

# Oversight, Accountability & Transparency (OAT) Workgroup

October 4, 2022



# 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

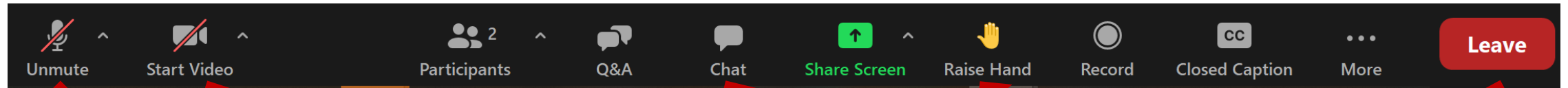


This meeting is being recorded



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



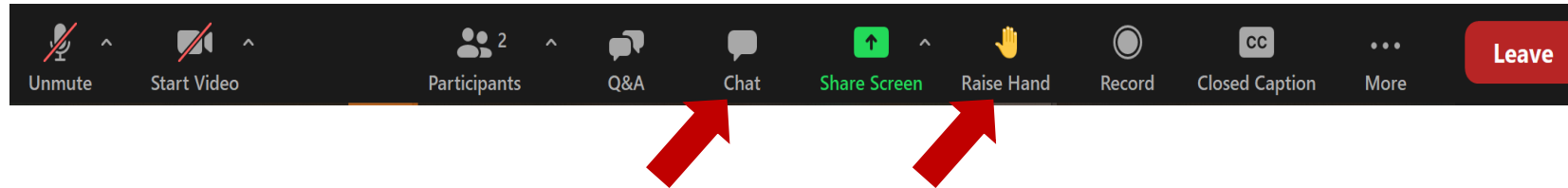
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



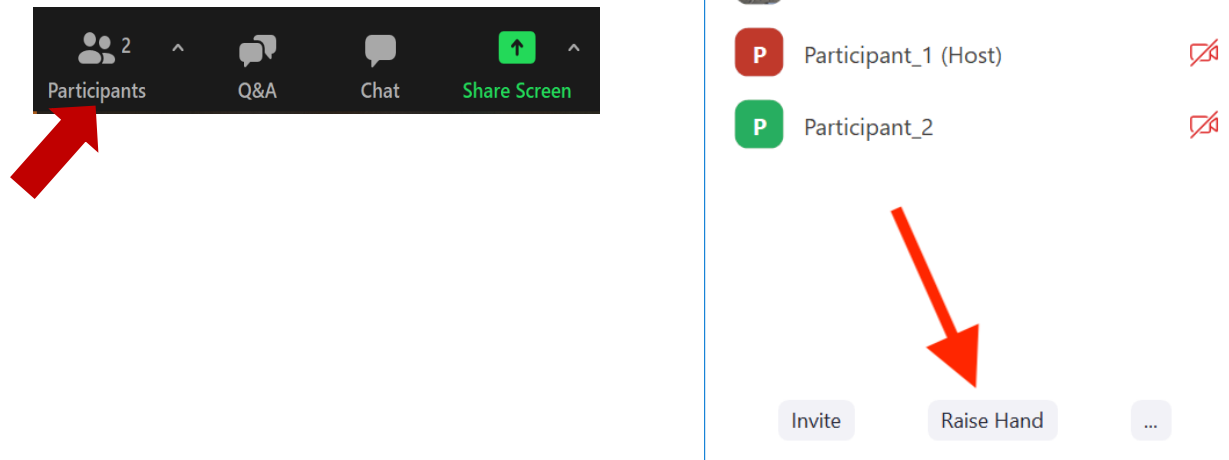
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

# Providing Comments – Workgroup Members

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

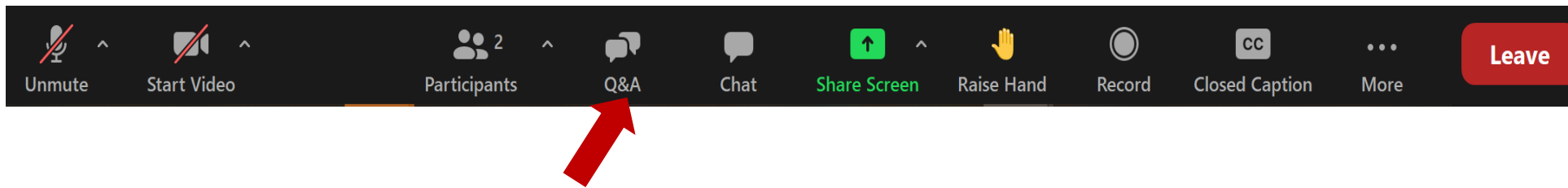


You may need to click on “Participants” and a new window will open where you can “Raise Hand”



# 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](mailto:dstaskforce@dds.ca.gov)

# Agenda

- I. Welcome & Housekeeping
- II. Presentation by the CA State Auditor
  - a) Q & A
- III. Review of DDS' Deliverables & Timelines
- IV. Discussion & Recommendations Regarding Key Findings

