

The background of the slide is a top-down view of a collaborative workspace. It shows several people's hands and arms working on a large, light-colored table. Various hand-drawn diagrams and sketches are spread across the table, including a large yellow circle with a lightbulb and lightning bolts, a blue circle with an eye, a green circle with a computer monitor, and an orange circle with a coffee cup. There are also gears, puzzle pieces, and arrows drawn on the table. The overall atmosphere is one of creative collaboration and problem-solving.

MASTER PLAN *for* Developmental Services

Workgroup 1 Meeting 8
February 20, 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.

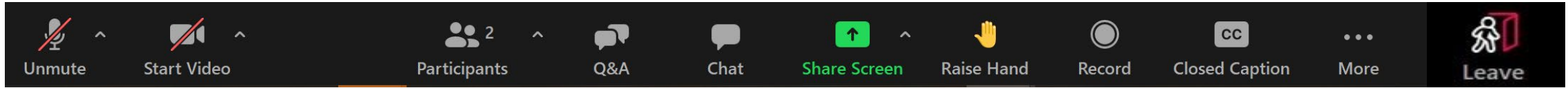


- [Materials are available online](https://www.chhs.ca.gov/home/master-plan-for-developmental-services) at: <https://www.chhs.ca.gov/home/master-plan-for-developmental-services>.



- 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

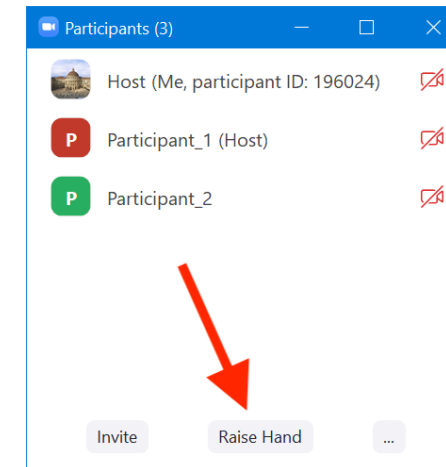
All attendees can type questions/comments in the Q&A for all participants to see. Chat is available for everyone unless it's an accessibility barrier to a member of the workgroup.

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. Today's Focus and Final Steps
3. Discuss Key Areas of Workgroup Feedback
4. Break
5. Discuss Key Areas and Suggest Recommendations for Committee Discussion
6. Next Steps and Acknowledgements
7. Public Comment

Status of Recommendations

1. We have a final set of draft recommendations!
2. Workgroup members were asked to review the final set of draft recommendations and indicate any parts that they do not support or do not understand -- and propose changes.
3. We will focus our meeting on addressing this feedback.

Today's Focus

1. Discuss concepts from workgroup feedback on the recommendations.
2. Gauge workgroup support for proposed changes.
3. Ask small groups to make final edits after this meeting.
4. Suggest which recommendations the Stakeholder Committee should discuss at March 19 Committee meeting.
5. Express appreciation for all our hard work.

Next Steps in the Process

1. WG 1 small groups make final edits to recommendations, based on today's discussion. **Deadline: February 28.**
2. All workgroups finish by first week of March.
3. Co-chairs from 5 workgroups meet on March 7 to identify the recommendations for Committee discussion.
4. Recommendations from all workgroups get organized into a draft Master Plan.
 - a. Recommendations will be organized by theme, not by workgroup.
 - b. Some edits will be made to recommendations so that plan reads smoothly.

Final Stakeholder Committee Meeting



Wednesday March 19, 2025

10:00 a.m. – 3:30 p.m.

Virtual and In-Person at: CA Lottery

700 North 10th Street, Sacramento, CA 95811

•For more information visit our website at:

www.chhs.ca.gov/home/master-plan-for-developmental-services

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

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.

Workgroup 1 Recommendations

- 1.1 Redefine the role of the service coordinators to ensure the self-determination and neurological acceptance of clients.
- 1.2 Create more choice for clients in service coordination by giving individuals the option of selecting a service coordinator from outside of their regional center.
- 1.3 Create a person-centered approach to the development of individual program plans (IPP) in which service decisions are made promptly and with the client's involvement.
- 1.4 Information transparency: Information needs to be shared in a disability-accessible way.
- 1.5 Strengthen and clarify the role of the Consumer Advisory Committee at each regional center and at DDS to ensure consumers' formal role in system oversight.
- 1.6 Make sure that regional center governing boards are supported to provide effective and independent oversight of regional center and executive director performance.

