about eligibility (for example: “institutional deeming”) to be simple and not intimidating.