

## ATTACHMENT D

### TCRC POS Expenditure Information Meetings FY1516 - Attendee Comments

#### Emerging Themes - All Locations

**Location**

#### Access to Services/Geographic

- |   |   |                    |
|---|---|--------------------|
| 1 | Trainings in Lompoc during the time that children are at school   | Lompoc             |
| 2 | January we didn't have a meeting because our children were not in school and it is difficult to be out of the home  | Lompoc             |
| 3 | System can become the barrier to the services and support of person served  | San Luis<br>Obispo |
| 4 | No satellite offices, which make it hard for parents to travel to the main offices  | San Luis<br>Obispo |
| 5 | POS meeting during the day does not work for full time workers/families does not allow people to attend easily; can we have alternative times and places that allow for easy access | Oxnard             |

#### Clear Communication / Information of services and process to receive services

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|----|--|----------------|
| 6  | Have service coordinators be knowledgeable about the services that TCRC provides   | Lompoc         |
| 7  | SC's need to come to meetings with more specific questions (this doesn't work: what does your child need/family does not know what s/he really needs)  | Santa<br>Paula |
| 8  | Explain services with a personal example, i.e. "Susie uses this and...." Learn from FRC - how they introduce and explain services to families  | Oxnard         |
| 9  | Schools have robo calls informing parents of the important things that parents should be aware of- may be an idea to explore voice message and or text. Keep the language the clear and easy understand for example POS what does that mean why is it important etc. | Oxnard         |
| 10 | Information is not clear that we are receiving from the regional center  | Oxnard         |
| 11 | Provide report to DDS in plain language for the public   | Oxnard         |

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12	A "menu" of services with descriptions for caregivers (parents) to review so that they can be proactive in the choice of services for their child.	San Luis Obispo
13	"Quick guide" hand out that helps guide parents to find the info they need i.e. what services are available and what they do.	San Luis Obispo
14	For website reformat so that families can access information about vendors for their residence catchment area.	Oxnard
15	Support groups-that is where I learned more about my services	Santa Paula
16	SC's should be responsible in educating their families about different services	Santa Maria
17	Information to be provided to us, parents	Lompoc
18	Service Coordinators need to explain clearly as to why some things are a yes and/or a no to services	Lompoc
19	Binder or list of something to go back to and reference. what services am I looking at. something like IEP orientation binder. To help families be proactive in planning and remind what services might be available.	San Luis Obispo
20	Families don't know what services they can ask for. We don't know what we don't know. Service directory. Decision tree (i.e. work, living).	San Luis Obispo
21	Clarification on what Service Coordinators can and can't do	San Luis Obispo
22	Families need to understand what services are available; I don't know about all services that are provided	Oxnard
23	More information-there is a lot of services we don't know about	Santa Paula
24	Parents need to be informed of their rights more clearly	Santa Paula
25	If a parent makes the decision to keep their child at home, there should be more help on how to maintain their children at home/have more supports	Santa Paula

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| 26 | We try our best as mothers but we need more professional support to help us with their growth (i.e. hormones, etc.)  | Oxnard      |
| 27 | Information-I didn't know I could qualify for diapers when my child was young, If I would have known that this service was available, I would have like to receive diapers for my child  | Santa Paula |
| 28 | Hard for families to get the information about resources or services available   | Oxnard      |
| 29 | Lack of timely and clear responses.  | Oxnard      |
| 30 | RC could help guide parents, more advocacy for parents and emotional support   | Oxnard      |
| 31 | When initially introduced into Early Start, please inform families of services available to the family and the individual served. Please explain of "all" services available and eligible for.   | Oxnard      |
| 32 | Family doesn't understand what the service is - have material on what the services are and what they are there for and how it can help them  | Oxnard      |
| 33 | Inform families of support groups available, not just for the individual served but for the other members involved.  | Oxnard      |
| 34 | What are the services in terms of families in terms of residential placement of their child; is it a family value to keep their family member at home, or until a certain age, or is there a concern that the level of care offered to their son or daughter is not satisfactory for various reasons. What is the tipping point to understand if this is an issue of sp. | Oxnard      |
| 35 | Parent interest in program design  | Oxnard      |
| 36 | More conversations in regards to parent resources i.e. Rainbow Connections   | Oxnard      |
| 37 | With new TCRC Family Orientation - tailor it to be more friendly, use less acronyms  | Oxnard      |

