



MASTER PLAN *for* Developmental Services

Workgroup 4 Meeting
October 4, 2024

Housekeeping (1/2)



MASTER PLAN *for*
Developmental Services



Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."



ASL interpreters have been "Spotlighted" and Zoom, automatic closed captioning is active.

- Please make sure you state your name & speak slowly before making comments to help our interpreters



This meeting is being recorded.

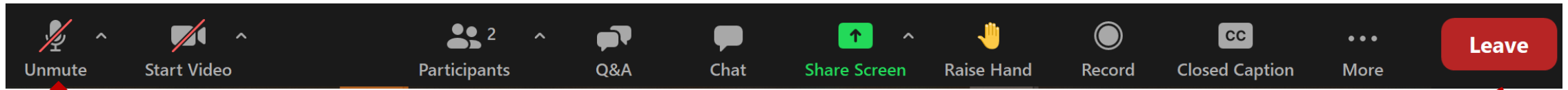


Materials are available on the [Master Plan web page](#).



Questions? Comments? Email DSMasterPlan@chhs.ca.gov

Housekeeping (2/2)



Committee members can unmute their mic when it's their turn to speak

Committee members can turn their webcams on/off here

Participants will always be able to use the Q&A feature to ask questions and make comments during the meeting. In addition, the chat feature will be open unless it is an accessibility barrier to a member of the workgroup.

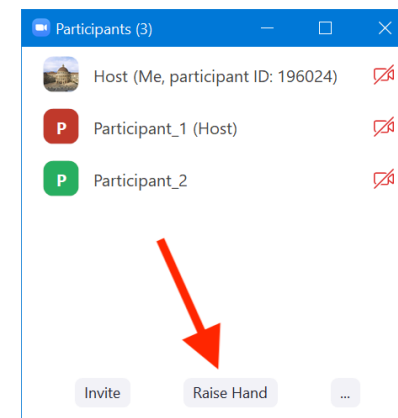
Raise your hand when you want to speak

You may need to click on "Participants" and a new window will open where you can "Raise Hand"

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








Agenda

1. Welcome and Introductions
2. Review Timeline and Process for Creating Ideas and Recommendations
3. Discuss Priority 1 Recommendation 1 – Operational Definitions of Service Types
4. Discuss Priority 1 Recommendation 2 – Service Authorization Standards
5. Discuss Other Priority 1 Ideas
6. Prepare for Priority 2 ideas (next workgroup meeting)
7. Review Upcoming Meetings
8. Public Comment

Workgroup Meetings



Workgroup 4 will meet every month for six months. We will develop recommendations about generic services for the Master Plan

2024					2025		
August	September	October	November	December	January	March	
Workgroup launch meeting	Discuss Priority 1	Discuss Priority 1	Discuss Priorities 2 & 3	Discuss Priorities 2 & 3 Recs	Discuss Priorities 2 & 3	Finalize workgroup recommendations	
							 Finalize Master Plan in Spring 2025

Developing Our Recommendations



- 1. Discuss recommendation ideas:** Talk about ideas and get consensus for recommendations
- 2. Draft recommendations:** Co-Chairs, workgroup and staff will use the ideas to develop draft recommendations.
- 3. Review recommendations with Workgroup:** Members will review, discuss and revise draft recommendations
- 4. Review Recommendations with Master Plan Committee:** Recommendations will be presented to the Master Plan Committee for feedback and approval.

Recommendations:

**Operational Definition of Service Type (“service definitions”)
and Service Authorization Standards**

Priority 1 Universal Goal



Our universal goal is:

People get the services and supports they need, when they need them, so they can lead the lives they want.

Priority 1 Problem Statement



Problem statement:

- Services with the same name can mean different things at different regional centers.
- Some regional centers place limits on certain services, while other regional centers do not.
- It is hard for people with disabilities and families to make informed choices when there is no clear way to tell what those services, how to get them, and whether they are eligible for them.

Groups left behind:

- Some people with disabilities;
- Racial and ethnic minority groups;
- Immigrants;
- Those whose preferred language is not English;
- Those with low and very low incomes; and
- People who live in rural areas.

Discuss Priority 1 – Recommendation 1: Service Definitions

What is an Operational Definition of Service Type?

An Operational Definition of Service Type (also called a “**service definition**”) explains what a service is. It tells us what the service includes and how it works. This helps everyone understand the service in the same way.

Service definitions help make sure that:

- individuals and families make informed choices about what services they need, and how they can access them.
- There is more consistency about how services are offered across regional centers.
- We can get more reliable information about each service. This will help us better understand what good access and service delivery is.

Priority 1, Recommendation 1: Service Definitions (slide 1 of 2)



Recommendation #1: Develop service definitions for a wide range of services, written in a way that is equitable and accessible to everyone.

