



# QUALITY ASSURANCE

- **Ranking (Total/SA/FA) – pg. 3**
- **Raw Narrative Responses**  
*"Why is this important?" – pg. 5*
- **Raw Narrative Responses**  
*"Types of Activities" – pg. 37*

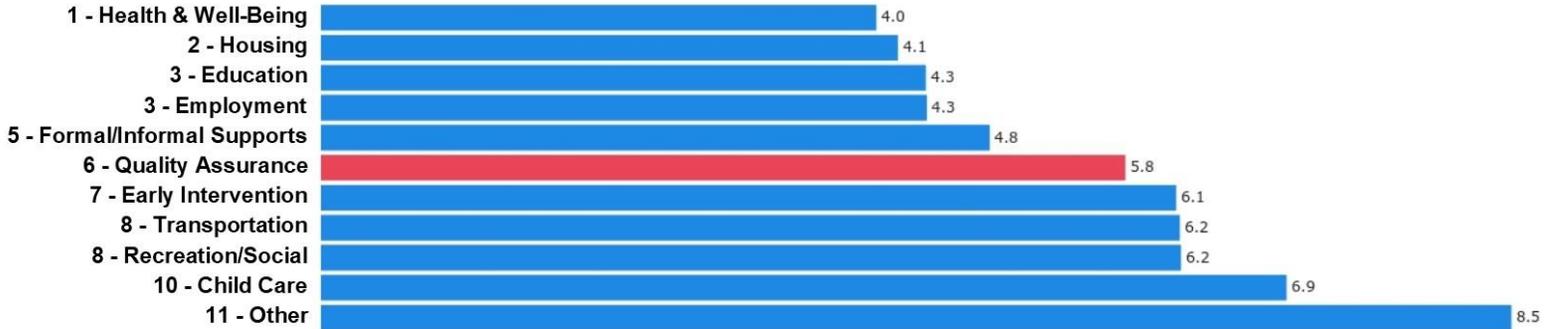
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# QUALITY ASSURANCE

Rankings based on average scores on a 1 - 11 scale (1 = Most Important)

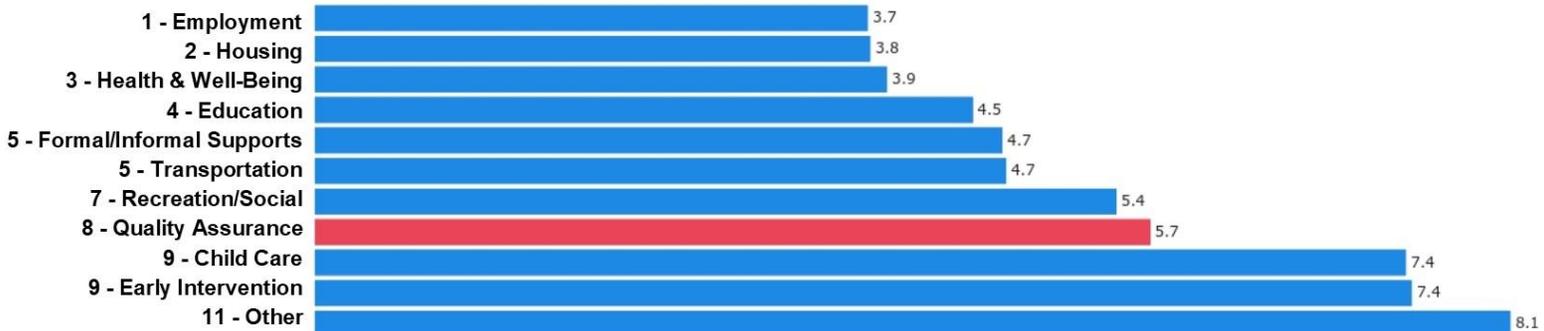
**Total Ranking = 6<sup>th</sup>**

## Total Rankings



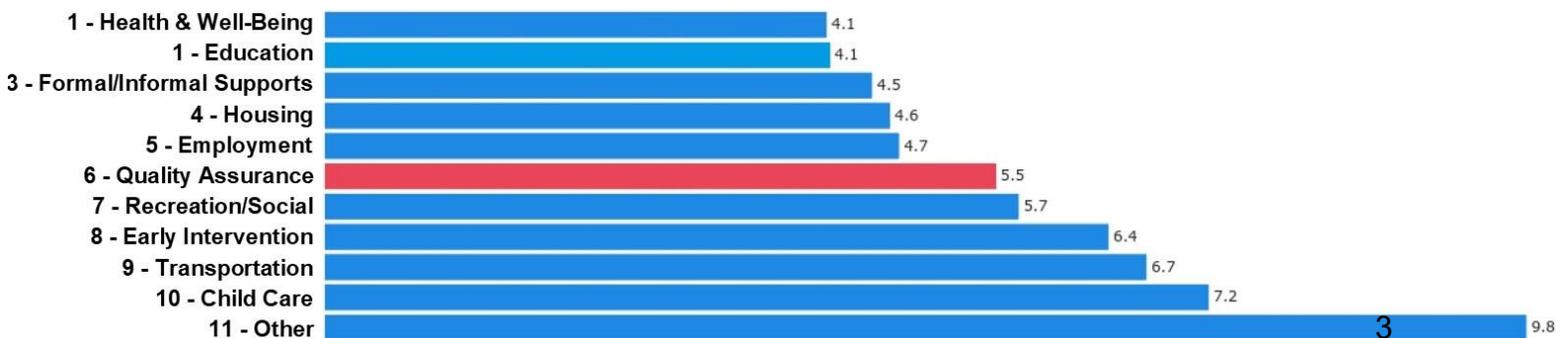
**Self-Advocate Ranking = 8<sup>th</sup>**

## Rankings by Self-Advocates



**Family Advocate Ranking = 6<sup>th</sup>**

## Rankings by Family Advocates



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## Question 1: Why did you put this as most important to you?

1. My child is young and I want to learn about those topics
2. a fulfilled quality of life makes it meaningful to live, laugh, build relationships and be healthy
3. Our service system has many great services however the bureaucracies and politics and mismanagement of funds i big barrier to service delivery
4. Get this correct and everything falls into line
5. Because people with disabilities deserve a chance to live life to the fullest
6. Everyone deserves to have a happy life and have the option to choose
7. Quality assurance its important it's supposed to improve your quality of life
8. quality of life
9. Make sure quality of life is ensured for everyone
10. Don't trust that there is enough "Quality Assurance" - Need "Quality of life" in ALL parts of services given, is important
11. Important! make sure enough QA people to monitor and supervise people who work with these with developmental disabilities
12. Not enough regional center staff to do real QA programs, etc.
13. Vulnerable clients need protection
14. Their health status will help them prolong their life
15. In all aspects of like, safeguards & safety important
16. Seems like common sense to make sure daughter has quality of life. Everyone should help with that
17. Quality Assurance is important. Need to make sure there is quality assurance with programs
18. need happiness Better quality of life, protection/supports
19. make sure programs are doing what they supposed to do and are paid to do.
20. Just having programs is not enough, quality is the key
21. I want to continue learning how to help our consumer improve their quality of life
22. I put these columns that are very important to me for every transferring, and how to get some free time for myself also how to be by myself

- 23.** Training & quality of staff are highest on list as nothing else works without them
- 24.** Children are being put through bad quality air with the sultan sea drying up
- 25.** If services are delivered properly, with high quality staff and programs. The lives of people with disabilities will be improved
- 26.** Quality of life seems the basic need of all people to thrive and just exist.
- 27.** I need to know the resources and support & activities that are important for my son to improve his quality of life
- 28.** You can have everything but they way it is implemented and how well it is implemented is tops
- 29.** Without quality of life it is hard to appreciate the other categories
- 30.** We are always looking for ways to improve quality of life
- 31.** Without quality services there is no value in what providers do support the quality life of people with disabilities. Person-centered planning is part of quality assurance, assuring people get services that are individualized.
- 32.** I have been told there are very few high quality programs for adults who need supervision.
- 33.** Need to improve management of supported living services - to follow through with staff who have DIRECT CARE of clients
- 34.** These days, quality seems to be subjective and a "bother" to those in charge we need to have higher standards more unbiased individuals in charge of the process. Much too much nepotism.
- 35.** Because I would like to make sure that people know I'm ok.
- 36.** to enjoy life
- 37.** Making sure they have the best life possible should be the number 1 priority.
- 38.** Having a good life.
- 39.** It is critical to continue to improve the programs, services, and support provided already.
- 40.** Having a good life and being healthy.
- 41.** Where we need a job to live on.
- 42.** I believe services are necessary but without quality they are ineffective and can consequently they not be as necessary as maintaining the quality of preexisting situations.
- 43.** For the individuals I have, and continue to support both professionally and as a friend, I see the quality of services and support critical to quality of life.

- 44.** Good quality of life.
- 45.** This has been lacking: big picture metrics collected in the "things"
- 46.** make sure people are living a great quality of life
- 47.** The lifestyle is very important to these families
- 48.** Health and well being and quality assurance - \* All these areas are important but looking from managing an ADULT care load, most of my individuals need support in the health & well being & specifically providing mental health & supports to help build a stronger quality of life
- 49.** Because I have nothing better to do.
- 50.** Because they all have a need.
- 51.** My health and love to live life
- 52.** Be more comfortable and happy
- 53.** Be a life
- 54.** Life to be better
- 55.** Because you want to have a good life.
- 56.** it's good to improve quality of life.
- 57.** I want the best out of life with disabilities
- 58.** I am a breast cancer survivor and have learned what is most important in my life.
- 59.** To learn new thing
- 60.** So much experience with mediocre or bad services
- 61.** Make sure Redwood Coast Regional Center is doing their job!
- 62.** What happens when I am no longer able to care for my daughter due to my age and health?
- 63.** Everyone deserves a good quality of life.
- 64.** Must be a secure way to track supports and services to assure they are being utilized by person who needs them, not abused by someone else.
- 65.** Quality Insurance - It's to make sure that the services we are getting are adequate
- 66.** Going forward, it is what will have the biggest impact on happiness and purpose in life
- 67.** Services day I like my services - my day program
- 68.** Quality of Client's life

- 69.** Because you guys have education down to a science. Transportation mostly too. Health and well being, child care, no one is complaining. Employment/Job your figuring it out. Recreation/Social needs some help. Early intervention is so important it could save you from needing the rest. But Housing need a lot of work-But I do see you working on it. But we are going to need a lot more, even though I know it is one of the most difficult things to do. Community Supports, people really need that-but the programs can be if-y at times. But Quality Assurance is so important and it always get shoved aside. See while us adults are trying to figure all this out, these kids are growing us all around us. Show me one that doesn't deserve quality of life and better opportunities. And I appreciate everything you guys do! I really do. But making sure that they all have quality in their lives, I can't even work how important that is.
- 70.** I've seen clients fight, go without and struggle for items needed to improve their quality of life. There are features on medical needed equipment that are not covered and clients are to pay out of pocket or not give the feature they require.
- 71.** Accessibility + Quality Assurance - Not everything is accessible. It's been over 20 years since ADA has changed anything.
- 72.** So it's understood that more funds are needed to provide the services people need & deserve
- 73.** I think that if the quality of life is improved then the rest of everything else will improve as well.
- 74.** My child's life, happiness, meaningfulness is most important
- 75.** Because every person that is disabled desires the best resources for a better quality of life. Its personal because I have an 9 year old son who is completely disabled. Services on medical, IHSS More advertising to bring awareness
- 76.** Every person has the right to be treated with dignity and feel valued. Providing resources and funding assuring their quality of life helps them achieve this.
- 77.** Quality of life is open ended & covers a variety of needs for consumers
- 78.** My child will eventually have to live independently so that is important to me
- 79.** As it is, for a child who has a disability, life isn't as normal as it is to others. Having quality assurance may help them live decent lives.
- 80.** Because everyone deserves a chance to succeed in life, especially those that don't have the same abilities as others.