# DDS Deliverables & Timelines: Oversight

ONGOING Previously Initiated	COMPLETED By September 2022	PROCEEDING By October 2022	PROCEEDING By January 2023
<ul style="list-style-type: none"><li>• Continue work with ARCA &amp; other state partners exploring options for RC staff budgeting and/distribution of staffing funds to RCs</li><li>• Continue development of the consumer electronic record management system to provide greater transparency</li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Guidance</a> to RCs clarifying that state law does not allow extensions for investigations into complaints alleging violation or denial of consumers' rights (W&amp;I Code section 4731)</li><li>• Review DDS policies &amp; provide additional training to DDS staff specific to W&amp;I Code section 4731 consumers' rights complaints appeal investigations</li><li>• <a href="#">Guidance</a> specific to timeline for Lanterman Act eligibility determinations</li><li>• Revise DDS monitoring processes specific to RC compliance with timelines for Lanterman Act eligibility determinations</li></ul>	<ul style="list-style-type: none"><li>• Provide training to RCs regarding statutory requirements for vendor monitoring visits for specialized homes <b>(October 24<sup>th</sup>)</b></li><li>• Issue guidance regarding biennial vendor file reviews</li><li>• Develop a policy for training RCs on vendor monitoring visits for specialized homes</li></ul>	<ul style="list-style-type: none"><li>• Develop guidelines for RCs to complete quality reviews for specialized homes as frequently as required</li><li>• Evaluate processes for monitoring RC completion of quality &amp; biennial reviews</li><li>• RCs to include in their IPP document acknowledgement complaint process was discussed with consumer</li><li>• Review RC process for providing complaint information to consumers &amp; written information provided</li><li>• Guidance to RCs on conducting investigations into complaints alleging violation or denial of consumers' rights (W&amp;I Code section 4731)</li></ul>

# DDS Deliverables & Timelines: In-Home Respite Service

## **ONGOING**

Previously Initiated

- Since November 2021, RCs hiring Participant Choice Specialists responsible for training service coordinators

## **PROCEEDING**

By October 2022

- Review the policies of all RCs to ensure they do not contain provisions that impose overall limits, and require revisions as necessary

## **PROCEEDING**

By February 2023

- Develop or modify existing materials on respite service options and considerations for consumers and family members, available in multiple languages on DDS/RC websites

## **PROCEEDING**

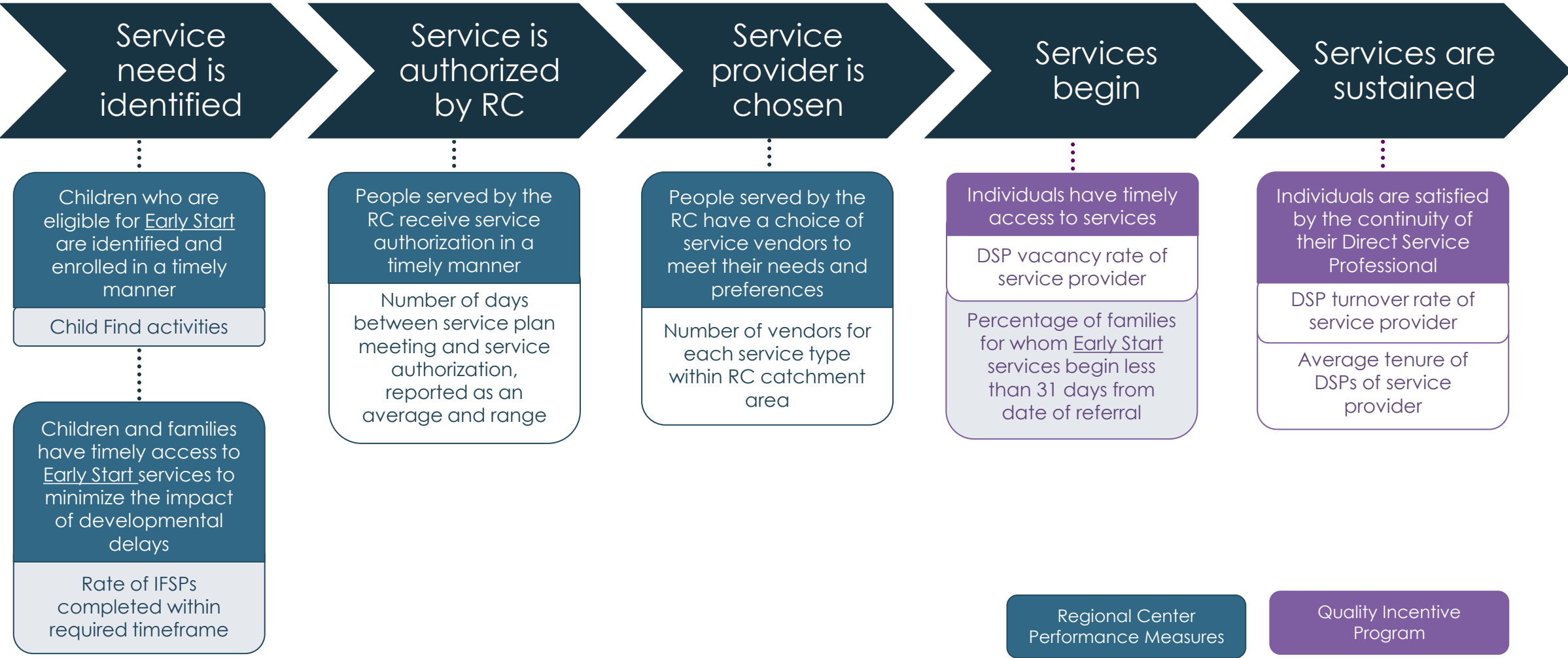
For FY 2023 24

- Prioritize development of Financial Management Services providers in Community Resource Development Plans



# RC Performance Measures & Quality Incentive Program

## Individuals Have Timely Access to Services





Measuring timely access to services



Tracking respite authorizations & use by  
service delivery option



Information for individuals & families on  
benefits of each respite service delivery  
option

THANK YOU!

For information and input, contact:  
[DSTaskForce@dds.ca.gov](mailto:DSTaskForce@dds.ca.gov)

