

Subject: North Los Angeles County Regional Center's Self-Determination Local Advisory Committee's Quarterly Update of the Committee Centered Plan (CCP)

April 29, 2024

Purpose:

This quarterly update aims to fulfill our committee requirement of ensuring the effective implementation of the Self-Determination Program (SDP), establish that the five principles of SDP are being advanced, and make ongoing recommendations for improvement to the regional center and the department.

Analysis:

At the NLACRC SDLAC meeting held on April 18, 2024, there were several presentations given by committee members on the progress made on their assigned goals and objectives.

The first goal of ensuring timely and seamless transitions into and continuing with the SDP with knowledgeable staff, accurate information, and less bureaucracy for participants and families, NLACRC, Financial Management Services (FMS), Independent Facilitators (IF), and service providers, yielded an enormous amount of potential best practices ideas and areas that need attention. While researching the barriers, committee members surveyed, interviewed, and compiled the information. Some of the common concerns of all the entities involved in the SDP are as follows:

- Delays in all aspects of the program i.e. payment to vendors, processing paperwork, communication with participants, FMSs, and IFs.
- Inconsistencies between RCs and FMSs.
- Antiquated IT systems.
- CSCs with high caseloads see the SDP as time-consuming, complex, confusing, potentially abused, unsustainable, and ineffectively implemented on several fronts.
- FMSs, CSCs, IFs, vendors, and participants all voiced their preference for a specialized SDP unit to handle those in the SDP due to the onerous

paperwork, lack of training, complicated processes, and time-consuming nature of the program.

The second goal of ensuring that self-advocates are involved in the SDP processes was addressed by creating a survey and will continue with how to implement that survey.

The third goal of analyzing access, support, and outreach efforts in underserved communities indicates that more needs to be done to reach the Hispanic and other populations. Some suggestions made were to have an SDP Support Group for Spanish-speaking individuals and identify and disseminate information on IFs and Coaches that offer Spanish-speaking services.

Goals four, five, and six deal with training and dissemination of statistical data of the SDP. Training and understanding of the obstacles in the SDP are key to improving the SDP at NLACRC. The training materials have been reviewed, feedback on those trainings has been shared with the RC, and a path forward is being planned. Bringing in knowledgeable and capable partners in pursuing this part of the CCP is proving to be difficult and time-consuming.

The seventh goal of increasing communication of the SDP with participants, families, and the community, started with reviewing current resources including flyers, newsletters, social media accounts, the NLA website, orientation options, and utilization of the newly established committee email. Some of the work completed included:

- The flyers were updated and new a resource flyer was created.
- Recommendations on how to create a more useful newsletter were made and incorporated.
- A website subcommittee was created and is working with NLA to make it a useful and educational tool for all who are interested in the SDP. This is an ongoing project.
- Our committee email is now used for anyone interested in speaking directly to the members and the newly created option of emailing participants and orientation attendees directly was created to inform those on those lists of updates and information about the SDP.

Recommendations:

The NLACRC SDLAC has accumulated a vast amount of information and feedback from the community on how to better the SDP at NLACRC. Our next steps will be to utilize that information to make recommendations to the regional center and the department. The recommendations moving forward will include:

- Updating the CCP to reflect the work completed and to set new timelines in July or August.
- Working with the Best Practices Subcommittee to review this report and implement the appropriate changes to the program.
- Report to the public on the changes that are implemented.
- Forward this report to both NLACRC and DDS.

Thank you to all those who contributed their time and efforts to researching and presenting their findings to the committee and the public.