- 81.** Because I think people with disabilities need more help when their quality of life like communicating with those that don't know how to type with them or with being more independent.
- 82.** Self-determination - in order to better understand from the individual's perspective
- 83.** Because they deserve as high a quality of life as possible.
- 84.** No one wants to work with my child
- 85.** Quality care in the community
- 86.** quality of life is important so that a person feels their life is worth living.
- 87.** I want to make sure our grandson has access to quality help and services.
- 88.** Getting quality care providers. I am literally in prison with my daughter.
- 89.** Most workers these day's just sit on their phones. Not quality work.
- 90.** I want my grandson to be able healthy and happy. To have options as he gets older.
- 91.** I want the best life possible for my child
- 92.** because you need somewhere to live and affordability
- 93.** We need training for all of our vendors, the staff turnover is high, and they are ignorant.
- 94.** Important to have good quality of life
- 95.** Anything that would improve in a positive way regarding quality of life for our members is important they deserve to live their best life!
- 96.** Quality Assurance can help ensure quality services are being made and these services are aligned with the Title 17 regulations.
- 97.** I work with ICF facilities and would like more tools to work with these facilities on maintaining a routine where my clients are appropriately assisted
- 98.** It seems like there is no one out there assisting our programs to be in compliant with the individual and the regional center
- 99.** You should never ever worry about health nor support services necessary. Everything else can work itself out with open communication, cooperation and regional support system.
- 100.** Agencies and staff have serious issues regarding training, organization, communication, scheduling, etc. Staff desperately need training.
- 101.** Mental health

- 102.** Many services can be offered and put in place; however if services are not coordinated or monitored individuals will not receive the optimum level of service needed.
- 103.** Not enough services available and quality of services are lacking
- 104.** To ensure best practices in service of clients
- 105.** For the stake of my child to live a fulfilled life
- 106.** It's important for people to have life be a little easier
- 107.** The most important thing for our 3-year-old son is to be able to involve him to the world in the most social way possible giving him all the possible therapies and all the necessary adaptations in the box
- 108.** Having trouble with self-determination. Frustrated with process, wish it were more uniform and clear through the state.
- 109.** More supports for Regional Center consumers
- 110.** more help for regional center consumers
- 111.** Everyone needs quality in their life
- 112.** Bad quality assurance with regional center. Need more review.
- 113.** Because regional center sucks (Pomona)
- 114.** There are many resources out there but ensuring that we refer clients to quality services is important.
- 115.** Happier individuals are more productive.
- 116.** I think assuring the best quality of life feasible is the foundation for all the other issues to be addressed (education, employment, recreation, etc.).
- 117.** It's vital to continue to explore opportunities in all aspects of their lives.
- 118.** Because my daughter's wellness is primordial to me!
- 119.** because i am a DSP and understand the system and SEE what has to be done to help others who struggle with any type of disability and they need assurance for their quality of life.
- 120.** I feel that all programs should be held to the highest standards and an over site agency should make sure that funding is being used wisely
- 121.** How to keep benefiting people with disabilities
- 122.** advocacy is important
- 123.** My students are in Autism Specific programming and have significant behavioral issues. They need support 100% of the time and there is a need to improve their quality of life.
- 124.** everyone needs health care

- 125.** Because once they turn 18 I would like to see more support.
- 126.** Finding out and improving what would make life better is important.
- 127.** Because it help people do the right thing.
- 128.** Whatever level of occupational and educational achievement a person has, daily living skills and social skills dictate their independence, happiness, and quality of life.
- 129.** Need good quality of life
- 130.** I want everyone to have an awesome quality of life
- 131.** We need rates that allow providers to pay living wages. Provide training and benefits for direct care professionals.
- 132.** It's impossible for individuals with developmental disabilities to have high quality services and providers and that can only be achieved through adequate pay
- 133.** To improve quality of life.
- 134.** i just think quality of life is important for everyone, especially those with disabilities (and their families) who may be more at risk to be isolated
- 135.** Quality of Life for an adult with DD is a challenge once school ends and enriching options are nonexistent for adults, especially those with classic autism.
- 136.** Not all services are performed at the same quality at all NICU facilities.
- 137.** Increase socialization and activities, interests.
- 138.** quality is lacking. resources are available but they are not quality. Quality equates to genuine fulfillment and contentment which is greatly lacking with this population
- 139.** Because quality of life can encompass so many of the other categories and can also be person centered for each individual depending on their preferences and values.
- 140.** To make sure vendors are doing the best that they can do,
- 141.** most beneficial
- 142.** improve the quality of life of the individuals we serve.
- 143.** With all services or living arrangements quality of life must be considered.
- 144.** Consumer need to be able to enjoy themselves just like someone without a disability would
- 145.** Very little quality in regional center services

- 146.** as a senior who wants to remain independent at home, quality assurance is vital
- 147.** I feel improving quality of life is important not just for people with disabilities but for everyone.
- 148.** ensuring quality services and vendors accountable
- 149.** safe and consistent access to activities is essential
- 150.** Quality programs with accountability
- 151.** Because it will improve the quality of life.
- 152.** To add enrichment to his life in a safe and meaningful way
- 153.** Without comprehensive quality assurance programs and services may do more harm than good.
- 154.** The Regional Center and the agencies that they contract need to be held accountable for the services that they provide. There is no good quality assurance for regional center and agencies.
- 155.** quality of life should always be number 1
- 156.** the low reimbursement rate is leading to poor quality of services available. The high turnover rates are disruptive to
- 157.** Having a healthy balance
- 158.** it needs to be a more seamless system of supports
- 159.** Every category falls under Quality Assurance
- 160.** Oversight of quality is needed so people can get better support closing down the agencies who fail in supplying quality to their employees as well as the people they serve would mean more people will need to be rehired less agencies should fail to mean less works when all agencies are struggling to find workers. Staff being overworked and overwhelmed is a big problem and it effects the quality of care big time across the board in and out of RC and there services. I strongly feel that ideas need to be brought to the table and action needs to be done. I know my answer is probably no the right answer and mergers may be better. I fail to have the answer I might be able to bring some ideas to the table yet to say that anything here is advised would be false and should be seen as just a way to get thoughts going because the problem is really effecting the quality of life and it's going to be impossible to work on one and fail to work on the other.
- 161.** I need to work on being more reliable and consistent
- 162.** provide a right to basic needs.
- 163.** It's quality assurance

- 164.** Quality matters
- 165.** To survive
- 166.** quality assurance ensures clients health and well being
- 167.** oversight of existing services is imperative to move toward HCBS compliance
- 168.** There is need to pay staff support better to prevent turnover rate
- 169.** I want to make sure my daughter has all of the resources she needs for a happy, safe life
- 170.** Health and well-being cannot be maintained without following through such as this.
- 171.** no one stops to ask about the quality for life for our kids or parents
- 172.** Because children should have the same rights – quality of life
- 173.** Recreation or social
- 174.** Recreation and social
- 175.** Need to keep tabs on quality of services
- 176.** Quality of life - whatever will help
- 177.** My son could use supports to improve quality of life
- 178.** I think quality assurance is second most important cause we need to make sure that we give them what they need and want for them to be healthy and long life
- 179.** I think quality assurance is second most important because we need to make sure that we give them what they need and want for them to be healthy and long life
- 180.** Oversee living situations & be sure people are well taken care of
- 181.** ensure individuals are getting the most and making sure they are improving/happy
- 182.** People have a better outlook on life and have more hope and want to do things when they feel like they are getting a lot out of life
- 183.** to support quality of life in general
- 184.** Quality of life is important
- 185.** Son currently has none. Lawyer fighting SARC for me.
- 186.** Our kids are lonely when we are gone who will make sure quality of life is there.
- 187.** Still so challenging for families and individuals to navigate service systems and get what they need and it prevents people from living a good life

- 188.** 3rd party to check on the offices that provide services
- 189.** Serving our population with certain disadvantages health wise we want to ensure quality not quantity of life
- 190.** It seemed like a logical next step from the #1 choice
- 191.** This is my program goal
- 192.** Quality assurance to help with stabilization.
- 193.** It is difficult to have people that know what they're doing or care about their job.
- 194.** Brings joy and happiness
- 195.** Nice people to take care of me. Make sure that I have the best quality assurance.
- 196.** it is good to have it in the future when I live by myself
- 197.** More wheelchair access in town
- 198.** Living
- 199.** Everybody needs something motivating and meaningful.
- 200.** Quality of care directly impacts client quality of life.
- 201.** Teaching parents/friends/individuals how to educate/advocate for individual.
- 202.** Me and boyfriend.
- 203.** Because people need to be looked at equally and have opportunities to improve quality of life.
- 204.** Affordable housing options.
- 205.** It is not the 2nd most important to me, but to my son.
- 206.** Improving quality of life of persons with disabilities is a must, to have a better future.
- 207.** Quality programs to participation
- 208.** Quality matters
- 209.** I chose this as second most important after health and well-being because these two go hand in hand as far living a good life.
- 210.** Improvement of quality of life for our residents.
- 211.** Improving on individuals' quality of life improves other areas as well
- 212.** Services such as support groups, community integration health & well being, emotional support, etc.
- 213.** Quality Assurance makes like better.

