



Summary of Public Comments Received During Workgroup 1 Meeting #1-Wednesday, August 14, 2024 12:00 p.m. – 3:00 p.m.

This summary reflects the themes and ideas received from public comments provided during the workgroup meeting. Public participants were invited to speak and share their comments with the workgroup and to share their comments using the Zoom chat and Q&A. Themes from public comments included:

Consistency in Processes and Services Across Regional Centers

- The need to work towards consistency in availability of and access to services across Regional Centers.
- The variation in processes and services available in rural Regional Centers, as compared to urban Regional Centers.
- One commenter shared their experience of moving between Regional Center catchment areas and losing access to services that their child had previously been able to receive.
- The need to make access to the Self Determination Program more consistent across Regional Centers and to remove barriers.
- Barriers that result from Regional Centers only offering services that are easier to provide or more easily funded, rather than listening to individuals to tailor their services to what they need.
- There is a strong desire for more social activities and support for children in the community, as the current system is not providing adequate resources.

Transparent Communication with Regional Centers

- Challenges and confusion around different labels or terms being used to describe the same services being provided by different Regional Centers.
- Barriers when translation is not culturally relevant, and confusion that can stem from relying on literal translation when discussing nuanced issues.
- The need to use clear, concise, and consistent language in discussions around available services.

- The desire for information about how Regional Centers are performing. Some commenters gave the suggestion of a Regional Center “rating system”, so that individuals could better understand how their Regional Center performed in comparison to others.
- Improved standardization in how Regional Centers deliver services and transparency to address equity concerns in the way services are currently delivered—including for those individuals who may not be visibly seen as “disabled.”

Challenges in Access to Services for Individuals Perceived as “High-Functioning”

- Commenters shared the paradox of individuals who are perceived as “high-functioning” sometimes also being viewed as “not needing” services.
- One commenter explained that they feel they are sometimes perceived as not needing services a result of their strong skills in advocating for themselves and the services which they need.
- Several individuals shared their negative experiences with Regional Centers when attempting to access basic services. Examples include:
 - One individual expressed feeling as though they are “begging” and “justifying the ask” when seeking services from Regional Centers, despite being eligible.
 - Another person described experiencing “gaslighting” from Regional Centers when they declined initial offerings and sought more tailored services.

Expressing Emotions for Regional Center System Through Color Therapy

- Several members of the public suggested that using color therapy to express their feelings would provide a clearer and more vivid way to represent their attitudes toward the IDD services and the RC system. Colors used included green (positive), black (negative), and orange (least favorable). Examples include:
 - One commenter identified with the color green, symbolizing their optimism about the Master Plan efforts and their commitment to contributing positive outcomes for the community.
 - Another commenter identified with the color black, symbolizing the negativity they feel for all the individuals with IDD who have suffered or struggled without adequate resources to help them feel accepted.