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38	Parents are encouraged to visit day programs	Oxnard
39	Clarifying different programs and generic resources	Oxnard
40	Take time to step back to check what was your understanding of our agreement?	Oxnard
41	Give a copy of the IPP when the meeting is held so that what families understood was going to happen is actually documenting.	Oxnard
42	Clarify the services	Oxnard
43	Service coordinators and teams need to be aware of the changing laws i.e.: HCBS and what this means so they can plan successfully with the individuals- what a Person Centered approach is to community integration with appropriate funding to make the ratios smaller to allow that happen. For example, employment or desire to volunteer or attend college people may need a level of support to do those things.	Oxnard
44	Make the web for TCRC have a more user friendly, clear description of what community partners offer, information available on TCRC vendors and improve the ability to access it.	Oxnard
45	Having intake coordinator, to identify and explain all these services, will it cost us, and then the parent will be able to learn the system before they get in	San Luis Obispo
46	Get information about transition pathway in a way that does not cause anxiety...a clear outline delivered by SC and continued to be discussed, knowing it is stressful for parents	San Luis Obispo
47	Educate families on what services are available and how to ask for them.	Oxnard
48	Create a generic/simple menu of services available for each designated group at TCRC; ES, children's, adults.	Oxnard
49	SC's not calling back	Santa Paula

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| 50 | Disparity within the services that families we serve; English and Spanish speaking families. Spanish speaking families report they do not have the information needed to address concerns or they do not know they had options and resources. Are Service Coordinators sharing the needed and various resources and communicating what is available or what might not be available. Families cannot ask for what they do not know is available. a directory of services could address some of this in the language of choice. | Oxnard          |
| 51 | Create more access to information and services  | Oxnard          |
| 52 | Some families know about it... but because it's not a priority it just drops off the radar for both the family...the SC might think it's happening and not find out until the next IPP meeting  | Oxnard          |
| 53 | Get info from other parents, more info should come from SC  | Oxnard          |
| 54 | Support making connections between behaviors/needs and how services can be put in place to help that need.  | San Luis Obispo |
| 55 | From foster care parent perspective parents need exact steps to follow to understand the process to access to services there is a miscommunication amongst service coordinators so consistency in communication and having items/resources in writing to reference; training the families and partner organizations as to how to navigate the system.   | Oxnard          |
| 56 | When grandparents have provided care for so many years and they are not familiar with services later in life  | Oxnard          |
| 57 | Difficult to navigate   | San Luis Obispo |
| 58 | Having a transition meeting with SC who is transferring case with the SC who is receiving the case  | Oxnard          |
| 59 | Funding resources - need improvement and help family to understand  | San Luis Obispo |
| 60 | I just learned about respite, we need to know about these services instead of learning them from a meeting or another family  | Santa Maria     |

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| 61 | Make sure translation is accurate for the service you are talking about   | Oxnard             |
| 62 | If the services are provided at home how might they support an individual to be more independent in preparation for a transition out of home or to remain at home and be as independent as possible   | Oxnard             |
| 63 | High school legal restrictions limit services but we can provide some supports that do not duplicate school services average staff stay 6 months, so turnover is difficult  | Oxnard             |
| 64 | Service coordinators asking specific questions in regards to specific issues, i.e. respite, IHSS, instead of just asking "do you have any questions?"   | Oxnard             |
| 65 | Navigating the system is confusing due to law changes in the state; again, a cadre of professionals including families, perhaps creating an advocacy newsletter to communicate change that happen that impact families and individuals  | Oxnard             |
| 66 | So much going on in people's lives - adding complicated information is overwhelming   | Oxnard             |
| 67 | Have SC informed at what happens at VAC meetings  | San Luis<br>Obispo |
| 68 | We do not read a lot and too much information can be less likely to be read   | Oxnard             |
| 69 | Regional Center needs to figure out a way to deliver that information to families since the families aren't coming to RC  | Santa<br>Paula     |
| 70 | Not everyone has internet, there are many people that don't know how to read  | Santa<br>Paula     |
| 71 | Is information in general available to people in rural areas ex; Spanish etc.   | Oxnard             |
| 72 | During intake, help family understand how to navigate the regional center system. Formal, navigational tools-elaborate brochures into simple language/plain language, resource binder. Track if families are not utilizing services and invite them to an orientation (under-utilization). Create systemic way to track underutilization. | San Luis<br>Obispo |