Workgroup 1 Recommendations

- 2.1 Strengthen community networks that build understanding and connect individuals to services from people they trust.
- 2.2 Foster client support systems through peer mentoring.
- 3.1 Make the Self-Determination Program (SDP) the core of the developmental services system, while ensuring that individuals remaining in the traditional system also have greater opportunities for choice and control over their services and supports.
- 3.2 Give clients more choice and flexibility in services and providers.
- 3.3 Amend the Lanterman Act to allow consumers the choice to exit the school system at age 18, even if they have not received a high school diploma.
- 3.4 Strengthen individuals' decision-making autonomy and minimize conservatorship.
- 4.1 Enable individuals to access any service they are eligible for no matter where they live.
- 4.2 Ensure language is not a barrier to accessing services at any regional center.

Discuss Workgroup Feedback

Discuss Workgroup Feedback

1.1 Redefine the role of the service coordinators to ensure the self-determination and neurological acceptance of clients.

- Not so much "redefine the role" because the service coordinators should be doing this. "The role of services coordinators should be to ensure..."
- It is about more than accepting neurodiversity. It is about overall acceptance. Suggest: "...self-determination and acceptance of the people they serve."
- Add reference that all regional center staff should engage in these ways, not just service coordinators.
- When a client involves their circle of support, the circle should be treated with respect too.
- Instead of "listening" to clients, suggest using "seek to understand" to acknowledge individuals from the deaf and hearing-impaired community.
- For (k) "Respect clients' decisions to switch service coordinators" - add something like, "and protect against retaliation."

Discuss Workgroup Feedback

1.3 Create a person-centered approach to the development of individual program plans (IPP) in which service decisions are made promptly and with the client's involvement.

(a) Give service coordinators the authority to approve the IPP as part of a collaborative planning process with the individual.

- Be clear that this is increased authority.
- The service coordinator should not have the freedom to be able to approve or deny services for people.
- Add two more concepts:
 1. If a service is denied, before issuing the Notice of Action (NOA) there should be a meeting with the client and their circle of support to find creative solutions. If a solution cannot be reached, the regional center should continue with service coordination efforts to connect client to generic services or a solution.
 2. Once an agreement is reached promptly, service implementation and access should also begin promptly.

Discuss Workgroup Feedback

1.4 Information transparency: Information needs to be shared in a disability-accessible way.

- "Disability-accessible information is information that is not dumbed down."
 - Some are uncomfortable with "dumbed down." Please use other phrasing. One suggestion: "Disability-accessible information helps everyone because it is put in plain language so that we can all understand."
- Add a sentence about holding regional centers and individual staff accountable for providing information in the ways outlined in this recommendation.

Discuss Workgroup Feedback

1.5 Strengthen and clarify the role of the Consumer Advisory Committee at each regional center and at DDS to ensure consumers' formal role in system oversight.

- Include concept about providing resources and expertise to help the Committee grow and maintain their efforts, and create an environment to share ideas, complaints or thoughts in a safe and embracing manner.

Discuss Workgroup Feedback

1.6 Make sure that regional center governing boards are supported to provide effective and independent oversight of regional center and executive director performance.

1 e) Regional center Executive Directors should be prohibited from any involvement in the recruitment or election of board members.

- Add that regional center staff and vendors should not participate in the selection process. Or if they do, there should be a defined action item around accountability.

4 c) Require boards to be notified of a provider's involvement in any abuse or negligent injury or death before the board takes up a vote to approve, renew, or deny that provider's contract.

- Broaden reporting to include complaints that are verified or have sufficient evidence.

(see next slide for more on this recommendation)

Discuss Workgroup Feedback

1.6 Make sure that regional center governing boards are supported to provide effective and independent oversight of regional center and executive director performance.