- 214.** Making sure an individual is getting the right care services they deserve.
- 215.** With improvement to quality of life people would have more life and sense of normalcy.
- 216.** To be able to with other people.
- 217.** Giving the best quality of life
- 218.** They have disability, it is the least we can do.
- 219.** Goodlife, feel respected, connected, valued in the community.
- 220.** It will help us improve the quality of life.
- 221.** I need real job and real money.
- 222.** I don't know
- 223.** accountability for all services
- 224.** ensuring effective services
- 225.** Quality assurance clients vs the peace of mind to not risk injury
- 226.** The State and Federal government is demanding outcomes, and we need to create them.
- 227.** Because people who have down syndrome and are approaching their 50's are at high risk for Alzheimer's disease and their specific needs are being ignored by DDS
- 228.** better quality of life best supports health & well being
- 229.** Be sure Regional Center provides services. They say "no" so much.
- 230.** We can all work better if we didn't have to worry about our next meal, having a roof over our head and so on.
- 231.** everyone needs good staff
- 232.** Sustainable funding for providers and/or participants to hire qualified caregivers at a living wage
- 233.** our providers need a great deal of training, and the pay for direct service providers needs to increase
- 234.** Having it to prepare for any misfortunate things
- 235.** Because it would make me happier.
- 236.** it encompassed GOOD programs not poorly run underfunded ones
- 237.** Quality Assurance impacts my enjoyment of life
- 238.** Who is looking at what is going on
- 239.** Make life worth living! Keeps depression away

- 240.** Quality of Life PAY = HOUSING
- 241.** we need to insure everyone has a good life.
- 242.** There are many people who has no insurance
- 243.** I want my son to have a decent life. That he gets all support he needs to succeed
- 244.** same as above - without quality of life what is there
- 245.** This area directly corresponds to how a special needs person can enjoy their life despite handicaps. I feel that this is important because happiness is valuable to everyone in life and we should promote happy experiences for the well being of special needs groups.
- 246.** We need to improve life opportunities for people with dd.
- 247.** Because a person's quality of life effects them everyday.
- 248.** Because i want to be more informed
- 249.** Workers just look at their phones. Some workers are not honest
- 250.** I want the people that work with my son to be skilled.
- 251.** We need an increase in training and pay for direct service providers , the quality is quite poor
- 252.** Policies are only as good as the follow up and verification of said policy. Quality assurance would improve over all if people were held more accountable
- 253.** no one is really looking at how poor the services are due to poor funding
- 254.** The services have fallen in quality, and regional center needs staffing to monitor
- 255.** Because it is an individualized need so existing services may not cover it
- 256.** It sounds important
- 257.** Because some organizations need to understand how it's challenging to live in California.
- 258.** Leads to a meaningful, fulfilling life.
- 259.** Need to have access to quality healthcare.
- 260.** Make sure stuff is getting done correctly.
- 261.** We need to know what is available & if it's working properly
- 262.** concern about treatment of vulnerable people
- 263.** System has been on the brink of collapse for quite some time.
- 264.** Great quality is essential.

- 265.** I read this as helping with daily activities, teaching independence. I might be wrong.
- 266.** The quality of care, the quality of the homes, the quality of those assisting people with disabilities being advocates and caring about them.
- 267.** Without quality the programs don't provide what they're supposed to so may not be worth the money and effort to provide.
- 268.** Quality of life should be considered for all ages and throughout life
- 269.** In ensuring that individuals living in the community are being supported in community participation and enhanced living services
- 270.** Medical professionals and school professionals need more training on epilepsy and the different diagnosis that affect a child's learning
- 271.** Necessary to keep quality standards in all housing
- 272.** Always looking for ways to improve my child's life.
- 273.** Trained caregivers and therapists who know how to serve our population.
- 274.** Everything goes into this to guarantee the quality of life. Games in the parks with access to children with special needs. At public event promote awareness of other needs. etc.
- 275.** Interested in learning about resources to improve my child's life
- 276.** I want to know I'm going to be taken care of.
- 277.** I'm getting older and would like to see more training for longer life
- 278.** The entire system needs quality oversight. We know how well foster care has worked or "half-way" houses for the mentally ill worked when gov facilities closed. There is less supervision within the system. We need to make sure to have enough staff in agencies to provide oversight on the care and well-being of people with ID/DD. We need "eyes" everywhere.
- 279.** making sure that services are of quality instead of quantity
- 280.** for people who are struggling with mental issues such as anxiety disorders, OCD, schizophrenia
- 281.** Ambiguity of best practices, poor funding to assure quality
- 282.** High Quality supports available in their home area
- 283.** It is important to have a high quality of supports in areas of choice of community.
- 284.** Saying you provide adequate services and actually doing it are two different items. I find talk cheap and delivery hard to come by. Quality of services delivered to our valued DD population should be prioritized. I see a lot of

substandard approaches to things, and in part I think it is so because of the lousy pay that is offered to those who provide for this population.

- 285.** Quality support.
- 286.** Things have to be good
- 287.** Quality of life affects physical and mental well-being it's an over ending area.
- 288.** Quality assurance with services for disabled adults needs to be addressed.
- 289.** Quality seems to vary based on the city/area of residence.
- 290.** Improving quality of life by training and paying caregivers a good wage
- 291.** Make sure we'll taken care of
- 292.** I want to be happy and healthy
- 293.** I can't get good community acceptance and support.
- 294.** Disabilities may not be preventable or treatable, but a good life should be a goal for everyone
- 295.** Better quality of life
- 296.** clothing not damaged, etc.
- 297.** Improving quality of life is always important. I'm glad to see you plan on adding more self advocacy and possibly self defense programs.
- 298.** I want my son to have a quality living space with good food to eat.
- 299.** It is important that the quality of generic services as well as others are closely monitored for quality and helped to improve when needed, not just told to improve with no help...
- 300.** There are few to no meaningful measures of current SLS
- 301.** no one is looking at how things are going
- 302.** I am not seeing accountability for services quality being available or when one gets services come with knowledgeable or trained staffers
- 303.** quality of life is important is desired and defined by everyone and they deserve support to live the life imagined.
- 304.** A lot of really crappy providers out there especially day wasting programs. they need more oversight the regional center is not doing enough
- 305.** Our loved ones need more support and are more likely to be taken advantage of or abused.
- 306.** Pretty much as in #1, Let's educate our community and their caregivers the importance of healthy habits.
- 307.** Vacations represent quality of life, and this area encompasses this.

- 308.** Services are of poor quality due to poor rates. This must be addressed.
- 309.** It's important to measure what is being done especially in rural areas that lack services. Understanding this will hopefully shed some light that rural areas need maximum support.
- 310.** I interpret "quality assurance" as regular monitoring of quality of care. Following up with clients and not just checking with staff.
- 311.** We need more creative stuff to do that makes us happy
- 312.** For my parents to help support my family.
- 313.** We need to make sure that all people are getting the services that they can utilize.
- 314.** Because without quality of life it is much harder to be successful.
- 315.** Because of complex medical and physical meds. basic everyday task are hard to do or not done often enough like bathing., teeth cleaning.
- 316.** Our children should have opportunity for the best quality of life possible.
- 317.** Quality of Life is Important
- 318.** A good life is important
- 319.** We have a shortage of support staff
- 320.** Look at the size of caseloads, it impacts the quality of services at many levels.
- 321.** Equal rights to care.
- 322.** To maintain standards of quality in every area.
- 323.** Tailored day programs for developmentally disabled not available
- 324.** Safety in the community
- 325.** quality of life is very important
- 326.** because so far Regional Center has ignored most of my emotional needs, and I feel like I don't have any outside support in the things that make my life worth living.
- 327.** My experience is that it provides often have opinions that don't reflect the reality of the services provided.
- 328.** Security is important. quality of life.
- 329.** each program needs to be well monitored thoroughly to make sure that each participant is getting the most efficient care.
- 330.** Overarching absolute must, DO NO HARM.
- 331.** Increased accountability and oversight over DD programs

- 332.** There is a lot of red tape that slows down the process of providing what our clients need. Streamlining the process would be helpful.
- 333.** ALL VENDOR NEED TO BE FOLLOWING POLICIES/PROCEDURES TO ENSURE QUALITY LEVELS OF CARE/CONSISTENTLY/COMMUNICATION SO NEEDS ARE BEING MET.
- 334.** IRC pays for many vendors just to fill a hole in service without good supervision
- 335.** All vendors need to be monitored
- 336.** Making sure the supports are there to help
- 337.** Once the basic human need for health and well being is considered the Quality of that care needs to be ensured.
- 338.** Too many supports & service providers are not trained properly (including state agencies) on how to do their jobs. From one agency to another, they interpret laws & regulations as they see fit from one county to another.
- 339.** It is all about the quality you give rather than the quantity.
- 340.** Quality of life...we need this
- 341.** Quality of programs and facilities impacts our population. Direct Care staff should be paid better and be offered better training and closer supervision.
- 342.** A need for a bigger dept.
- 343.** Being able to choose everything in my life, from what I wear to where I go is the most important thing to me, without choice health outcomes and quality of life decrease.
- 344.** You need a good quality of life to live.
- 345.** schooling
- 346.** Quality of life is foundational to happiness.
- 347.** Quality of support providers is typically poor and turnover is high
- 348.** Make sure everyone receives quality care.
- 349.** There are not enough aids at my daughter's day program. She had to wait 2 hours until someone could take her to the bathroom. Understaffing makes the quality go down.
- 350.** to improve my life
- 351.** Just living a good life despite epilepsy or other difficult diagnoses
- 352.** Because quality of life then takes care of health, behaviors etc...
- 353.** quality services are important
- 354.** Once health, it's important to tap into one's quality of life & set goals.