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73	On the TCRC website but make sure that the information is updated	Oxnard
74	Educate families of different services available in designated cities; employment, day program, social activities	Oxnard
75	Have orientation video before POS presentation	San Luis Obispo
76	Provider would appreciate SC knowing more about their client so better placement can be made	San Luis Obispo
77	Ensure we are starting our conversations by gathering critical information about who the individual is and who they are in the context of their family; understanding their needs and wants and vision of the future using a Person Centered approach and from that identify possible services/supports that could assist and provide the family with the guidance and advocacy support in order to vet those services to ensure a good match, and check back in with them regularly to ensure that they are receiving the support they need via those services	Oxnard
78	Increased Spanish language information	Oxnard
79	Parents comment that they receive information from TCRC in the mail and they either do not understand or do not read it, phone calls are more helpful	Oxnard
80	Have SC's bring brochures to the meetings, make them available	San Luis Obispo
81	Have FRC parents train SCs on how to explain info to families in an understandable manner	Oxnard
82	If SC have a better knowledge of the providers they can have better success with placement, resulting in savings of money	San Luis Obispo
83	Provide more information to families if a service is denied	Santa Paula
84	SC's should provide more help to the Spanish speaking families	Santa Maria

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| 85 | Why are authorized services not utilized - look at what's happening between the authorized services and utilization - what is the issue? I hear that parents are told...go to Medi-Cal or other generic service, but there is no direct support to do that. So if they don't access the generic service they can't get the regional center service. Need additional hand holding to navigate the system... help to fill out applications, follow up with application support and appointments. | Oxnard |
| 86 | People who don't understand the information are reluctant to admit they don't understand   | Oxnard |
| 87 | Secure more knowledgeable people for Rainbow   | Oxnard |
| 88 | SC asks several times before the meeting is adjourned - "Is there anything I can explain better, any questions you want to ask? This a good time to ask." - Invite families to ask questions. Check for understanding - Say: "What does this document say to you....tell me what you understand we have agreed to."  | Oxnard |
| 89 | Follow up when you say you will follow up  | Lompoc |
| 90 | Families and individuals need to understand their rights in terms of receiving services and they understand and have a way to vet questions and concerns related to services that feels safe with support. Families may not what to ask or expect from a provider  | Oxnard |
| 91 | Provide accurate information to families   | Lompoc |
| 92 | Better communication with Service Coordinators   | Lompoc |

#### Collaboration

- |    |   |             |
|----|---|-------------|
| 93 | Getting more involved with school system                              | Oxnard      |
| 94 | More collaborations with other agencies like mental health            | Oxnard      |
| 95 | Need reps from special Ed on School districts, being more transparent | Santa Maria |

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96	More collaboration with school psychologists	Oxnard
97	Have vendor brochures in the TCRC lobby and FRC	San Luis Obispo
98	Pediatricians need to be mandated to do the screenings	San Luis Obispo
99	Parent group to provide program feedback	Oxnard
100	A follow up report is requested from these POS meetings one way is to involve the community and create a disparity task force to address recommendations and work back and forth with the community to impact changes	Oxnard
101	Using outside speakers can enhance community involvement	Oxnard
102	Through Alpha Resource Center	Lompoc
103	Some families feel is it is sense of pride to care for their adult child; may require a change in our delivery system for example to create a team of coordinators with the specialization with the ageing population, foster care kiddos etc. and start those early conversations	Oxnard
104	Presentation/possible binder: empty page for 'family dreams' if you had a million dollars what would you want for the person served.	San Luis Obispo
105	Making the right connections	San Luis Obispo
106	Early intervention-What is San Bernardino doing? How is info shared across the lifespan? They are the model city for the State	Santa Maria
107	Look at the personality of regional center; TCRC does good job of being open to resources	Oxnard
108	Have a list of foster care families between TCRC and foster care agencies, have one point of contact and that point of contact from both TCRC and foster care agencies could support and deliver information internally to those families	Oxnard