4. Other Supports and Protections, please add:

- Support boards in their review of contracts over \$250,000. Develop an objective rating system or set of criteria to use in their decision-making.
- Trainings on board responsibilities should include the importance of engaging and representing the voice of the community. Not just the best interest of the regional center.
- Board trainings should be open to members of the community to attend who want to better understand the responsibilities of the board and how a board is managed. This will cultivate a strong group of potential candidates.

Break

Discuss Workgroup Feedback

2.1 Strengthen community networks that build understanding and connect individuals to services from people they trust.

Add references to:

- community-based organizations
- parent groups
- community leaders
- health clinics

Discuss Workgroup Feedback

2.2 Foster client support systems through peer mentoring.

Add references to:

- Creation and expansion of Peer mentoring Communities that offer inclusion and socialization opportunities.
- Include individuals with complex needs.

Discuss Workgroup Feedback

New concepts for recommendations related to outreach

Proposing two more concepts:

- 2.3 Regional centers should focus on geographic areas far removed from regional center offices and come to the community where it is more challenging to access and maintain services.
- 2.4 DDS should analyze the gap between the number of individuals with I/DD across the state and the number of individuals served by the regional center system. Create a strategy to improve on engaging each individual who qualifies for services. Have a strong focus on communities of color.

Discuss Workgroup Feedback

3.1 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) Require regional centers to offer SDP as a standard service model option to every client at their first IPP meeting, at each annual IPP meeting, and at any time upon the client's request.

Feedback:

- Make it more clear in the title statement that SDP should be extended to everyone in addition to the annual IPP. At any IPP it should be offered as a choice/option.
- Add that regional centers should promote the option in all collateral or marketing materials.

Discuss Workgroup Feedback

3.2 Give clients more choice and flexibility in services and providers.

e) Prohibit service providers from “cherry picking” clients: this means service providers cannot be allowed to only accept clients that seem “easiest to support.” This is unfair and robs individuals of choice in providers.

- Replace “cherry picking.” Suggestion:

Prohibit service providers from selecting clients based on their own criteria. Service providers cannot be allowed to only accept clients that seem “easiest to support.” This is unfair and robs individuals of choice in providers.

Discuss Workgroup Feedback

3.4 Strengthen individuals' decision-making autonomy and minimize conservatorship.

3. Pursue a state plan to remove all conservatorships that DDS is responsible for.

- Clarify #3 above by phrasing as:
"DDS should create a plan to remove all of their court-appointed conservatorships of regional center clients."

Discuss Workgroup Feedback

4.1 Enable individuals to access any service they are eligible for no matter where they live.

Add:

- If and when a service is approved but there are no available vendors, the regional center will work with the individual to find a suitable option.
- The responsibility and lack of services should not be the burden of individual served.
- In addition, regional centers should track areas they are deficient in and create a plan to address the challenge.

Discuss Workgroup Feedback

4.2 Ensure language is not a barrier to accessing services at any regional center.

Add:

- Any entity providing interpretation services with our systems of support should include trainings, standards, and certification to assure there is a level of understanding of our communities and system.
- In addition to having materials in diverse languages, there should also be a strategy within the regional center system that provides access to these materials for the corresponding community it targets.
- Have an office at DDS that receives and responds to complaints about poor interpretation or translation related to IPPs, service providers, fair hearings, and other interactions.

Suggest Recommendations for Committee Discussion

Workgroup 1 Recommendations

- 1.1 Redefine the role of the service coordinators to ensure the self-determination and neurological acceptance of clients.
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- 1.3 Create a person-centered approach to the development of individual program plans (IPP) in which service decisions are made promptly and with the client's involvement.
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- 1.5 Strengthen and clarify the role of the Consumer Advisory Committee at each regional center and at DDS to ensure consumers' formal role in system oversight.
- 1.6 Make sure that regional center governing boards are supported to provide effective and independent oversight of regional center and executive director performance.

Workgroup 1 Recommendations

- 2.1 Strengthen community networks that build understanding and connect individuals to services from people they trust.
- 2.2 Foster client support systems through peer mentoring.
- 3.1 Make the Self-Determination Program (SDP) the core of the developmental services system, while ensuring that individuals remaining in the traditional system also have greater opportunities for choice and control over their services and supports.
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Recap Next Steps

THANK YOU!



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.