- 355.** Anything that helps families with special needs kids live a better life. We have been lucky. Sadie has a huge quality of life despite her issues. I wish the same for all parents and kids that face challenges.
- 356.** make sure it's appropriate
- 357.** Need to know that they will be given assistance to services to better their quality of life
- 358.** appropriate programs
- 359.** We would like higher standards of living for our son.
- 360.** want to make sure that those with disabilities are being checked on to make sure of their well being
- 361.** quality is important if applied to particular programs
- 362.** this is my group
- 363.** I think there is a lack of clarity about how to define quality in services for people with disabilities
- 364.** community involvement, volunteering opportunities, starting gaming groups (interest groups)
- 365.** Give them tools to have an important quality of their lives. Because they deserve to have a life like any other human being.
- 366.** Cause with autism there are always new things developing that endanger a good quality of life.
- 367.** I work in compliance. we need to be sure they have oversight
- 368.** Because having a quality life, parents can have more opportunities to participate in parenting groups
- 369.** Quality of live in every environment is essential for a person w/ special need to feel included
- 370.** It is important for SCDD to focus on how to help individuals with disabilities to be properly integrated to community
- 371.** we need more funding.
- 372.** When individuals have quality in their lives, benefits their mental health, the environment at home and keeps motivation for daily life.
- 373.** To have a quality life in spite of their disabilities
- 374.** Our lives are important for us.
- 375.** Need to ensure that they are being provided the quality of care they need
- 376.** I'd like to do things with Jamie -
- 377.** Having a place to live and a job would improve my life

- 378.** Quality is so LOW!
- 379.** to sustain their own life
- 380.** it's important to improve the quality of their life
- 381.** All play equally important roles
- 382.** to be current with appropriate resources for social/re. and living
- 383.** Making sure all needs are being met to better improve lifestyle & health & safety
- 384.** quality of life is a great part of life
- 385.** because quality of life is a great part of life
- 386.** Make sure what you say is still being done. Some agencies give info on defunct services.
- 387.** The opportunities to start at an early age in programs to support early on our children.
- 388.** More physician, access to care
- 389.** How to obtain satisfactory service if a certain agency needs improvement on its performance.
- 390.** So that we can meet compliance standards.
- 391.** People with autism tend to close themselves off. They don't live to their fullest potential.
- 392.** Quality of life is very important.
- 393.** Depression is common among people with autism, more so now with the spread of devices.
- 394.** To be healthier.
- 395.** I worry for the future when I no longer can care for my daughter.
- 396.** To ensure individuals are receiving quality services.
- 397.** Goes hand in hand with #1 and #2
- 398.** Some clients have to wait for six plus months for a new wheelchair due to holdups.
- 399.** I get good help at the dog program.
- 400.** Want to be happy in life.
- 401.** Services are not up to par and preventable medical and behavioral problems are too common
- 402.** Get out and socialize.
- 403.** It's important to help improve quality of life

- 404.** Quality of life.
- 405.** I believe it goes hand and hang with health/well-being.
- 406.** To improve quality of life.
- 407.** Quality of life is key. Health is wealth. Mental stability is health.
- 408.** Because it is important to improve quality of life with right support.
- 409.** I feel there is not much activities in the community for our clients.
- 410.** I want to improve my quality of life.
- 411.** Quality life
- 412.** Always room to make things better.
- 413.** "RC community programs which support safety, independence. ELARC,
- 414.** IHSS, SCHOOL DISTRICT make navigating this journey difficult. "
- 415.** we don't have quality programs in place
- 416.** services need to be assessed for their quality and for supporting people to meet their goals. Service that are costly and have low to no success need to be eliminated and the monies used where the services are quality and successful
- 417.** Quality of life and independence is a human right
- 418.** I would like my son to feel safe & supported
- 419.** much needed
- 420.** They need food, medical insurance etc. to make sure that they are able to survive.
- 421.** self explanatory
- 422.** cause I want to live
- 423.** I thought of the need for better vetting of service providers. There should be consequences for vendors who promise much and deliver haphazardly.
- 424.** We believe that through this athletic aid, we are able to get these kids to interact with others along with building some athletic skills
- 425.** I feel the quality of life & living here in Silicon Valley is not getting better
- 426.** Quality of life is important.
- 427.** Quality assurance goes hand in hand with all other areas such as well being and education, etc.
- 428.** It is critical that the services, and the staff providing services, are first rate & well trained. Service providers should continuously show a high level of

dedication and quality that does not waiver during the course of services regardless of length of service duration.

- 429.** So that the money allotted for the DB communities will be spent the right way.
- 430.** Because our programs are in danger
- 431.** Because the quality of work is Important.
- 432.** Because life can be stressful For me sometimes, I need to enjoy life.
- 433.** because the people owner at the group are use cash and training
- 434.** Because I need things to help me in my school and job
- 435.** Quality of life is important. Quality of services offered by ELARC
- 436.** Its a key component to ensuring funds are being managed responsibly & continual training is being conducted
- 437.** we have services (public) that need more oversight.
- 438.** Clients need more opportunities and resources to improve the quality of their lives
- 439.** public services need more oversight
- 440.** Someone needs to be looking at what is being provided
- 441.** We have lots of laws, but many are not implemented
- 442.** Shorts, clothes, new phone
- 443.** Quality Insurance - More Independent, As well caring for myself
- 444.** Because doing a job
- 445.** It's not only important to have services, they have to be great!
- 446.** To get out of our group home and get into our own apartment.
- 447.** As caretakers age, concern increases on quality of life for their children/clients. Few resources that address this
- 448.** Quality of life is critical for the individual & while community thriving
- 449.** Cause they need things accessible for people with disability
- 450.** I want to know there is oversight to the programs and support my daughter receives.
- 451.** if the law is not implemented, what good is it
- 452.** I want a happy life.
- 453.** I want a happy life. My independence is important to me.
- 454.** I like to happy w/ good staff.

- 455.** Not enough focus on quality of life for self-advocates
- 456.** I believe in always improving the quality of life
- 457.** Because they are the link (institutions) between parents and the child's community (e.g. school, work, etc. )
- 458.** Everyone wants their family to have the best possible life they can have.
- 459.** Community involvement is paramount to self awareness and social health in individuals. Implementing programs that bring a individual self value and connection enriches.
- 460.** someone needs to check on services
- 461.** So that they can have better lives.
- 462.** Quality of life is import for a client's growth
- 463.** I like where I live
- 464.** Because the quality of the services you receive helps with the quality of care/life.
- 465.** All areas are extremely important.
- 466.** Quality trained workers
- 467.** It is important for all to have quality of life.
- 468.** Train people to work with severely disabled
- 469.** Having a quality of life brings confidence.
- 470.** we have few services, and they are not monitored well because we are afraid we will lose them and have nothing.
- 471.** we need real evaluations with outcomes for our service providers who have done things the same way for years.
- 472.** Honest people working with them.
- 473.** We want him to be safe and well cared for.
- 474.** To make sure I am not left out of the community. No one likes to feel left out.
- 475.** Enjoy being happy and healthy
- 476.** I want to be able to improve my skills
- 477.** it's fun
- 478.** make sure services are good
- 479.** Unregulated group homes need some type of non-biased quality checks.
- 480.** checks and balances

- 481.** Projecting for the future
- 482.** good quality of life helps me to be happy
- 483.** we need providers who accept medical and dental cal.
- 484.** This is important to me because I want to live a healthier lifestyle
- 485.** it just is
- 486.** I like to play video games
- 487.** Quality is important or the services are not helpful.
- 488.** Quality of life is a right for all individuals. Making sure that our child's basic needs are met is most important and then other services must be provided to ensure that he is thriving not just surviving.
- 489.** Because many people don't care
- 490.** For many individuals their quality of life is lacking.
- 491.** I am thinking about the accessibility and quality of life through housing (incentives).
- 492.** Quality staff are very important and needed
- 493.** Important to help provide a safe environment. higher wages for direct care workers. Focus on family aging care workers, focus on aging consumers.
- 494.** Would be great to have more social activities, and more educational resources.
- 495.** Have observed many Stockton VMRC service coordinators in adult units do not hold quarterly IDTs in consumer homes. Meetings are taking place at VMRC, by phone call.
- 496.** Real quality assurance comes with accountability. Services must have integrity and ethics behind them.
- 497.** Because the monitoring of contract services for supported living services are very poor
- 498.** The quality of medical and life is not great in Amador county
- 499.** Our daughter was a foster child who we adopted. We need these services for her.
- 500.** Because security is very important to have a better quality of life.
- 501.** It improved my daughter's life
- 502.** It is still way too hard for those needing services to complain. There are too few service providers and the timeline to change a service provider becomes prohibitive. There needs to be an outside agency or better way to assure

that those needing services are being well served without frustration or worse.

- 503.** Ensuring that the agencies providing services are doing so according to guidelines. Some agencies seem to skate by on some stuff because there are so few available for those particular services.
- 504.** I am not sure if I am answering the question right,
- 505.** I need more spending money.
- 506.** What good is a service if there is no checks and balances system to make sure everything runs smoothly. Quality assurance helps provided that checks and balances system
- 507.** More evaluation
- 508.** We need to know that what is said is being implemented.
- 509.** I think quality assurance in group homes and in services offered to our children are very important since especially many of our challenged individuals cannot tell us why bruises are showing up on body parts, or if they are truly enjoying programs we have out them in.
- 510.** oversee management
- 511.** Maintenance of person and housing
- 512.** quality of life is measurable
- 513.** Ensure that he is receiving the proper supports to live an independent life.
- 514.** Quality of life creates better human interaction
- 515.** creating awareness of individuals rights in the IDD population is an area that needs attention
- 516.** Continue oversight
- 517.** To ensure services are person centered with real opportunities for choice.
- 518.** From day programs to nutrition important areas for adults with disabilities.
- 519.** Our son is low-funding autism, so employment will be difficult. therefore needs activities to enhance self-esteem.
- 520.** Because of the high turnover of support staff and the dearth of programming available to more severely impaired people. If I could have list 3 areas as #1, it would be this, housing and supports
- 521.** no quality service. wasting \$. Vendors and the regional center is in business, not best interest in quality service.
- 522.** I like to be happy
- 523.** Improve life is important by being included

- 524.** Without a quality of life how can anybody flourish
- 525.** Qualified doctors, mental health, behavior specialist.
- 526.** Key factor for individuals / families in the ID/DD community ... estate planning and structures for the future.
- 527.** That their home and day activities are good for my sons.
- 528.** Services to help her feel like she belongs to a community who will accept her and not take advantage of her trusting nature.
- 529.** Numerous group homes and one AFHA home not compliant with following rules. Improved training for staff especially in managing client medications and safety. One AFHA shut down for converting garage into apt and charging rent with 2 clients living in home. Proper fingerprints not always done either
- 530.** Pull them out of disabled as much as we can
- 531.** It is important to support this population in finding things and opportunities to increase their quality of life.
- 532.** This something others need to help with
- 533.** we need someone to make sure things are the right way
- 534.** We need someone to make sure people are doing their jobs
- 535.** Quality and purpose of life is key in supporting consumers, especially as adults
- 536.** Many services available are not what is actually needed, or the service is not meeting the needs. There has to be good oversight on what is being provided. Also, many individuals and family members do not know what services are possible.
- 537.** Many agencies need oversight
- 538.** I'm thinking of the qualifications of the care takers, aides that are available
- 539.** Respite care is not good quality.
- 540.** if quality is lacking the State should not continue to fund. Of course, some issues may also stem from the lack of funding and this also should be addressed.
- 541.** It's important that regional centers, organizations and care providers do the best they can and don't take advantage or neglect needs of clients. In some ways this might require more funds to make sure clients get what they need without skimping and caregivers get adequate pay.
- 542.** Oversight is essential
- 543.** People need resources, assistance with a plan and follow up.

