# Summary of Initial Priorities Identified in Meeting #1

Based upon the Committee's "Vision for Success" we began to reflect on which aspects of the vision were most important and need to be addressed first. Our priorities will inform our goals and working groups for the plan.

**Our priorities are centered in equity and the lived experience of individuals and their families.**

### 1. Create a "One Door" Coordinated System of Care
Where individuals and their families can obtain services and supports they need, Services are provided in a timely and efficient manner. Services are available without regard to where the individual lives or the entity responsible for providing or paying for the services.

**2. Workforce**. System workforce – including service providers and service coordinators –   have the skills and knowledge to implement a whole-person and person-centered model and can help all individuals in obtaining needed services and supports.

**3. Data and Information Technology**. Information that is usable, accessible, timely, and understandable. The data allows the systems to measure achievement of outcomes and experiences to inform choices and hold systems and organizations accountable.

**4. Reimagine Regional Centers--Cultivating Accountability, Consistency and Quality Services.** They are accountable, provide consistent services and experience across the state. Provide and coordinate high quality services which meet the needs and choices of the diverse individuals they serve.  They are effectively managed and able to implement needed cultural changes to better meet the needs of the individuals and families served.

**5. Housing.** Ensure access to affordable units and resources, which may require creating more housing units, building, developing, and setting-aside, through partnerships when advantageous.

**Additional Detail:** Below we provide additional information and themes that emerged during the discussions of these priority areas.

**1. Create a "One Door" Coordinated System of Care** where individuals with I/DD can obtain services and supports they need, in a timely and efficient manner, without regard to where they live or the entity responsible for providing the services.

This work would require that we:
- Understand the current experience, (through "journey mapping" and other tools) to identify and resolve the bumps in the road.
- Consider peer navigation, technology and other solutions and services that can better support access to services .
- Break down silos and build relationships across various sectors, departments and agencies.
- Implement strategies to shift the burden of navigating the bureaucracy away from the individual and families.

**2. Workforce**. The workforce – including service providers and service coordinators – must have the skills and knowledge to implement a whole-person and person-centered model and are equipped to help all individuals in obtaining needed services and supports. This requires:
- Creating environments that help reduce staff turn-over.
- Considering changes to job responsibilities, including what service coordinators currently do vs what they need to do to realize the Master Plan's vision.
- Contracting with direct service professionals who have the skills needed to provide services that people want.
- Establishing processes to incentivize good providers and vendors, and clear steps to report violations, abuse, and as appropriate removal from job placements.
- Compensating the workforce appropriately, providing training and opportunities for advancement and a career ladder.
- Developing and retaining a diverse and inclusive workforce

**3. Data and Information technology**. Information that is usable, accessible, timely, and understandable are needed to measure achievement of outcomes and experience to inform choices and hold systems and organizations accountable.

More robust information technology infrastructure and data exchange and analytics capabilities are necessary to improve transparency and support more comprehensive outcome and other performance-based  measures to ensure that the Master Plan can achieve its vision.

**4. Reimagine Regional Centers** that are accountable, consistent (in terms of services and experience across all RCs), provide high quality services, with truly representative governance and are prepared for necessary culture change in support of:
- Accountability
- Quality
- Consistency
- Staff turnover
- Representation in governance
- Service providers
- Control and meaningful Choices for individuals and families including:
  - Self determination program
  - Supported decision-making

**5. Housing.** Ensure access to affordable units and resources, which may require creating more housing units, building, developing, and setting-aside through partnerships wherever doing so is advantageous.

Housing priorities should help identify and remove program barriers and obstacle, create legislative fixes to better protect people; improve equitable access to rent-subsidies, vouches, transitional housing and security deposits for self-advocate and families; facilitate CalAIM housing community supports and home modifications; leverage housing that will be made available through Proposition ; and expand housing navigation supports.

## Focus on Equity
A focus on equity emerged as an overarching theme across all initiatives and specific themes within each initiative, guided by experts to help us address inherent inequities and implicit bias.