

Oversight, Accountability & Transparency Workgroup Update

June 23, 2020

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