- 544.** I don't know.
- 545.** Additional funding is needed for Regional Centers to fulfill their promise.
- 546.** we spend money on services that provide no outcome other than "babysitting"
- 547.** Services exist but do not move people forward.
- 548.** rather focus on QUALITY than size of a service provider, home, or independent living
- 549.** The group homes that remain are in poor condition- not only in the actual state of the home but in their ability to meet the needs of individuals (medical, dental, and dietary). They are struggling with their own lack of resources.
- 550.** Services should exist to improve quality of life, right? How do we know that this is happening?
- 551.** Importance that ties to health and well-being.
- 552.** Services that ease basic needs for families to reduce stress, (financial, basic needs)
- 553.** So educated staff are up to date and receive the latest most current training available.
- 554.** because I felt there were two other more important areas. QA is key to sustaining high quality services
- 555.** because the regional centers charged with this are not doing their jobs if they were adult day "programs" would be serving all clients despite their level of need
- 556.** I do not feel schools are providing quality education to children with ID.
- 557.** I need to buy a computer
- 558.** Behavioral language. Our kids deserve the same quality of life as every general ed kid.
- 559.** ILS helps me with my quality of life. We need to keep the supports in place.
- 560.** We need higher pay for staff and more service coordinators in the north
- 561.** This is a blanket covering of all other concerns
- 562.** Making sure people have the help they need.
- 563.** quality programs, not just babysitting activities
- 564.** not enough oversight of services. Many services are just ok, not exciting.
- 565.** People need supports in place to be successful in work and education
- 566.** I want to be valued in my community

- 567.** general overall quality needs improvement
- 568.** Safety of consumers
- 569.** Important for a happy life.
- 570.** so I don't feel down too long.
- 571.** In this age and day of little money, resources like workforce-it is easy to let quality assurance take a low spot on the To Do list
- 572.** I don't know.
- 573.** Accountability-we can say we are providing services but without QA, we don't know if they're being utilized and effective.
- 574.** Providing services
- 575.** safety
- 576.** A regional center's QA Unit can only do so much.
- 577.** I feel like some families' needs go on met because they fall through cracks.
- 578.** ensuring best practices and ethical decisions are made
- 579.** Ensuring total care consumers can access affordable medical supplies
- 580.** it needs to be looked into
- 581.** health or life
- 582.** Need better healthcare to provide better quality of life.
- 583.** I put this on there because I am with the Friendship Circle and it has changed over the years. I feel that we only have so many hours allotted to us and we can't go beyond Butte County anymore. We used to but not anymore. We usually have our circles in Chico and sometimes in Oroville. We can only spend so much time and do so much in one circle. The communication could be a lot better. I would like to know that they would pick me up a day before the circle so I can plan it and put it on my calendar or on my phone. I like to be able to get out because I like to be able to have fun and have something to look forward to and to take a day trip to Sacramento or Redding or Monterrey where the big aquarium is. I feel that people with disabilities deserve to have just as much fun as anyone else. Some of us have big dreams about the fun things in life
- 584.** I'm concerned many care homes lack the oversight and are unable to follow protocol due to staffing issues.
- 585.** There is a variation in the quality of services provided by various ABA providers. There needs to be standardized and periodic observation of ABA sessions (unplanned), drop in.
- 586.** There are very few checks on providers

- 587.** people with developmental disabilities deserve quality services
- 588.** I think it meant actions/services to support quality of life.
- 589.** It is crucial that the right programs and services are provided to the correct candidates.
- 590.** Quality of life issues are just as important as health and safety issues.
- 591.** Making sure that my needs are met is important.
- 592.** ensure people are getting the services as described and not just a C- version of services
- 593.** I want my child to live in a safe environment with caring staff
- 594.** most educated providers and environment
- 595.** There are many programs and vendors providing services. More attention needs to be paid to the routine evaluation of these services on behalf of exhausted families.
- 596.** There needs to be additional quality of life outcome measurements for the entire I/DD community besides the NCI data.
- 597.** Actually trained aides, PAs. I know, they are everyone says. Yet I've only met 2 out of at least 50, that could actually handle simple situations. None if there is a medium behavior. Simple, self injurious behavior like open hand head hitting, hand biting. Medium; lay down strike refusing to leave or go somewhere
- 598.** Better monitoring of abuse neglect issues
- 599.** I was taken a back on the board of directors about the situation you told us about with the parent of a client being physically abusive and Alta worker doing nothing.
- 600.** Not enough is being done to make sure the resources that are available are being used properly, efficiently and as intended.
- 601.** Good Quality of things.
- 602.** Assuring that the service coordinators are doing a good job and are hearing and meeting needs of clients is important. Often parents feel silenced, ignored and manipulated by the service coordinator. Its a don't ask don't tell situation. Keep it all status quo.
- 603.** Staff turnover is such an issue for quality control.
- 604.** Better living
- 605.** people have to have quality service
- 606.** Quality needs to be a part of all programs and activities

- 607.** Want our daughter to get quality services from caring individuals
- 608.** More resources to our youth and Elders
- 609.** Because our quality of life plays a role in our whole well-being.
- 610.** I want to maintain consistently good quality
- 611.** Some of the Adult Day Programs could use some improvement. Currently some are not much more than adult "babysitting".
- 612.** Quality care should always be a concern that individuals be looked after by getting the right care that is needed for them.
- 613.** I tried to read the question again but couldn't go back to review to answer this.
- 614.** Accountability
- 615.** All services must be provided at the highest quality - even with the current duplication of oversight, quality is not a focus.

### **Spanish Responses (Translation)**

- 616.** Because without Quality of life, it is very difficult for us
- 617.** Because I believe that it lowers all the services they can have for a life with dignity and quality
- 618.** Because there are things to learn to improve my child's life
- 619.** I would like it because they help a lot with my son it was very fast
- 620.** Because my son has CP and for 30 years, I have browsed the system for help and I acknowledge that only between parents is it the most honest way to help us support our children and my son has many disabilities that requires a lot of medical care.
- 621.** I believe that all other categories fall into this, if we can educate ourselves, about education, generic systems and services, etc. We can improve the quality of life of our children
- 622.** Why it's important for me in improving the quality of life
- 623.** Because it is important for your independence
- 624.** Because if this point now the compartment ante is important
- 625.** Quality things for better welfare
- 626.** Because I am a mother of nine-year-old autistic child and it is very difficult at this time to understand
- 627.** Regional Center authorizations to cover the accessible services

- 628.** Because the quality of life of people with disabilities is important for well-being.
- 629.** Because regional centers are not very supportive. We need more support for adult life
- 630.** Because when they give the therapies, they give more time at school and one by one and more days.
- 631.** How we need to create awareness in the community
- 632.** Because quality of life is important
- 633.** To improve the quality of life of my family and my community
- 634.** Because our special children / kids must be respected and valued, then they should receive services that help them achieve this. Since it is the most important for daily life.
- 635.** Because adult people with disabilities due to ignorance due to lack of habitats and fear of change it is difficult for them to redeem and have access to information and for them to understand service information.
- 636.** In H.S. for lack of information and ignorance. Parents / people w / disability remain in limbo and do not continue due to lack of knowledge in what follows and are left only with regional center services. But if they get the information when they are 16 to 22 years old it is less
- 637.** School / respect and right improvement of your life.
- 638.** How we must create awareness in the community
- 639.** Because I believe that it encompasses all the services for the individual to have a decent and quality life
- 640.** Because there are places or people who can help to improve the quality of life, and there are usually no information resources to help them.
- 641.** We need information, tell me talk about sexuality with our children, agree to their age and understand as parents how to handle this situation.
- 642.** It is important to have a basic relatives for a better quality of life to be able to listen to people with special disabilities
- 643.** We know what a silly to guarantee the quality of life , but what I do know is that I want my son to have a quality of life.
- 644.** Because if you have a service you do not have it with quality, it is useless
- 645.** Volunteer
- 646.** My son is 16 and it is important that he has support in integrating himself into the community. I tend, church, parks, etc.

- 647.** That is fulfilled and is carried out according to the need. Check where you are to ensure that you support a being
- 648.** Because we should be concerned as parents to see how my son will learn and where he will improve and make better for himself.
- 649.** Because having a quality of life everyone is more positive and continues
- 650.** Need information in our language will make sexuality how to talk to our children according to their age understand as parents how to handle this situation
- 651.** Because having a special child is very difficult and stressful and parents need a lot of support.
- 652.** Because in the area and the city where we develop we have to be safe and clean, with parks, etc.
- 653.** Guarantee the quality of service to support daily and independent life
- 654.** I would like that your wound quality in the therapies and the guarantee that they give them
- 655.** Because the quality of life is very important for all people
- 656.** Guarantee more support scales.
- 657.** All that my son can have from services and attention is to improve his performance
- 658.** Because the people who work with our children are not given adequate training to work with them.
- 659.** Services that can benefit them both educationally, medically and in the community.
- 660.** For the better quality of life of people.
- 661.** I think it is or I fear it as a good I fear to learn
- 662.** I believe that the guarantee and quality are formed in the order that programs for parents
- 663.** Because we need more quality of life in the homes for our children
- 664.** Because services are needed at an early age
- 665.** How they live better
- 666.** Because I believe that it will be good to learn to know and be able to obtain as much material as possible, anything our children benefit from.
- 667.** That they are really fulfilling for me
- 668.** Because I need to inform my son how he can help himself.
- 669.** Everything that helps improve life for a person with a disability is necessary

- 670.** I support you Bell Parks. We have a group of 20 boys and girls.
- 671.** Form a baseball team in Bel Gardens city
- 672.** Because where you sleep is a good quality of life
- 673.** For better quality of life, with
- 674.** Because my child runs away and does not measure the danger
- 675.** Generic services is not the most suitable for our children.
- 676.** Hope this covers behaviors need to learn how.
- 677.** Quality in the services that my son receives from the IHSS Regional Center School District
- 678.** Because it is important that you have quality of life
- 679.** How they live better
- 680.** To find include our children in daily life
- 681.** We need guarantees on services and supports and quality on services and supports to improve the fish.
- 682.** Guarantee quality services and time for a better, dignified and daily life.
- 683.** Why education is most important is where children are not getting what they deserve
- 684.** Because it is not content of hours of a service is not just the quality with which it impacted the youth's wellbeing.
- 685.** Information and workshops on services, accommodations for children etc. are needed.
- 686.** Because the quality of the services makes the difference.
- 687.** For Jackie
- 688.** To help you get out, at work and in your personal life.
- 689.** It is very important to improve your life and needs.
- 690.** They need programs to teach them to be more things and organizations that give them jobs
- 691.** In order to help my child
- 692.** Independence = better self-esteem
- 693.** In order for them to have the security that they have a quality life, despite those disabilities.
- 694.** Because my children are caught in schools
- 695.** Services with equality

## Japanese Responses (Translation)

- 696.** Even if there is a service, the contents are a problem
- 697.** The contents of public services, such as long -term care nurses who come to their homes to provide care, are unable to use all of their authorized time because there are not enough nurses. Many agents hire and dispatch nurses who can't work due to lack of people. In such a situation, a disabled person who needs nursing care becomes sick immediately and needs to be hospitalized, and the burden on the family increases, and the person may collapse.

## Korean Responses (Translation)

- 698.** The most important in a person or his or her family's life.
- 699.** I have a disability, but I want to do it, and there are many fields of interest, so I want to have a more diverse experience.