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109	Collaborations with local churches and medical providers i.e. doctors	Oxnard
110	Every program needs more parent communication & contact, more ways for families to give input	Oxnard
111	No automatic communication/referral with the Resource Center for individuals after age 3	San Luis Obispo
112	Lanterman promotora project was really helpful in providing that extra support in filling out applications, accessing generic resources	Oxnard
113	Clear communication, information and resources shared in collaboration and partnership with TCRC and partner agencies	Oxnard
114	Promotora module with Mixteco families have done a lot of outreach and has been successful- consider modeling this within the TCRC to address some of the concerns shared. Having a parent to parent match with a parent who can relate, speaks the same language creates better buy in and trust vs an interpreter	Oxnard
115	Have service coordinator attends the IEP	Oxnard
116	Increasing relationship with school counselors	Oxnard
117	Important for SC to be well informed as well as Vendors	Oxnard
118	Cultural competence for care providers	San Luis Obispo
119	Hire parent advocate to support families to navigate the process.	Oxnard
120	How can the Mexican Consulate's office help?	Santa Maria
121	Mixteco community is a very different community and culture need to have someone who the Mixteco families believe is a part of their community	Oxnard

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122 Content of programs (day) so many topics could be addressed, e.g. nutrition, bring in outside speakers to provide training to individuals w weight issues, need to do more to help w health. Oxnard

#### Community Activities/ Socialization

123 We can place our children in extra-curricular activities, but if we don't have the support, we are not able to do it Santa Paula

124 Social programs/activities in the city of Camarillo. Oxnard

125 Plan more outside activities Oxnard

126 Develop more programs/recreational activities Santa Paula

127 Some families have more time for networking to get info. Oxnard

128 We need social groups for our kids Santa Maria

129 Have a fun and game spot for children, games section to make it fun San Luis Obispo

#### Cultural Differences

130 More awareness of diversity of cultures w/in Mexico San Luis Obispo

131 Have mechanism to see how promotora community is working. Community oversight. San Luis Obispo

132 Culturally, we do not like to question and don't know our rights, informing our families Lompoc

133 Re: Housing; cultural values of having adult child stay at home is a problem delayed when the elderly parent is unable to care for their child so begin the process of methods of informing the parents and preparing the family for this eventual transition. Oxnard

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|-----|---|-------------|
| 134 | Are there services that are not culturally appropriate for some families  | Santa Maria |
| 135 | What are the preferences in terms of families in terms of residential placement of their child; is it a family value to keep their family member at home, or until a certain age, or is there a concern that the level of care offered to their son or daughter is not satisfactory | Oxnard      |
| 136 | Varies by culture of community  | Oxnard      |

#### Housing

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|-----|--|-----------------|
| 137 | Measure if it's more a choice of want child to stay home or if family doesn't trust a care provider. | San Luis Obispo |
|-----|--|-----------------|

#### Legal/Immigration

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|-----|---|-------------|
| 138 | Outreach to Mexican Consulate   | Santa Maria |
| 139 | Families who may not be legal could be less likely to access services for fear being reported; be sure to explain what is within TCRC role in terms of legal status | Oxnard      |

#### Other

- |     |  |                 |
|-----|--|-----------------|
| 140 | Addressing mental illness  | San Luis Obispo |
| 141 | Lack of child care for some meetings   | Santa Paula     |
| 142 | Lobby for more funding so people can be paid a living wage   | Oxnard          |
| 143 | Useful to break down the data by age and residence to see a different perspective on who is accessing services | Oxnard          |
| 144 | Hard to deal with mood changes and arguments every morning, dementia signs creating problems,                  | Oxnard          |

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145	Changing law for maximum amount of respite would help families	Oxnard
146	Have you compared TCRC number with actual census demographic data?	Oxnard
147	I attended a POS meeting at a different regional center in the evening and it didn't have a good turnout	Oxnard
148	The other category in relation to expenditures needs further analysis as well	Oxnard
149	Perhaps a 2 or more races category to replace the other category would make sense.	Oxnard
150	Change in laws HCBS may assist with more community integration	Oxnard
151	In regards to rare diseases that Obama signed, is there regional center eligible folks that have these rare diseases and how is the funding going for these folks	Santa Maria

