Year of Optimizing

The world is changing and
SCDD is changing with it

October 2021

The World is Changing

▸ Pandemic
  ◦ Changed how people want service and support
    • -> Changed how we work with people
  ◦ Changed employee talent and expectations

  ◦ We pivoted to meet health needs
  ◦ We pivoted to provide direct support
  ◦ We pivoted to move meetings and trainings online

  ◦ Community's needs are everywhere and continue to increase

How do we keep up with the increasing need for more of what we deliver? How do we respond to systems providing less of what they deliver?

The World is Changing

▶ Pandemic was an accelerant for already existing disparities
  ◦ Regional Center Services
  ◦ Health access and care
  ◦ Employment
  ◦ Education access and success
  ◦ Housing

  ◦ The full impact has yet to be seen or measured

  As a matter of equity and justice, how do we change systems to bridge divides that are growing bigger?

The World is Changing

▸ ACL is demanding a move to outcomes,
ie <u>systems change</u>

- ◦ ACL wants:
  - Outcomes vs Outputs
  - Impacts vs Activities
  - Results vs Tasks
- ◦ 2022-2026 includes new outcomes measurement

As a systems change entity with high demand for technical assistance, how do we meet community need and ACL expectations?

The World is Changing

▶ Success brings more success
  ◦ SCDD's credibility is reestablished in Sacramento, which leads to more imprint there and in regions
  ◦ Reputation as a "get it done" org
  ◦ Sac likes SCDD's unique strengths: nimble and reach

▶ As we keep delivering, Sac keeps looking to SCDD*
  ◦ *People w/IDD and families look to us for more help too
    • For policy solutions
    • For program solutions
  ◦ SCDD is an entity that can get done what they want done

The World is Changing

(Success brings more success cont.)

▸ As we succeed
- ◦ Our reach will keep growing
- ◦ Our impact will keep growing
- ◦ Our role will keep growing

How do we meet the needs of people we are privileged to serve, respond to opportunities that come our way, and gain resources to make this possible?

The World is Changing

However…

▸ Does it seem like things are moving faster and faster?

▸ Does uncertainty of the world lurk in the background as you push forward into an unknown future?

▸ Do you feel like you don't have enough resources to do what's asked of you?

▸ Do you feel like you have to be all things to all people?

▸ Feeling overworked and not valued?

▸ Does it feel like it's not sustainable?

Something's gotta give

The Good News

- We represent the system, we are the system
- We are looked to because of our leadership role
- We are the only entity with statutory authority to change the system
- We can quickly respond to create resources to support self-advocates and families
- We have significantly broadened our reach
- Our impact, influence, and imprint continues to grow
- In this past year, we have literally saved lives
- We routinely exceeded our State Plan work plan goals
- Our work has national impact

Change Opportunity

- <u>Year of Optimizing 2021-2022</u>
  - Infrastructure
  - Focus Issues

- Take a step back to focus on:
  - Fundamentals
  - Upskilling
  - work flow
- …while handling most pressing needs

Infrastructure

Summary

- Change #1: Shift duties within regional offices to increase capacity

- Change #2: Organize around strengths/expertise

- Change #3: Maximize On-Demand Resources

- Change #4: Focus HQ Supports

Infrastructure

- Change #1: <u>Shift duties within regional offices to increase capacity</u>
  - ◦ CPS II and OT increase their work doing capacity building (TA and training)
  - ◦ Increases ROM capacity for higher level functions (systems change and complex TA)

- Rebalance systems change and capacity building in order to prevent burn out and capitalize on passion projects

Infrastructure

- Change #2: <u>Organize around strengths/expertise</u>
  - Disability Expert Advisory Panel (DEAP)
    - Subject Panels
      - Education
      - Employment
      - Health
      - Housing
      - Safety
      - Self-Advocacy
      - Self-Determination

Infrastructure

▶ Change #3: <u>Maximize On-Demand Resources</u>
  ◦ Online Training Platform
  ◦ Disability Expert Advisory Panels develop resources for statewide use
    • Documents
    • Next level trainings, move people beyond "step 1"
  ◦ Continue to include self-advocates and family advocates in trainings

Infrastructure

▸ Change #4: <u>Focus HQ Support</u>

◦ Seeking new federal $$ to increase staff resources to expand implementation

◦ Leveraging Qualtrics State Plan Reporting Team to support federal initiatives

◦ Continue and expand administrative supports (without adding positions)

◦ Leverage new media to engage more of the community, to reach underserved, reduce disparities

Infrastructure

Notes on Changes

▸ Clear, easy to access, no wrong contact process

▸ Every office doesn't have to be all things to all people

▸ Increased coordination, avoiding redundancy

▸ Connect to passion, reduce burnout

▸ Building capacity by enhancing the skill set of employees across org

▸ Allows discretion, retain autonomy within Disability Expert Advisory Panel

Focus Issues*

▸ While still allowing for flexibility to respond to regional need, prioritize activity around
  ◦ Self Determination
  ◦ Subminimum Wage
  ◦ Safety
    • Vaccines, PPE, Wildfires, PSPS, Law Enforcement, Abuse
  ◦ DDS Budget Initiatives

  *Every focus issue must be seen through racial equity lens
  *SCDD's adopted 2022 Policy Priorities are in addition

Year of Optimizing

- State Plan Year 1 Work Plan
  - Built around:
    - infrastructure
    - focus issues
  - Plan for reduced numbers (NOT reduced quality)

- Increase Systems Change Impact

A Note about Systems Change

- Systems change is about people working together to change practices, policies, regulations, laws to remove barriers and improve services

- These changes will lead to positive and helpful outcomes for people with developmental disabilities and their families

A Note about Systems Change

- Systems can be:
  - Big or small
  - Community or agency-based
  - Statewide or Regional
- DD Councils work to change things that cause problems for people with developmental disabilities and their families

A Note about Systems Change

Big Systems	Small Systems
State Law	County/City ordinance
Dpt of Developmental Services	Regional Center
State Dpt of Public Health	County Public Health
CA Public Utilities Commission	PG&E, SCE, SDGE
CA Dpt of Education	County Dpt of Ed, School District
CA Dpt of Housing	Local housing project
SCDD HQ	SCDD Regional Offices

Questions?

- Comments?
- Questions?