# QUALITY ASSURANCE

## Question 2: What types of activities would you like SCDD to focus on?

1. Community support generic services and how to access them.
2. housing, community integration, trained staff
3. advocating for competitive rates, higher pay, and most importantly increased budget in all areas of funded services
4. Promote programs to enforce quality of life
5. What does the community want to see changed?
6. Quality Assurance builds ramps and events that don't exclude kids with disabilities
7. school
8. funding/awareness activities
9. Access to social activities and recreation ADAA compliance
10. How to activities like how to wash hands properly before and after eating, precautionary measures to be taken if there is a disease like the corona virus
11. Parent support group, family gathering
12. I will focus on living individual and focus on each task that you need to be involved in and finished
13. Safe transport, community engagement & staff training! agency support
14. awareness of the different developmental disabilities in school districts
15. Increase funding for services for people with disabilities
16. Help with making dreams come true, activities of interest, included time to be part of community.
17. Socialization/networking w/ others with similar disability - Independent living support
18. Parent Advocacy
19. Educate individuals on what services are available to assist with quality of life.
20. Resources
21. HCBS final rule.
22. High quality supervised programs, for people older than 22.
23. Training & Education of staff in group supported living situations - outreach to community

- 24.** Much more accountability by any organization that offers services to individuals with disabilities. Also, a joint responsibility needs to be fostered between those providing services and those receiving, Much more training and evidence-based outcomes.
- 25.** Training on the IPP, the Lanterman Act, and public speaking.
- 26.** I like to exercise
- 27.** Classes, services, online classes.
- 28.** Unsure what or how their involvement would be in impacting this.
- 29.** I need to focus on what to do.
- 30.** Maintain and increase the quality of services provided to I/DD community such as supported employment, supported living, day programs, and transportation.
- 31.** Good healthcare
- 32.** Trainings
- 33.** Resources list
- 34.** Building bridge w/ mental health services - person center planning services
- 35.** Any sort of activity.
- 36.** Visual and reading books, and sports
- 37.** Programs like AFC
- 38.** Writing
- 39.** Programs like this
- 40.** games
- 41.** Hygiene & selfcare
- 42.** maybe social gatherings
- 43.** ILS - and of course self advocacy
- 44.** Quality Assurance-accountability
- 45.** Specialty Schools
- 46.** To assure that Service Coordinators build trust with their client and their families. to assure that Service Coordinators are not overburdened with 80+ clients.
- 47.** more money for futures
- 48.** Well, you already do a darn good job with the younger kids, but as they get older it gets less and less. Maybe get the older not as functional kids? If

done right, everybody wins. But there definitely needs to be more stuff for the older kids. and not just the teens. My kid's 24 and bored to death.

- 49.** Public restrooms
- 50.** closing bad homes/fund new ones - Funding program to eliminate wait list - Get funding!!
- 51.** Budget changes that allow more client choice
- 52.** More trainings to bring awareness to the disabled community.
- 53.** Resources and Funding
- 54.** Seminars, email re: opportunities
- 55.** to ensure quality services
- 56.** More social skills & awareness practices
- 57.** SCCD should work on educating the general public on ways to interact with self advocates
- 58.** More awareness or tools for companies to be more inclusive of people with disabilities
- 59.** Services in rural areas
- 60.** Improving access to Independent Living Skills.
- 61.** Identify what a person feels is important to them and support them as best as possible.
- 62.** information, support groups?
- 63.** more for services to improve
- 64.** How about a safe/gated recreation outside area for the members to expand in.
- 65.** Respite, Day Programs, Infant Development
- 66.** More trainings and information be given to direct care providers so they may have better tools to serve our clients
- 67.** There is a need for socialization especially with people who have autism. For so many they struggle to fit in and learn.
- 68.** As soon as I know what type of "activities" are available then I would be able to respond appropriately.
- 69.** Developing state-wide plan to provide training modules, particularly for individuals more severely impacted by autism or their DD, and opportunities to advance for staff.
- 70.** Support groups, camps, gatherings for like people

- 71.** Increase funding with Regional Center's to support Service Coordinators with lowered case load and therefore increase the quality of support offered to each individual.
- 72.** Random checks, listening to stakeholders
- 73.** Collaborative efforts with vendors and experts of state standards, as well as, national standards
- 74.** Work with public entities to generic service and supports in the community for our individuals
- 75.** N/A
- 76.** In formal and informal supports (IHSS, Medical, types of therapies, behaviors, etc.)
- 77.** Committee
- 78.** Don't understand
- 79.** More trainings like this and access to doing the trainings in their environment / community.
- 80.** Satisfying jobs and housing.
- 81.** Community inclusion, Adult service expansion.
- 82.** Educational opportunities
- 83.** Oversee the way day care homes and the way they operate, keep more of an "Eye" on these types of facilities to insure that the clients get what they need and are not short changed or put into a room without any say to what they need or want.
- 84.** Be the oversight agency
- 85.** health benefits
- 86.** annual visits, educational info sessions
- 87.** Independent Living Skills and functional skills generalized into real life situations
- 88.** health care
- 89.** Having a program we are they are taught everyday life skills.
- 90.** Support in accessing quality resources and supports.
- 91.** Yes, Like the people that don't have medical assistance.
- 92.** Social and peer relationship skills, incorporate QA/ADL's into school environment.
- 93.** LAQs

- 94.** Transportation
- 95.** Supports to enable individuals to truly access the community
- 96.** access to proper healthcare and equipment but also enrichment/social/community groups
- 97.** Researching, documenting, and advocating for the continued learning (developmental) needs of DD adults. Recommend service development.
- 98.** Increase awareness of these to increase income and rural communities to increase equal access of quality services.
- 99.** Community activities and involvement.
- 100.** empowerment
- 101.** personalize this category for each individual by involving them and their families in the process by asking a simple question: How can we improve the quality of life for you.
- 102.** Day program options
- 103.** a type of in-service to help everyone understand the what "Quality Assurance" is all about and what to expect.
- 104.** Vocational, recreational, housing...
- 105.** Any
- 106.** Accountability over regional centers
- 107.** disability products, services
- 108.** Better paying jobs and more ways to help them achieve and independent lifestyle.
- 109.** more regulations and consequences for lack of accountability by service providers
- 110.** Everything that is accessible to others in the community e.g. festivals, sports, concerts, parties, local events, etc.
- 111.** Theater arts, sports, music and dance
- 112.** Helping those who have compromised communication skills find ways to advocate for themselves.
- 113.** to find a way on how to monitor regional centers and agencies so they improve the quality of life for consumers
- 114.** SLS/Respite/day /day programs/therapist
- 115.** have trainings
- 116.** system changes - not individual trainings

- 117.** Employment - Job Fairs
- 118.** Investigations of worker rights, whistleblowers, addressing the overwhelming workload, creating a new hiring system that get people interested in working with those who have challenges, mentor ships.
- 119.** Provide English classes to let more immigrants learn correct words to speak a correct English. vocational training.
- 120.** make sure all are served!!
- 121.** training for vendors
- 122.** addresses issues at programs or facility
- 123.** Continue to educate on HCBS
- 124.** Advocacy for housing and rate improvement
- 125.** Education/public awareness campaign for teachers and the general public on what I/DDs look like and the value of people with those disabilities.
- 126.** More programs that focuses on life skills while assisting on improving tailored personal skills.
- 127.** events with respite for parents revolving around self care, self care training for our kids
- 128.** More information
- 129.** Things that improve quality of life.
- 130.** More QA people at Regional Center
- 131.** don't know have to think about it
- 132.** I don't know.
- 133.** Make sure you focus on their everyday needs, make sure you provide it all and make sure to give their allocation budget on time so that the owner can do their part to maintain their good health
- 134.** make sure you focus on their everyday needs, make sure you provide it and make sure to give their allocation budget on time wo that the owner can do their part to remain their good health
- 135.** Funding for more people to oversee funding for quality service providers & staff
- 136.** Create goals/assessment/meeting with families to ensure everything is being met
- 137.** Work on getting funding for all of these services so that they have a better quality of life
- 138.** job opportunity

- 139.** Housing, social rec.
- 140.** Regional center accountability.
- 141.** Having groups to interact with our kids.
- 142.** more support of families, advocacy, lower caseloads, more transparency in service systems
- 143.** Resources again a crucial for service delivery
- 144.** Resources/Information to complete this goal
- 145.** Trainings/employment health services
- 146.** More training, screening, wages.
- 147.** Social-emotional classes
- 148.** Training on bullying.
- 149.** talk about more living
- 150.** classes.
- 151.** Flex in funding and wages to provide more quality training, staff and client community resources.
- 152.** Teaching people skills to be able to advocate for themselves/others.
- 153.** Somethings
- 154.** More fulfilling and inclusive activities.
- 155.** Quality of life means that the person will be happy and more motivated to actively participate in community.
- 156.** Independent living skills
- 157.** Food
- 158.** Same as above, fun exercise activities that would be fun for them to do.
- 159.** Quality services.
- 160.** Mental health services
- 161.** More social recreation programs that allow peer interaction, building friendships, participating in various sports program, etc.
- 162.** Housing, Employment/Job & quality assurance
- 163.** To attend a social gathering and find work.
- 164.** Community outings and gatherings
- 165.** Help people out.
- 166.** thorough training
- 167.** The PAVE project.

- 168.** diagnostic screening beginning at age 30 and provision of as well as training for dementia care service providers
- 169.** provide affordable/accessible healthy meals & recreational places to attend
- 170.** Help the people find and make accessible a proper, permanent living and well stability.
- 171.** Checklist of points to target
- 172.** Lobbying perhaps, training for providers
- 173.** advocacy I guess
- 174.** How to pay taxes
- 175.** Movies - more places to exercise - more events to meet people.
- 176.** Health classes
- 177.** better training for new program staff - better oversight/accountability
- 178.** Media Support of quality assurance issues
- 179.** a reason not given
- 180.** going out more often so participants can see what is out there.
- 181.** Make sure service are accessible and available for him
- 182.** getting out, social, being part of community
- 183.** Identify what the client can do physically, mentally, and what they seem to enjoy doing.
- 184.** Please keep promoting inclusion!
- 185.** Awareness so the communities can support these kids
- 186.** To explain more things about these activities
- 187.** online training programs
- 188.** Implementation of IPP in a timely manner. A family should never have to wait six months for an appointment then to wait another 18 months for decision and another 6-9 months for implementation
- 189.** implement the rate study
- 190.** increase staffing for regional centers
- 191.** Training on self directed services
- 192.** Activities for Adults who are past the age 18 years. Seems to drop off after 22 years.
- 193.** agree to fund well trained (and properly paid) support individuals so that the consumer can participate in already existing programs and opportunities.

