

Meeting Summary for SDLAC

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Quick recap

The meeting focused on the California Master Plan for developmental services, particularly the Self-Determination Program (SDP), with discussions on improving the program's enrollment, provider quality, data usage, and outreach to underrepresented communities. The team also explored the creation of a specialized department within regional centers to handle self-determination cases, the need for a more streamlined and efficient system to track requests, and the importance of people in creating systems and better decision-making. Lastly, the conversation ended with the introduction of a new self-determination liaison, the progress of coaching, and the upcoming committee-centered plan review.

Next steps

Lori to compile and share examples of centralized SDP models from other regional centers with Robin.

Ricardo to assist Lori in preparing information on centralized SDP models for presentation to North LA leadership.

Robin to present the concept of a centralized SDP unit to North LA executive leadership.

SDLAC committee to draft a letter supporting the creation of a centralized SDP unit at North LA.

Victor and Fernando to consider recommendations for making the process of changing spending plans faster and more flexible.

Victor to explore the possibility of mandating a unified data system across all regional centers.

Fernando to share draft recommendations with the SDLAC committee for feedback.

SDLAC committee members to review the committee-centered plan, especially goals 2 and 4, before the next meeting.

North LA to proceed with interviews for the open SDLAC position.

Denise to update the SDLAC website with the correct link to the committee-centered plan.

SDLAC committee to review and approve September and October meeting minutes at the next meeting.

Lori to prepare to introduce the new Board of Trustees self-determination liaison at the next meeting.

John (website guy) to attend the next Best Practices Subcommittee meeting to discuss proposed changes to the committee's website section.

SDLAC members to review the Board of Trustees reporting out form on page 40 of the board meeting packet.

California Master Plan for Developmental Services

Lori introduced the California Master Plan for Developmental Services, emphasizing the self-determination program and committee input. Victor, the project director, discussed the plan's vision for an equitable, consistent, and accessible service system. Five diverse work groups were formed, with a draft plan expected by March 2025. Victor outlined the groups' focuses, including person-centered services, service coordination, workforce development, data-driven accountability, and lifelong support. Fernando, co-chair of the person-centered services group, mentioned framing key areas. Public input was encouraged, especially on improving the Self-Determination Program's enrollment, provider quality, data usage, and outreach to underrepresented communities.

Improving Self-Determination Program Services and Processes

The meeting focused on the Self-Determination Program (SDP), with Victor and Lori leading the discussion. Lisa shared her experience of getting into the SDP three times as a parent, advising others to let a good intermediary handle the process for the first year. The team discussed the need for better service providers and data to improve outcomes for underrepresented communities in the SDP. The importance of high-quality, independent facilitators in the SDP process was emphasized, with concerns raised about the lack of consistency and communication between different entities working on different aspects of the program. The participants also expressed frustration over the redundancy of the Individual Program Plan (IPP) process and the difficulty in getting a budget for their services. The conversation ended with the participants acknowledging the need for improvements in the SDP process.

Creating a Specialized Department for Self-Determination Cases

Ricardo proposed the creation of a specialized department within regional centers to handle self-determination cases, staffed by trained specialists. Lori and Richard acknowledged this idea and Richard expressed his intention to discuss it further with Victor. Richard raised concerns about the lack of understanding and access to information about the mechanics of SDP, particularly in relation to equity, and suggested the need for more detailed data about specific populations. He also highlighted unresolved disputes between individuals and regional centers, the challenge of finding community providers, and the need for a platform similar to Yelp to facilitate connections and sharing of best practices. Richard emphasized the importance of cross-pollination between different groups and settings to find solutions and hoped the state could help overcome obstacles and rules hindering progress.

Addressing SDP Transition Challenges and Costs

Jenna expressed her dissatisfaction with the transition to the Self-Directed Program (SDP), citing numerous obstacles and feeling overwhelmed by the multiple entities involved in her son's care. She criticized the Family Management Services (FMS) and the spending plan, questioning their alignment with the program's goal of self-determination. Jenna also voiced concerns about the high costs of Independent Facilitation (IF) services. Victor discussed the ongoing efforts of the master plan team to capture community feedback for actionable recommendations. Jenna suggested that FMS should either be involved in the spending plan approval process or follow the spending plan. Lori emphasized the need for an electronic tracking system to improve accountability and communication, while Integrated agreed on the need for a more automated and simplified system to alleviate the burden on families.

Regional Center Collaboration and Centralization Discussion

Lisa expressed her hope for regional centers to collaborate more closely, while Lori confirmed the existence of a monthly collaborative meeting. Ricardo raised concerns about the lack of understanding of traditional services among caseworkers and the need for training. Silvia and Robin discussed the challenges of managing the program, particularly with new directives and the need for continuous training. Lori mentioned the concept of centralizing self-determination and the potential for a centralized unit for case management within their organization. Ricardo agreed with this concept and suggested that they could use examples from other regional centers to support their proposal. The team also discussed the progress and challenges of the Master Plan workgroup, with a focus on the role of the Centralized SDP. Rita expressed frustration over the lack of timely responses to her emails and phone calls, while Jenna raised a concern about the FMS not following the spending plan as approved by the regional center. Silvia and Robin advised Jenna to have her spending plan thoroughly vetted before transitioning to the FMS and to seek help from the SDP Ombudsperson's Office if there are issues.

Improving Data Compilation and Tracking Process

Jenna expressed frustration over the lack of resolution through the Ombuds office's data compilation process. Robin and Silvia emphasized the importance of following directives, reaching out for guidance, and escalating issues through the proper channels. Lori, Victor, and Jon discussed the need for a more streamlined, efficient system to track requests and avoid cases falling through the cracks. Jon proposed utilizing an existing portal from Health and Human Services as a potential solution. The team agreed on the necessity of a more user-friendly process and the exploration of existing technology to address current challenges in the self-determination program.

Government Technology Management and Collaboration

Victor expressed concerns about the government's ability to effectively manage technology and suggested partnering with private industry. Lori proposed mandating a standardized system to

prevent issues like lost paperwork. Ricardo emphasized the importance of people in creating systems and better decision-making. Lori asked Victor and Fernando about needing more feedback or resources and if they reviewed the Committee Center plan. Victor noted the plan's actionable recommendations. The group discussed upcoming work group meetings and public participation. Jenna mentioned receiving numerous emails on top of her regular workload, causing frustration. The group agreed on improving the system to better serve families while maintaining personal communication.

Discussing Recommendations, Committee Involvement, and Updates

Lori and Victor discussed sharing proposed recommendations with the committee for feedback. The committee expressed openness to participate in the process. Lori announced a new self-determination liaison and highlighted the reporting form. The best practices committee discussed the AI note-taking RFP, coaching, and the legacy center's launch. Robin proposed a centralized SDP, which Lori will research. The LVAC collaborative and new ombudsperson Marlene Morales were introduced. Lori discussed the progress of coaching and the upcoming committee-centered plan review, mentioning the need for further work on goals 2 and 4. Richard shared the passing of Dr. Derek Ott. Leah provided her contact information.

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