- 1. Definitions should include things that must be included in each type of service**, as well things that might be different across regional centers. Definitions must also allow for enough flexibility so that services can meet the needs and goals of individuals.
- 2. Definitions should be used by all regional centers and providers.** Definitions must have enough detail and clarity so that there is no misunderstanding about each service. This will promote consistency across regional centers and providers.
- 3. Definitions should also be easy to understand** for everyone, and available in different languages. They should use words that address equity and are sensitive to people from different background and cultures.

Priority 1, Recommendation 1: Service Definitions (slide 2 of 2)



Recommendation #1: Develop service definitions for a wide range of services, written in a way that is equitable and accessible to everyone.

- 4. Data for each definition should be collected** to know if the service is being provided in the way it is supposed to be. It should also be collected to see if definitions had an impact on the equity, quality and outcomes of each service
- 5. There should be a process for creating service definitions.** That process should include self advocates and family members, DDS, regional centers, providers and other experts. The process should look at rules, regulations and examples of other places where good definitions that have been developed.
- 6. The process of developing the operational definitions should be facilitated by an independent organization.**

Discuss Priority 1 – Recommendation 2: Service Authorization Standards

What is a service authorization standard?

A service authorization standard is what regional centers use to review a request to get a specific service. It helps them figure out whether to say “yes” or “no” to a service.

Service authorization standards make sure that:

- The service is needed
- Regional centers follow the rules for what the regional center can and cannot pay for.

Priority 1, Recommendation 2: Service Authorization Standards (slide 1 of 3)



Recommendation #2: Create and keep an updated list of clear, fair, and consistent rules for all regional center services and how they are approved.

- 1. All regional centers use consistent service authorization standards** that are person-centered, equitable, clear, transparent, and easily understood by everyone.
- 2. Service authorization standards should be established by a decision-making committee.** It should be diverse and include people served, families, regional centers, and other members of the community. The committee should use tools to make sure that equity is always considered. And it should keep going as long as updates to standards are needed.
- 3. Each regional center should have a multi-cultural advisory council** that includes people from diverse ethnic backgrounds and languages.

Priority 1, Recommendation 2: Service Authorization Standards (slide 2 of 3)



Recommendation #2: Create and keep an updated list of clear, fair, and consistent rules for all regional center services and how they are approved.

- 4. No one should lose a service they are receiving because of this process.**
- 5. Training should be required on service authorizations standards** for regional center leadership, service coordinators, providers, and direct support professionals. It should also be available to people served, their families, and other stakeholders so there is a common understanding of what service authorization standards are and how they should be used
- 6. There should also be immediate fixes to current service authorizations standards** while these recommendations are being adopted. This includes a review by DDS of purchase of service policies.

Priority 1, Recommendation 2: Service Authorization Standards (slide 3 of 3)



Recommendation #2: Create and keep an updated list of clear, fair, and consistent rules for all regional center services and how they are approved.

7. Create clear and consistent processes for Notices of Actions (“service denials”) and appeals to ensure transparency in the decision-making process

- Service denial policies must be provided timely. They must be in the preferred language of the individual that is easy to understand. They must also include a clear description of an individual’s rights to appeal. They must be provided even when there is an end date in the IPP and the person does want the service to end.
- Regional Center must provide information, in the preferred language of the individual, on alternative resources or assistance that could help families.
- DDS should collect and publicly report data on the number and type of service denials by regional center. This should include service denials not appealed, denial reasons and steps taken to provide generic supports for each Regional Center.
- All service denials, notices action and appeals must be documented in the Individualized Program Plan (IPP).



Other Priority 1 Ideas

Brainstorm Idea #3

Develop consistent, transparent, and equitable standards for the regional center intake and assessment process.

Here is one example of a problem statement:

- When people go to regional centers for the first time, they are asked for “proof” or “records” that show they have an intellectual or developmental disability. If they don’t have this proof, they are sometimes turned away.
- Not everyone has access to the same resources or testing where they are able to receive an early diagnosis of an intellectual or developmental disability. Example: studies show that Black youth with autism or intellectual disability are more likely to be misdiagnosed with conduct disorders.
- How do we make sure people aren’t being left behind at the intake stage? What role should regional centers have to assess people who don’t already have assessments?

Brainstorm Idea #4

Develop consistent, transparent, equitable and person-centered Individual Program Plan (IPP) processes.

IPP Processes must:

- Describe what services are needed and when they are needed.
- Get individual and parent input to document needs and goals
- Be provided to individuals and families in languages they understand before IPP meetings
- Use DocuSign to obtain an individual's and (if needed) parent's consents

Brainstorm Idea #5



Establish clear and consistent procedures and timelines for vendorization. *More service providers are needed, particularly with language and cultural competency. This is essential to ensure that everyone gets the services and supports they need.*

Vendorization processes should:

- Be efficient, with clear timelines to become vendorized;
- Be accepted by all regional centers if an organization is vendored by one regional center;
- Speed up processes of assigning vendor numbers after a vendor's application has been approved.