- 194.** Easier access to providers. More choice of providers.
- 195.** Communication to & from all the agencies in our lives
- 196.** monitors, guides, social workers - ensuring funding
- 197.** Participate in discussions, advocacy efforts, guidance regarding system stabilizations, provider/ regional center rates, sustainability.
- 198.** Intensive training with circle of support.
- 199.** ABA Therapy.
- 200.** QUALITY CARE, Proper housing, day programs and social activities.
- 201.** adequate supports for healthy living
- 202.** Socialization training supports, tools to support Social relationships beyond day program and residential environments
- 203.** More mandatory training for educational, medical and pretty much everyone about what symptoms, signs to look for and how to address the situation appropriately
- 204.** See above
- 205.** Child care, therapists, community support
- 206.** None to mind.
- 207.** more resources for the aging
- 208.** anything that can help people cope with these issues or help get rid of it
- 209.** Advocate for higher rates
- 210.** Medical, mental health m more choices with transportation, housing, and jobs
- 211.** Accessibility in rural areas, such as housing, employment, mental health, transportation, medical treatment, and out of state medical accessibility. not having to leave your area.
- 212.** Get the Pay up for support staff.. You can flip burgers and make better pay, and we are entrusting our most vulnerable to a lot of inadequate, unskilled people.
- 213.** Day programs assistance.
- 214.** I am not sure, not my area of expertise.
- 215.** Funding for community service providers.
- 216.** Improving Quality monitoring and adult's ability to file effective grievances when needed
- 217.** More supports for our community.

- 218.** Training is sorely needed for caregivers, assistants in day programs
- 219.** Over site/group meetings
- 220.** Fun activities
- 221.** 1:1 Communication Assistance and help meeting new people.
- 222.** Parental training/advice: what can enrich \*my\* child's experience?
- 223.** Social conversations instruction
- 224.** adequate clothing & person items
- 225.** Self advocacy and self defense classes. Information on travel groups for high functioning special needs people- or starting them.
- 226.** Providing funding
- 227.** Advocate for better wages for care givers and consider ways to help improvements happen
- 228.** Education and follow through by providers
- 229.** financial get people trained and pay a living wage in their communities
- 230.** supplemental funding for special support services
- 231.** better standards for day programs and SLS ensure the Regional Center does their part in QA reviews
- 232.** More programs that follow up on services and keeps tabs on individuals in at risk placements. Work with regional center to make a workable plan to assure quality of life in accordance with present needs
- 233.** We all deserve to live a healthy long life. We are living longer! But with what quality of life??
- 234.** Allowing consumers to go on vacation without obtaining Regional Center approval. Short notice vacations cannot be approved in time so spontaneous getaways are not possible
- 235.** advocacy
- 236.** I feel that the state council needs to meet with families and services in rural areas and help to develop plans to address areas of need especially healthcare needs.
- 237.** Advocates for adults living outside of family homes.
- 238.** like the grass roots philosophy
- 239.** nothing
- 240.** Auditing Service Coordinators or putting out a survey by families and individuals to see where the Service Coordinator is not helping them.

- 241.** Free events for everyone to benefit or obtain quality for their lives.
- 242.** More streamline procedures for DMS. Families should have to fight for basic standard of care, diapers, food and equipment.
- 243.** Help us learn about stuff
- 244.** Advocate for system wide funding
- 245.** Inspection/ enforcement of service providers.
- 246.** More training for aides and program caregivers, drivers, any direct influence.
- 247.** Community participation, integration of developmentally disabled in their communities with typical population, appropriately trained coaches for developmentally disabled individuals
- 248.** Obtaining behavioral supports
- 249.** social programs, variety of programs within the community
- 250.** I'd like to see funding that I could use for the things that make me want to be alive
- 251.** Help develop metrics for measuring service and support outcomes.
- 252.** better monitoring in the programs.
- 253.** More efficient systems.
- 254.** BETTER VENDOR COMMUNICATION/UNDERSTANDING AND UPHOLDING OF POLICIES
- 255.** random inspections, increase supervision
- 256.** Keeping current on state regulations
- 257.** Create standardized protocols for the treatment/care delivery.
- 258.** "\Make sure ALL counties are offering the same services & supports equally not how they ""interpret"" it should be. The State needs to regulate this across ALL service providers no matter where we live. You need to also monitor why you can't keep good people in their jobs. Turnover of personnel is so detrimental to the needs of our communities.
- 259.** Review the houses, or program and make sure that they are doing the correct things in order to provide the best to each individual.
- 260.** ...maintain and assure our resources?
- 261.** Direct Care staff; educations, training, pay. They are the ones working directly with our population.
- 262.** QA staff increase
- 263.** Spreading education of self direction.

- 264.** Create lists that families can look at to see what options are available to empower the quality of life from Alta regional center.
- 265.** Higher pay, more training for providers
- 266.** Good internal quality control.
- 267.** improving quality of life
- 268.** Not sure
- 269.** Day care that doesn't claim to be educated and available when they use this new "trial period", that few could ever dream of passing. Help for those of us with those 22 years and older. I'm 2 years with zero breaks thank you very much
- 270.** really, improvements in quality in any area will increase quality of life
- 271.** Social events.
- 272.** In home support, breaks for providers, financial support for equipment.
- 273.** licensed
- 274.** meetings, seminars for both consumer and parent/conservator to know to access them
- 275.** healthy focus
- 276.** Train, service providers to give better quality services.
- 277.** just establish a committee or group that checks to make sure people are not being neglected or abused
- 278.** quality day programs
- 279.** Primers on how people can define quality
- 280.** Target regional centers to encourage communication with local groups to engage with individuals
- 281.** Help with information and help them to have more access to those services
- 282.** Examples, tricks and tips.
- 283.** agency regs
- 284.** Parenting Groups
- 285.** Advocacy & inclusion
- 286.** Job development - Activism - Community engagement
- 287.** to attend more events.
- 288.** Some guidance on how to keep a healthy environment at home, relationships, work and with friends/family.
- 289.** recreation, therapy, awareness on disability

- 290.** Need to ensure that facilities providing care are checked/audited randomly from time to time
- 291.** Bingo, movies, foster freeze
- 292.** need more awareness of activities modified for those w/DD
- 293.** Teach them some hobby
- 294.** develop more program/activities
- 295.** be more proactive in offering these services
- 296.** job placement to be included Life Skills
- 297.** classes
- 298.** Community meeting like today.
- 299.** Explore other programs maybe in other states, countries what is open or who is doing what for families.
- 300.** access to care
- 301.** More funds to help providers fund training for direct care staff.
- 302.** Access to a coordinator who can check in periodically with a client to tell/show them what is available to the community., someone who can help them with dental and medical check-ups.
- 303.** On the forum for adults with autism. Dating/social events? Apps?
- 304.** good food.
- 305.** Movies
- 306.** Finances are available to provide the services.
- 307.** Training to services providers.
- 308.** Quality assurance visits.
- 309.** transportation
- 310.** Assuring quality of life in aspects such as nutrition, exercising and education including a creative outlet and freedom of beliefs and opinions.
- 311.** Faster, smoother processes to access support.
- 312.** Educate self-advocates.
- 313.** Meet new people.
- 314.** Advocate for workforce development and pay more rates.
- 315.** Take educational trips.
- 316.** Focus on the total population
- 317.** Giving support in areas needed.

- 318.** Provide more areas for our clients to learn, different activities besides day programs. More sensory room.
- 319.** updates on services available
- 320.** Community based: more outings and sports
- 321.** Arts, photography, physical education.
- 322.** More support
- 323.** create more day programs for adults - organize large scale advocacy efforts for this involving parents
- 324.** working with the agencies city state and federal to advocate for regulations that prevent the spending of monies on services that do not provide success in meeting goals and outcomes and that are not person centered.
- 325.** Follow/up more
- 326.** Creating easier access to enable personal preference in services
- 327.** Seminars for parents of adult disabled clients to help guide us for when we're gone.
- 328.** education
- 329.** QA should be its own entity & not left to already overworked serv. coordinators
- 330.** Where do complaints go? What is the chain of command for a complaint that should result in a review that changes things for the better.
- 331.** None that I know of
- 332.** safety of community
- 333.** Fund services
- 334.** Additional methods and approaches to share what programs, services, etc. are available and support to navigate the system/opportunities
- 335.** More thorough assessment of service providers and personnel could prove beneficial to the quality of services provided across the board.
- 336.** Over site and participation of DB community in the funding process.
- 337.** making sure they stick to the quality
- 338.** More Funding for Futures, more resources for people with disabilities including job in Hollywood.
- 339.** better funding, better training
- 340.** school activities

- 341.** IHSS/low income programs and follow up to ensure satisfaction w/ service rendered
- 342.** More resources
- 343.** Help the program
- 344.** Being Independent
- 345.** Assistance
- 346.** Encourage/reward quality - Close bad ones - Fund better services
- 347.** providing better wheelchairs
- 348.** Tap non-profits to provide more resources Develop new programs for outreach & community building
- 349.** Increase awareness/mandate
- 350.** Provide a liaison with regional center provide more community outreach for people who don't speak English.
- 351.** I want to keep my day program. I don't want to sit @ home or in a boring place.
- 352.** When do we get money for travel to visit family. Family visits makes my life happier.
- 353.** Learn about less stress in my life
- 354.** Help put together health or resource fairs.
- 355.** Job training
- 356.** Activities that focus on general social development and emphasis in education and employable skills.
- 357.** Workshops and programs geared toward self-awareness. art and Theater programs - community interaction. Social skills in the town - Bring out individuals to interact more.
- 358.** Community activities
- 359.** Help clients learn hobbies, and skills
- 360.** Check-ins/ Quality / Care. Checking in with clients to make sure they're taken care of
- 361.** All activities mentioned above
- 362.** Meetings to get informed on supports to obtain ways to better the equality of life.
- 363.** Training
- 364.** Having activities where people with and without disabilities interact.

