



Master Plan “Vision for Success”

Our vision for success is centered in equity and the lived experience of individuals and their families.

This vision applies to all systems that provide services and supports to individuals and their families that are served through the developmental services (DS) system.

1. All Individuals and their families receive high-quality person-centered disability-related services they need and choose.

- Help individuals achieve a well-lived, inclusive life in the community.
- Services are timely.
- Are tied to the outcomes the individual wants to achieve.
- Individuals receive support to access services and navigate systems.

2. Individuals’ and their families’ basic needs are met so they can live in the community of their choice.

- Affordable and accessible housing
- Transportation
- Food security
- Personal safety
- Employment

3. Service systems have “One Door”. They provide the right services at the right time. Services are equitably provided no matter where the individual lives, or who provides or pays for the service.

The one door system:

- Respects individuals and their families. Puts individuals and families in the driver’s seat.
- Offers culturally responsive services in the languages spoken by the individuals they serve.
- Focuses on the whole-person across the individual’s lifespan.
- Proactively delivers quality person-centered services.
- Is clear to everyone and easy to follow.
- Provides information and training to support service access is available to everyone that needs it.

- Coordinates the services an individual chooses across systems.
- Utilizes technology and innovation to improve information, transparency, and service delivery.
- Rewards performance guided by measures that are easily known and understood.

4. Service systems are transparent, accountable and data driven.

- The system has a consistent interpretation of the Lanterman Act.
- Increases oversight and authority of DDS.
- Uses common service definitions, services, and expectations for service delivery throughout the system.
- Respects privacy, confidentiality and individual rights.
- Uses data and technology to ensure information is available to everyone and shared across systems.

5. The service system has a well-trained, stable workforce with opportunities for career advancement and growth.

- Support a stable, fairly compensated, and well-trained workforce with less turn-over.
- Redefine the role of service coordinators so that they can help individuals' and families' access the services and supports they need.
- Have the knowledge and skills to implement a person-centered approach to provide services and support.
- The system improves its ability to prevent abuse and neglect.
- Offers opportunities for individuals with lived experience to work in the system and support their peers.
- Create a more diverse workforce.