Brainstorm Idea #6 (From Survey)



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

- **Problem:** There is no clear definition and measurement strategy for the system's performance in equity. Without it, there is no ability to develop a comprehensive strategy to address equity and measure progress over time

We will come back to this idea when we talk about Priority 2 (data) and Priority 3 (accountability).

We will also ask other workgroups if they are also talking about this topic.

Brainstorm Idea #7 (From Survey)



- **Universal goal: Make a clear list of services that can be included in the self determination program.** *The list should follow the least restrictive rules so people do not lose services they already receive. It should be clear and easy to understand so we do not end up with 21 different interpretations.*

This idea is being worked on by workgroup #1

Brainstorm Idea #8 (From Survey)



- **Universal goal: Establish universal, streamlined language that is simple for the average person to understand but also is used by all twenty-one regional centers.**

This idea is being added to all of our recommendations

Brainstorm Idea #9 (From Survey)



- **Universal goal:** Train service coordinators so that the client and family always feel supported and listened to.

This idea is added to our Recommendations #1 and #2.

Some parts of it are also being considered by workgroup 3 (workforce) and workgroup 1 (build trust in regional center services)



Priority #2 – Data and Technology Systems

Priority #2



“Enhance data and technology systems to ensure equitable access to information and help everyone more easily navigate the systems while safeguarding the privacy of individuals that receive services:

- Provide individual and family access to their information;
- Measure individual outcomes, system outcomes and performance;
- Publish information so that it can be used for research, analysis, evaluation, and to support accountability.”

Priority #2



Priority #2: Plain Language

- Make it easy for everyone to get information they need and want
- Let people see their own information
- Keep personal information private
- Help people easily find their way through services
- Check if people are getting the services they need.
- Make it easy to understand if the system is working well.
- Share information for research and to check how things are going

Big Ideas for Priority #2



Think about big ideas we might discuss at our next workgroup meeting. We will send a survey to get your input. Your ideas might include recommendations about:

- Technology to help everyone get the information they want
- Information to help make choices about services and supports
- Data to help us understand if the system is working the way it should
- Other ideas related to our universal goal that will help:

“People get the services and supports they need, when they need them, so they can lead the lives they want.”

Our Next Steps

At our next meeting we will:

1. Review other Priority 1 Recommendations
2. Look at a first set of Priority 2 Big Ideas

Upcoming Workgroup Meetings



The below dates are pending confirmation of availability of more workgroup members. Once the schedule is finalized, virtual meeting invites will be emailed to you.

- **Thursday October 31st, 1pm - 4pm**
- **Thursday November 21st, 1pm - 4pm**
- **Wednesday December 18th, 1pm - 4pm**
- **Wednesday January 29th, 1pm - 4pm**
- **Wednesday March 5th: 1pm - 4pm**

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 or post them in the Q&A

Thank you!

We look forward to seeing you at the next **Master Plan Committee** meeting.

Wednesday, October 9, 2024

10:00 a.m. – 3:30 p.m.

Location: Virtual and in San Diego at Sharp Prebys Innovation and Education Center, Executive Boardroom, 4th Floor, 8695 Spectrum Center Blvd, San Diego, CA 92123

For more information visit our [website](#).

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





Appendix

Priority #1



“Ensure the system has a consistent, equitable, and transparent interpretation of regional centers’ responsibilities by establishing a common set of statewide regional center standards, services, and rates that are accessible and fair to all of individuals, using clear, simple and inclusive language that is understandable to all of our diverse communities.”

Priority #1



Priority #1: Plain Language

“Make sure all regional centers follow the same rules. They should offer the same services and say what they pay for the services they give. We want everything to be clear and fair, and to use language everyone can understand.”

Priority #2



“Enhance data and technology systems to ensure equitable access to information and help everyone more easily navigate the systems while safeguarding the privacy of individuals that receive services:

- Provide individual and family access to their information;
- Measure individual outcomes, system outcomes and performance;
- Publish information so that it can be used for research, analysis, evaluation, and to support accountability.”

Priority #2



Priority #2: Plain Language

- Make it easy for everyone to get information they need and want
- Let people see their own information
- Keep personal information private
- Help people easily find their way through services
- Check if people are getting the services they need.
- Make it easy to understand if the system is working well.
- Share information for research and to check how things are going

Priority #3



“Strengthen DDS, regional center, vendor and provider accountability for achieving equitable and person-centered outcomes.”

Priority #3: Plain Language

Make sure DDS, regional centers, vendors are responsible. They need to provide the services they are supposed to. They need to give fair and person-centered results.