#### Outreach

152	Inform community, make aware of RCs	San Luis Obispo
153	Have Reg Center reps on SELPA CAC	Santa Maria
154	We could have a bigger presence, at the WIC centers for example.	Santa Maria
155	We could put brochures at places where people gather, such as laundromats or churches.	Santa Maria
156	Getting involved in the big downtown activities, like the Friday night Farmer's Market.	Santa Maria
157	We can piggy-back on the inclusion movement.	Santa Maria

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158	Presentation to us-our community	Lompoc
159	Within promotora model/staff groups reaching out open invitation to stake holders. Make outreach more open to public.	San Luis Obispo
160	Email updates. Apps. twitter, Instagram, Facebook putting out dates for meetings. Share meeting dates on social media sites. Put out info to remind that TCRC is there.	San Luis Obispo
161	Send out surveys. "we're concerned about xxxx please tell us about".	San Luis Obispo
162	Have to go to family groups instead of them coming to us. i.e. if we can go to meetings that a group may have.	San Luis Obispo
163	Church, community events	San Luis Obispo
164	More community meetings	Oxnard
165	Being present at table, festivals, fairs, community events, etc.	Santa Maria
166	Having more brochures from TCRC in the community.	Santa Maria
167	How can we find ways for people to come and talk about things that they want to talk about-Have coffee with us	Santa Maria
168	Having a booth in the community such as like Farmer's Market	Santa Maria
169	Go to where people are rather than expecting them to come here	Santa Maria
170	Attending other non-TCRC community events	San Luis Obispo
171	TCRC presentations at community events	San Luis Obispo

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172	Presentations assist us understand the information	Lompoc
173	Have the monthly newsletters from Family Resource Center to all individuals	San Luis Obispo
174	Have more parents/community come to meetings.	San Luis Obispo
175	Pediatricians need to be aware of all this information	San Luis Obispo
176	Have someone follow up from TCRC about these appointments	Oxnard
177	Need workshops to help provide information on health & life changes	Oxnard
178	Permission to communicate with Resource Center for referrals after age 3	San Luis Obispo
179	Information to pediatricians	San Luis Obispo
180	TCRC to connect more into the community. Connecting more with Spanish speaking families.	Santa Maria
181	Presentations like this are helpful to help the community be aware; TCRC is open to hearing feedback	Oxnard
182	More flexibility in office hours, and in service coordinator hours, could be helpful.	Santa Maria
183	Make it easier to understand, what is the role of Tri-Counties Regional Center	San Luis Obispo
184	Have more meetings in different communities; hard to travel	Santa Paula
185	Having the agencies come to Alpha and provide these type of information	Lompoc

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186	More outreach from Family Resource Centers	Santa Maria
187	Regional Center needs the support of the community, how do we prep the community, educate the community-Community groups that can be key	Santa Maria
188	More assistance, (information, awareness, outreach, what can a FRC do for you, open houses) with family resource centers for all ages	Santa Maria
189	Tri Counties Regional Center Mobile Center Bus so we can go out into the community.	Santa Maria
190	Maybe have some satellite sites that are more community-available. Maybe a mobile vehicle like a taco truck with resources and handouts?	Santa Maria
191	Go to community centers, religious centers, schools, medical services that serve diverse communities - have to develop a relationship with the community - has to be a trusted resource given the current political climate	Oxnard
192	Instagram, Facebook	Oxnard
193	Go to their area, their community, their functions to build rapport create higher visibility as to who TCRC is.	Oxnard
194	Connect people thru social media	Santa Maria
195	Game night, get to know people, it is welcoming	San Luis Obispo
196	TCRC website, TCRC & Day program mutual communication lines to filter information onto families,	Oxnard
197	Use PSAs in Spanish radio	Oxnard
198	Social media	Oxnard

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199	Mail is not the best	San Luis Obispo
200	If you don't have a cell phone or easy access to a computer, how would you like to receive info: Mail, phone call.	San Luis Obispo
201	For parents that aren't available to attend various presentations make PowerPoint available	Oxnard
202	Have an open house, parent night	San Luis Obispo
203	Joint events with providers-fun events	San Luis Obispo
204	Take advantage of social media in the ways that people want.	Santa Maria
205	Making meetings fun-not like a meeting	San Luis Obispo
206	May bring individuals to see website	San Luis Obispo
207	Reaching immigrant families. Families have a fear with new president and what new changes may occur.	Santa Maria
208	Revisit expectations of Family Resource Centers	Santa Maria
209	Get word out about family resource centers	Oxnard
210	Make sure plain language to explain what meetings are for.	San Luis Obispo
211	Has anyone from outside studied our outreach efforts-Why is outreach the way it is, minimal turn out, etc.	Santa Maria
212	Offer live stream webinars of presentations or make video and put online for families to access.	Oxnard

