

Oversight, Accountability and Transparency Workgroup Meeting

March 29, 2021

Housekeeping



Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."



ASL interpreters have been "Spotlighted" and live closed captioning is active

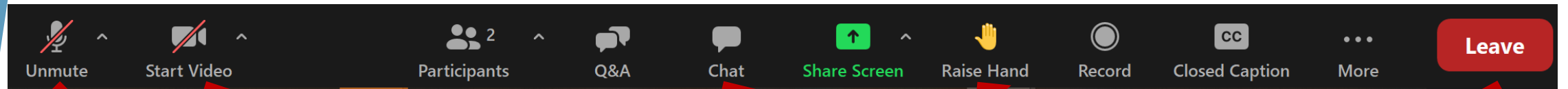


This meeting is being recorded



Materials are available at: <https://www.dds.ca.gov/initiatives/ds-task-force/>

Zoom Tips



Unmute mic only when it's your turn to speak



Turn your webcam on/off

All attendees can type questions/comments in the Q&A

Chat is available for Workgroup members only

Workgroup members can raise your hand when you want to speak

Leave the webinar at the end of the meeting



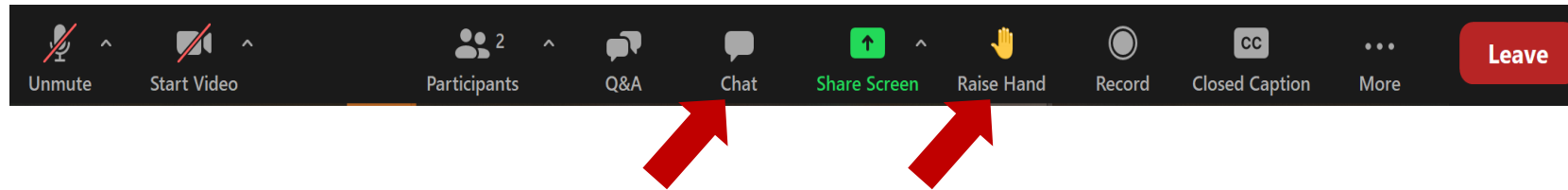
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



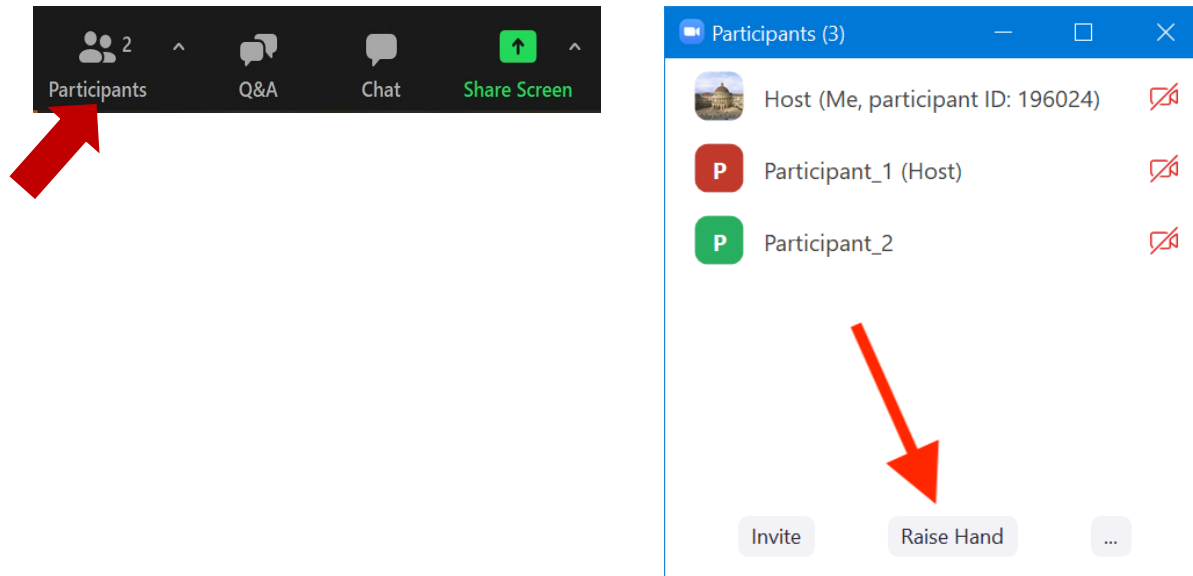
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