- 365.** continue going to AIM.
- 366.** more activities during program hours
- 367.** More during program hours
- 368.** more classes
- 369.** Advocate for the above.
- 370.** ways to show data access - easy system to show numbers
- 371.** more services available without sacrificing health
- 372.** An activity that shows me how to cook healthy meals
- 373.** Improve funding and increase the number of vendors approved to provide services. This will force a natural marketplace competition for customer service improving quality for those needing services.
- 374.** Provide funding and support for services that are appropriate for his ability and consistent with his needs.
- 375.** fund vendors for more training
- 376.** Focus on the individual and their needs/desires. To much focus is spent on the vendors. Vendors do not always listen or care about the individual. They keep putting into a box and doing everything the same.
- 377.** Build more accessible and affordable housing for senior citizens and disabled seniors.
- 378.** With funding being cut it's hard to find good staff
- 379.** Education to parents on services available to us and support to get those services.
- 380.** Require service coordinators hold quarterly meetings in consumer's homes to gain more comprehensive insight of consumer life.
- 381.** Oversight and consistent monitoring.
- 382.** requirements for hires - not just a high school diploma
- 383.** If you live in a small county, medical HMO should be able to go to other counties for help.
- 384.** To provide the services needed for her special needs.
- 385.** Provide more information
- 386.** Self advocacy - how to report financial or physical abuse. Working with the community to come up with a plan to be pro-active instead of reactive.
- 387.** Funding for more QA people.
- 388.** I don't understand the question

- 389.** Simple training's on what quality assurance is
- 390.** More training
- 391.** Better reporting to families and third-party groups that verify the right things are being taken care of.
- 392.** Watchful eyes from outside resources are needed. And FB Disciplinary actions Should be implemented when problems are evident.
- 393.** increase staffing and education
- 394.** Comfort of people
- 395.** arts enrichment, daily life skills as an independent or semi- independent person,
- 396.** supports to help him with his finances, budget, transportation, and groceries.
- 397.** Accessible restrooms in public places, accessible recreational location, reducing the stigma of inclusion/integration
- 398.** Best practices, training and webinar.
- 399.** community based activities.
- 400.** Doing more to help organizations offering supportive services to recruit, train and RETAIN their providers; looking at what the individuals with disabilities want, vs. what their RC social worker might prefer, etc.
- 401.** need to inspect those services offer to us.
- 402.** more crafts
- 403.** Going out with others
- 404.** My adult child has good services, but doesn't want to attend program because of noise, gets. He worries about germs if someone sneezes, coughs and becomes angry if someone is too loud. Don't know what anyone can do.
- 405.** Ongoing benefits planning, CalABLE accounts, concerns over the current trend to target SS / SSDI / SSI recipients.
- 406.** The usual reviews
- 407.** People who are familiar with specific disabilities like Autism.
- 408.** Improved communications with state agencies who follow up yearly with standards group homes and AFHA homes follow. Some housing substandard and more need to be closed down
- 409.** Speech, more time to teach them talk what they want
- 410.** Those helping you need to know what they're doing
- 411.** Accessible social and health-oriented events

- 412.** Coordinate and work with the regional center and schools to ensure the services needed are available and of high quality. Advocate for budget increases that will increase staff wages and training opportunities which will promote a better service delivery. Help develop new programs that will help ensure services that are needed are available and of high quality.
- 413.** Develop QA procedures and implement them
- 414.** screening
- 415.** Only people with passion for helping and respectful to their homes should get hired. They should be more in tune with the person and show up neat and clean without strong scents. It could make it easier specially for the ones suffering from sensory disorders.
- 416.** Training for personal care providers, owners of residential programs focusing on personal and civil rights, human rights.
- 417.** Continue to provide resources and outreach.
- 418.** I don't know.
- 419.** Operations funding has been neglected since the 1990's and quality has deteriorated
- 420.** reach for a higher level
- 421.** We need higher standards
- 422.** SCDD should work on supports for these homes (not punitive) to support with meeting the needs of people who live there. QA teams should look to offering supports for homes to get up to standard.
- 423.** Again, one Department needs to exist to co-ordinate all the other departments serving disabled. Right now the case manager's burden to do this is just too great
- 424.** Ask the families what is important to them.
- 425.** Play groups that help with behaviors.
- 426.** Trainings and research conference.
- 427.** support for providers to complete regular self-assessments and to gather input related to their services
- 428.** Identify what meaningful daytime engagement is for each individual and make it happen. It does not have to cost a lot of \$\$-there are many volunteer activities that can be accessed
- 429.** Hold districts accountable for failed practices to provide FAPE in LRE.
- 430.** Help me get a job so I can save money for a computer
- 431.** Inclusion

- 432.** Education Services
- 433.** Help with living wage for direct care service providers. Hard to find people.
- 434.** advocate for a new core staffing formula
- 435.** physical, social, communications
- 436.** Helpful to understand service systems
- 437.** Home, work, program, community safety and living in a safe environment.
- 438.** crafts, hangman.
- 439.** Education of best practices to providers, support staff and families.
- 440.** I don't know.
- 441.** House to House training of services available - and feedback.
- 442.** Establishing coalition
- 443.** abuse
- 444.** Interviews of consumers, perhaps?
- 445.** What I have in mind is something on-going to check in with families to ensure that the needs of our families are being met .
- 446.** Better working relationship with CCS
- 447.** more activities for consumers than DOR or finding a job.
- 448.** money or jobs
- 449.** Assist in having job coaches.
- 450.** I would like for us to be able to have a fundraiser for the day trips or overnight trips so we can be able to do so. I also would like to travel outside of California with my friends to go to new places. In order to do that, we need to plan out the trip and get the prices so people will know how much to save for and have people to put some money away for the trip AND have a benefit auction or an enormous bake sale where some people bring their baked goods to be able to sell them or have a car wash or have a spaghetti feed or a BBQ so people can purchase the tickets to have the activities to happen. My wildest dreams as an individual is to be able to travel around the world and I want people with disabilities to have that same opportunity as everyone else
- 451.** Increase standards for staffing. Find ways to support this with funding.
- 452.** Inspection and interviews. Strong corrective actions.
- 453.** working with RCOC to ensure quality services by all service agencies
- 454.** I am not exactly sure.

- 455.** Adequate Evaluations.
- 456.** Make sure I have the continued right to self advocate.
- 457.** visits/outreach when receiving complaints
- 458.** recruitment of qualified staff; training and oversight
- 459.** most like to swim indoors at any time
- 460.** Funding annual reviews. Also, implementing blind reviews of agencies providing direct care. Also, reviewing the myriad of bureaucracies that have been created to serve those with disabilities. Do they really assist in accessing services or despite good intentions are they a hinderance in accessing services.
- 461.** Simple aba training. How to communicate. I have had to train numerous PA's, they have no problem getting my son to cooperate
- 462.** Better trading for QA persons and changes in how adult protection services are handled for consumer
- 463.** Is there something for parents?
- 464.** Exercise
- 465.** Interview parents and find out if they feel empowered here in California, with all the services available, or do they still feel helpless and powerless.
- 466.** Reducing staff turnover.
- 467.** Programs to improve themselves
- 468.** continue to advocate for quality services
- 469.** What is the best practices in all areas of support
- 470.** Staff training and development of appropriate policies
- 471.** Some elders are in between. not old enough for medical or Medicare but due to health they cannot work. no insurance.
- 472.** Staff to maintain good quality
- 473.** More focused programs for specific disabilities and those needs rather than one size fits all.
- 474.** YMCA's and Community recreation locations to serve special needs programs.
- 475.** Again, more in our rural communities
- 476.** Aligning systems to focus on quality outcomes

## Spanish Responses (Translation)

- 477.** All the services that can help our children to live with a dignified life and with qualities
- 478.** Teach my child how to conduct his own IPP and resources (give him information and provide software for the IPP)
- 479.** Health and well-being, it is very basic due to its disability and medical need at home and wherever we take it
- 480.** I would like you to continue educating on how the federal funds are managed and are the ones for regional centers and generic services
- 481.** Give us information for a quality of life
- 482.** Profits revealed from earlier behaviors
- 483.** Combine the 2009 policies and give you and the coordinators to authorize services
- 484.** In helping us advocate for better services in schools.
- 485.** More information
- 486.** More information
- 487.** Special workshops for people with disabilities, with information at their level of competence
- 488.** Testimonials of people with disabilities, before and after having services, supports, benefits
- 489.** Workshops of strategies used to achieve a good life (work, housing, life plan)
- 490.** From high school - all service departments begin to have contact with students, transit services parents
- 491.** More information
- 492.** Communication
- 493.** Best adult services
- 494.** More information in the community about people with disabilities due to lack of information both in schools and in the community
- 495.** The truth in the IPP and IEP these issues are very important in relation to special children
- 496.** Organizations that accept young adults with special needs be able to participate.

- 497.** Educate the community - Public Pools, Have a day for our children in Airport Tours - teaching and will expose special people to not being able to violate rules
- 498.** Review the laws and help make it easier to understand in our Latino communities
- 499.** Games areas parks
- 500.** First to focus on my son able so to understand and second to exploit his skills and 3rd that is self-defeating
- 501.** Better education
- 502.** Theme workshops
- 503.** Teach parents or where to go to ask for the needs of the community and how to express ourselves positively
- 504.** How to donate CR to support our children = your clients
- 505.** Supports and information to improve independent living
- 506.** In offering workshops informing about the rights that disabled people can receive
- 507.** Student quality person according to needs.
- 508.** In the therapies that each child can have according to their disability
- 509.** Medical
- 510.** Continue to educate the community with all the programs that can help the community.
- 511.** Activities for children from 3 to 12 years old
- 512.** More parent education programs to help provide more quality of life for our children
- 513.** Support more parents to help our special children and more for the Latino community.
- 514.** Cleanliness, hygiene
- 515.** How have they progressed since they started
- 516.** Recreational activities - greater inclusion
- 517.** Form a baseball team in the city of Bell Gardens or Bell. In Bell Park with it would be nice.
- 518.** Building a baseball team with parents as volunteers will be great for our kids.
- 519.** That people will be educated with knowledge of everything that is outside all kinds of services

- 520.** Sando workshops together
- 521.** In a personal assistant
- 522.** Purchase of emergency services for the behavior of children with autism, such as ABA, BCBA
- 523.** Do an interactive training to escalate behaviors.
- 524.** Support group / educ. of fathers
- 525.** Cleaning, hygiene
- 526.** Achieve their independence as much as possible go groping, go out with friends, buy suns for them
- 527.** Review the quality of services offered by CR. and they have very poor quality and no governmental follow-ups to the service.
- 528.** Information on the quality and guarantee of a service that is really appropriate in (districts, CR, community)
- 529.** In learning more how they can help us to grab
- 530.** Fairs, workshops, conferences
- 531.** How can our children receive the best education?
- 532.** Educational workshops for young people
- 533.** Advocacy.
- 534.** There are quality service accounts such as: transportation (access), community clinics, dentists, regional control.
- 535.** Quality and safety in transport
- 536.** More classes at Greenfield.
- 537.** Workshops, testimonies of people with disabilities (with work, coming to work independently, having a good life in the city) from before-all the difficulties from school, work, etc. and now I have a full trip.
- 538.** In all that they can, so that they don't battle in their life, more than they need to.
- 539.** Regional center and schools
- 540.** Community services
- 541.** Equality

## Japanese Responses (Translation)

**542.** Worker evaluation

**543.** Activities to increase the number of educational institutions that nurture nurses so that better nurses increase, and to advocate for the government and states to provide the environment and conditions that make it easier for nurses and nurse agents to work.

## Korean Responses (Translation)

**544.** Governmental Support

**545.** I hope you will find an opportunity to get help with confidence so that you can safely experience this.