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213	Need more outreach for family resource centers	Oxnard
214	Include HW in outreach efforts as her role in communication specialist	Santa Maria
215	Invites from multiple sources; not just on SCs to invite.	San Luis Obispo
216	Outreach may be needed for some areas	Santa Maria
217	Have to go to family groups instead of them coming to us. i.e. if we can go to meetings that a group may have.	San Luis Obispo
218	Morning meetings work best for us	Lompoc

#### Preferred method of communication

219	Have more Spanish speaking providers	Santa Maria
220	More Spanish speaking staff at TCRC	Santa Maria
221	We need to know how do people want to be communicated with.	Santa Maria
222	PowerPoint need to use plain language because some words are just not understood by parents	San Luis Obispo
223	Fewer people are communicating via email they are using their cell phones and texting	Oxnard
224	We can ask the family how they want to be communicated with, by phone, e-mail, what?	Santa Maria
225	Establish how to contact a family and the best way to communicate with a family.	Santa Maria

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226	Also, is the family comfortable with calls, just to check in?	Santa Maria
227	Direct phone calls to families	Lompoc
228	Text, emails	San Luis Obispo
229	Emails with PDFs to print out and look at	San Luis Obispo
230	Telephone	San Luis Obispo
231	Phone or mail	Paso Robles
232	PHP contacted me directly to notify me of the meeting	Paso Robles
233	Families who don't have access to computers - how do they get the information about these meetings	Oxnard
234	Besides technology communicate via mail for those who do not use technology	Oxnard
235	Electronic information	Oxnard
236	More clear communication in regards to town hall meetings; some individuals do not have computers	Oxnard
237	Looking at how we share information with families about resources	Oxnard
238	Email updates. Apps. twitter, Instagram, Facebook putting out dates for meetings. Share meeting dates on social media sites. put out info to remind that TCRC is there.	San Luis Obispo

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| 239 | Don't divide a training venue with different speakers; example like today POS meeting, instead have interpreters to support people at the same meeting in the same room | Oxnard |
| 240 | Evenings work best for mom  | Oxnard |

#### SC Relationships with individual served/family/ Development of trust

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|-----|--|--------------------|
| 241 | Follow up with families to ask if they've followed through on connecting with the referred generic resource. At a minimum offer to help them with the paperwork.   | Oxnard             |
| 242 | Help families deal with the realization their child has a disability   | Oxnard             |
| 243 | SC listening to family members   | San Luis<br>Obispo |
| 244 | Formal process to see if families are actually using authorized services, check at least 2x year then call to see why they are not using services  | Santa<br>Maria     |
| 245 | I would like for SC's to be the way they were over 10 years ago, they would offer the different services that there are-now they don't offer, they ask what we need, and sometimes we don't know what we need  | Santa<br>Maria     |
| 246 | TCRC does a great job  | San Luis<br>Obispo |
| 247 | If there is a slow return on phone calls from service coordinators families need to know what they can do to advocate; families also do not have the time to make many calls to get a hold of a coordinator, they may also have a limited window to receive a call ( i.e. lunch break, or after work hours) need to ensure that SC are calling back on a number that works well for the family; for example leaving a message on a home phone vs a cell phone may not be conducive | Oxnard             |
| 248 | Talk to parents of adult persons more to get their input and include them in circle of support   | San Luis<br>Obispo |
| 249 | Ask what parents need-How can parents support their child  | San Luis<br>Obispo |