Providing Comments – Workgroup Members

Workgroup Members: Please use the “Chat” or “Raise Hand” to comment

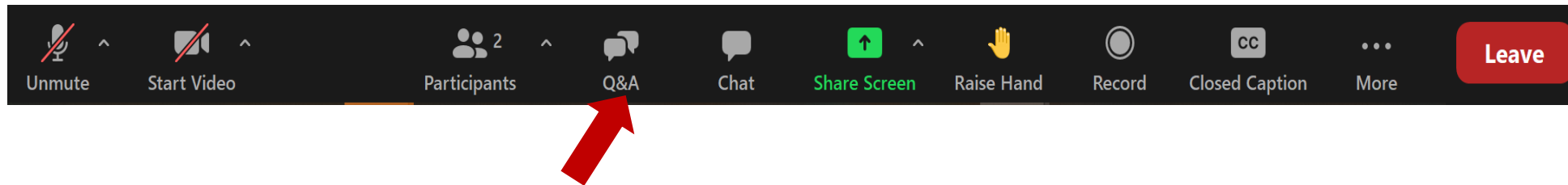


You may need to click on “Participants” and a new window will open where you can “Raise Hand”



Providing Comments – Members of the Public

For all attendees not on the Workgroup:
Please use Zoom's Q&A function to comment



- Please let DDS staff respond to the Q&A – we are monitoring and will provide comments/answers live or written when we can



Submit written comment via email to DSTaskForce@dds.ca.gov

Agenda

Welcome

Purpose of Workgroup

- Review previous meeting recommendations

Sample Data Sets

Self-Advocate and Family Survey

Discussion

- **Question 1:** What outcomes should we measure that are meaningful to individuals?
- **Question 2:** What measures and outcomes are important to track statewide?

Closing Comments

Purpose of Oversight, Accountability & Transparency (OAT) Workgroup



Explore ways to measure & improve quality outcomes and to enhance regional center transparency



Provide recommendations to the DS Task Force for consideration

Objectives of OAT Workgroup

Recommend key indicators to track the RC system's delivery of services and trends that are noteworthy of further analysis and follow-up

Develop recommendations for measuring and improving consumer outcomes

Recommend goals for system improvement

OAT Workgroup Recommendations – June 2020

Priorities During the Pandemic:

- Continuing flexibility
- Focus on interim solutions as well as longer-term planning
- Technology – increase access and strategies to operationalize
- Effective two-way communication

Future conversations:

- Performance contract for longer-term oversight
- Safety
- Survey strategies
- Emergency preparedness

OAT Workgroup Recommendations – December 2020

Short-term recommendations:

- Evaluate and enhance reporting on Alternative Services Model
- Enhance communication and information for individuals and families
- Increase utilization of the Self-Determination Program to offer more flexibility in services & supports during the pandemic and beyond
- Explore how to gain visibility into the impact of the pandemic

Long-term recommendations:

- Conduct a comprehensive post-COVID assessment to identify lessons learned, how to recover from impact of COVID, and what system changes made would be of benefit if maintained post-COVID
- Enhance communication and information for individuals and families
- Monitor statewide utilization of the Self-Determination Program and evaluate implementation across regional centers

Sample Data Sets

Self-Advocate & Family Survey

Discussion Question 1

What outcomes should we measure that are meaningful to individuals?

Discussion Question 2

What measures and outcomes are important to track statewide?