

**Developmental Services (DS) Task Force  
Service Access & Equity Work Group**

**Workgroup Discussion and Recommendations**  
**October 26, 2020**

***What is working?***

- Family and self-advocate engagement
- Trainings and resources in multiple languages and accessible formats
- Flexible service options to meet the dynamic needs of diverse communities
- Partnerships with community-based organizations to ensure PPEs and related public health information is distributed to communities of color.

***What recommendations do you have to improve service access and equity in the developmental services system?***

- Develop standard regional center service information packets for families and self-advocates
  - Develop a standard menu of regional center services that is consistent amongst 21 RCs. List should be by age group and all RCs should be trained in standard information.
  - Research existing RC resources to develop the list as some resources may already be developed. Refer to the SCDD service list as a reference.
  - Ensure all information/resources are accessible and written in plain language.
- Provide cultural and linguistic competency training to regional centers and service providers.
  - Access to services should not depend on who is your assigned service coordinator or where you live.
  - Provide consistent education and training across the regional center system to improve cultural and linguistic competency.
- Provide support with information and resources in plain language and preferred language to help families access the appeal process equitably.
  - Ensure appeal process information and training is accessible, in plain language; and explained to families.
  - Ensure the planning process is culturally sensitive as some families may not fully understand or feel comfortable asking questions or filing an appeal.
  - Consider ways to streamline and shorten the appeal process and confirm that regional centers are providing notices of action.
- Evaluate and spotlight Service Access and Equity Grants.
  - Spotlight or showcase a SAE Grant project before each workgroup meeting.
  - Consider evaluations and mainstreaming grant projects that achieve equity.