Purpose/Overview:
The Oversight, Accountability and Transparency (OAT) Workgroup will look at ways to measure and improve quality assurance and regional center transparency.

Meeting date(s): June 10, 2020

Discussion items:
- Defining what OAT looks like now and into the future
  - What do we need to do moving forward?
- Lessons learned about OAT in the time of COVID-19/budget cuts/protests
- Review of DDS Directives
  - Themes – Safety, Flexibility, Communication, Transparency
- Smaller focus groups will meet on specific topics
- Understanding Self-Advocate/Family Experiences
  - What’s the best way for self-advocates and families to share their experiences with DDS?
  - What has worked well, what hasn’t
- Themes from emails received via DDSC19@dds.ca.gov

Recommendations/Input on priorities:
- Continuing flexibility is critical
  - Presumptive eligibility helped move people through the application/intake process to provide services more quickly, it was a huge help for a number of individuals
  - Flexibility to have more SCs work from home has been very helpful
  - Online is not always a great substitute for in-person activity, especially for oversight
  - Self-Determination offers the most flexibility possible
- Focus on interim solutions as well as longer-term planning
  - Emergency preparedness needs to be part of this conversation
- Technology
  - Identify ways to increase access to technology once federal application is approved
  - Bring in technology people to frame a strategy we could operationalize
- Effective two-way communication
  - How do we effectively get real-time feedback from families?
  - Work with underserved communities remains high priority
  - Survey opportunities?
- Future conversations
  - Performance contract for longer term oversight
  - Safety
  - Survey Strategies
  - Emergency Preparedness