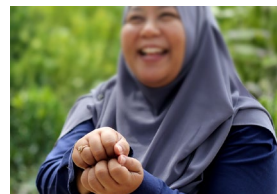


Regional Center Performance Measures: Person-Centered Service Planning Focus Group

July 19, 2023



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



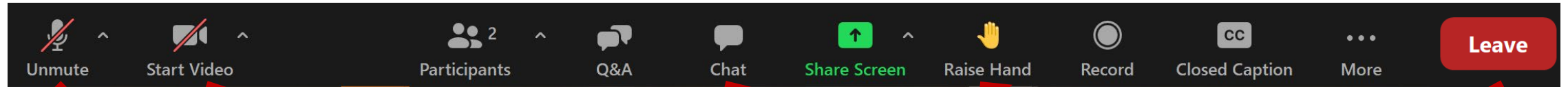
Materials are available at:

<https://www.dds.ca.gov/initiatives/stakeholder-events/>



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

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



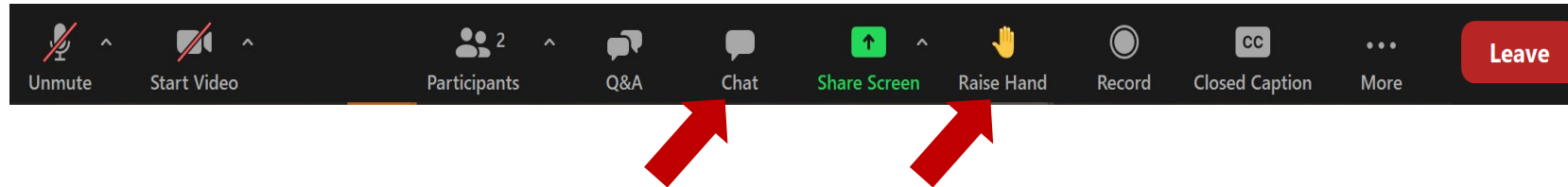
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



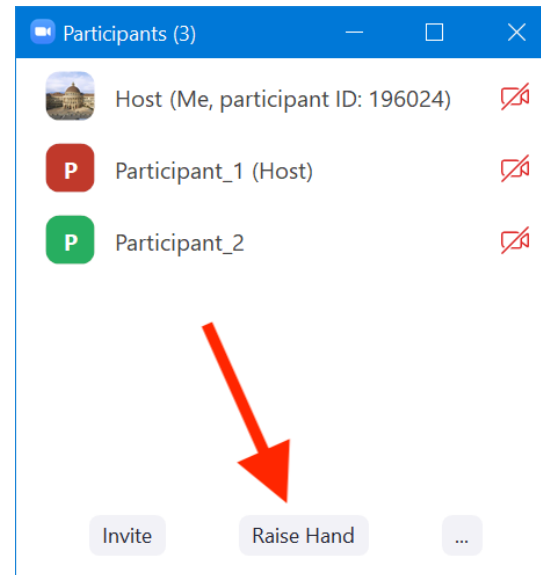
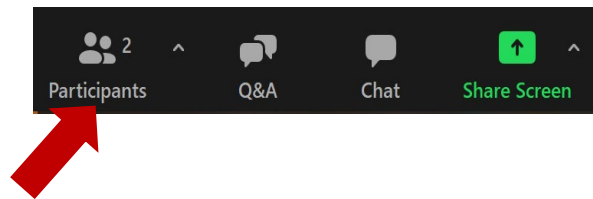
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

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”



Today's Discussion

- Update on additional focus group meetings and feedback to the example person-centered service planning document
- Review revised person-centered service planning document
- Discussion
- Next Steps

Additional Discussions and Feedback Received



Meetings with the Community

- DDS Consumer Advisory Committee – June 13
- South Asian & Pacific Islanders Focus Group – June 21
- DDS Hispanic/Latino Focus Group – June 23
- Tribal Community-Based Organizations Leaders – June 27
- DDS African American Focus Group – June 30



Feedback Received – Implementation and Training

- Train SCs on how to implement/put the Plan into action
- Cultural competency/humility training for SCs
- Standardize approach and monitoring to ensure implementation of the Plan
- Embrace person-centered culture and management throughout the RCs
- Pre-planning to gather information, investigate needs and possible resources
- Trust-building within diverse communities – community presence

Feedback Received – Communication

- Use family/individual's preferred language/mode of communication
- Ensure RC also communicates with the individual being served as well as the family
- Ensure individual's wants and needs are included
- Using person-centered communication (talking with vs. talking to)
- Communicate with empathy
- Set the tone for the meeting – the individual is a critical member of the team
- Discuss behavior challenges in person-centered terms – not so clinical or disparaging

Feedback Received – The Process

- Ensure the meeting is in a place and time that is comfortable for the individual and is in plain language
- Access interpretation services for the meeting
- Community engagement regarding the rollout and using community leaders to assist
- For individuals over age 18, include family in the discussion at the discretion of the individual
- Transparency in all service options and what is available for families and individuals – a one page menu of options

Additional Feedback Received

The Plan/Document

- Add cultural and religious preference, end-of-life planning and other major life transitions
- For individuals under age 21, consider calling the document a person-centered and family plan

Services

- It's not one size fits all – needs to be person-centered
- Monitor unmet needs that impact quality of life – this may indicate a service need

Revised Person-Centered Service Planning Document



Training Document Example

- Supplement document to accompany the service plan template
- Instructions with more details for each section
- Probing questions, additional information, other considerations, etc.

Discussion



Next Steps

- Present focus group feedback to RCPM workgroup
- Revise the template based on additional feedback
- Develop the supplemental training resource
- Communicate changes with regional centers

Public Comments