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250	Increasing frequency of visits for the children	San Luis Obispo
251	We need to listen to the service coordinators, who work with the families and are in touch with what families need.	Santa Maria
252	If service coordinators could connect more frequently with families then more than once a year.	Santa Maria
253	It would be great if we were fully staffed, so that our service coordinators could make more frequent contact with the people and families we serve.	Santa Maria
254	There is a lot of information to navigate on my own and I need support in getting to what I can't get to	San Luis Obispo
255	My SC is a genuine caring person and speaks with me when I need her.	Oxnard
256	Kudos to TCRC for their thoughtful approach and work	Oxnard
257	Families need to listen to Service Coordinators and ask questions.	Santa Maria
258	Finding a balance of supporting the families	San Luis Obispo
259	Having a good relationship with the SC and having constant communication	Santa Paula
260	Service coordinators need to ensure good communication within teams and offices to create a successful transition for families and kiddos; example moving a family/person case from one office to another and a SC wants to end services with the transfer to one local office to another?? What is the training offered to SC to prevent a lapse in services and to ensure good communication not only transfers from one office to another but within agencies? Example foster care kiddos with foster care parents and transfer back to bio parents we tend to see a lapse in services or miscommunications or misinformation back to foster care agencies.	Oxnard
261	SC's need to be better connected with the families	Santa Paula

## ATTACHMENT D

### TCRC POS Expenditure Information Meetings FY1516 - Attendee Comments

262	Families get discouraged when TCRC cannot provide crisis support	Oxnard
263	More open communication between SC's and families to inform of available services	Oxnard
264	Increased communication with the assigned SC instead of 1x/year when individual lives at home.	Oxnard
265	Families need to learn how to create good person-centered plans that communicate who their son or daughter is and can be used as a way to identify appropriate services vs being told what services are available first	Oxnard
266	Encourage families to use services that TCRC offers	Santa Maria
267	SC should go to the homes and visit and check in how therapies are coming along-more involvement	Santa Paula
268	Service Coordinators, brochures (have SC's explain them and not just hand them out), phone calls, reminders of larger and smaller meetings	Santa Maria
269	There is a lot to juggle for a parent; staying connected and having SC's check in is very important and helpful	Santa Paula
270	SC should meet families more than once a year	Santa Paula
271	SC's need to encourage families to utilize services, some families are shy and/or afraid to take a service, some families may feel taking services can be penalized later	Santa Maria
272	Service coordinators being more aware of funding and trying to not say "no" which discourages parents	Oxnard
273	Once eligibility is determined it is lifelong in most cases	Oxnard
274	Increasing the strength of relationships with TCRC and families	Oxnard

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### TCRC POS Expenditure Information Meetings FY1516 - Attendee Comments

275	A lot of our Families need help accessing other services, such as Social Security forms, or WIC, etc. Our Service Coordinators do not have knowledge of how to do these.	Santa Maria
276	SC's having brochures available at the time of their meetings	Santa Maria
277	Families are expressing that we aren't seeing them often enough. With Hispanic families, they feel like they are "bugging" us if they reach out with needs or concerns.	Santa Maria
278	It is important for families and their SC's to know each other more	Santa Paula
279	Have consistent Service Coordinators	Lompoc
280	Personalize and build relationships to trust the agency	Lompoc
281	In previous years, caseloads were high and SC's had no time to build relationships, so we would want SC's to have time for what we need	Lompoc
282	Better support our families	Lompoc
283	SC could spend more time getting to know their client- better working knowledge of their child	San Luis Obispo
284	Constant need to revisit until family is ready to have that conversation.	San Luis Obispo
285	Relationship between a parent and the service coordinators	San Luis Obispo
286	Treat individual; whole person and maximize support for person served. family	San Luis Obispo
287	Turnover of SC's-families cannot build a relationship when there is no consistent SC	Santa Paula

## ATTACHMENT D

### TCRC POS Expenditure Information Meetings FY1516 - Attendee Comments

288	SC's need to assist families with understanding a document and being present at meetings that parents need for their children	Lompoc
289	Communication between family, person served and SC	San Luis Obispo
290	If families are presented with multiple services they may be overwhelmed....at least at first - they are afraid to start with something they are unfamiliar with, especially if it is their first child	Oxnard
291	From provider perspective they hear concerns from families that they call and cannot get the information needed or they do not get a call back or they do not know who their coordinator is, they are directed to call the OD and after a while they get frustrated or stop calling or accessing services	Oxnard
292	Access to information from the service coordinators seems to be restrictive	Oxnard
293	Call backs from service coordinators; what is TCRC policy, how is it adhered too, how are service coordinators held accountable, and a system of delivery	Oxnard
294	If you need more respite if your situation changes, SC can help	Oxnard
295	Help families identify services that can meet the need of the person and family to build rapport and trust with the service system while also building independence in the person which may not lead to moving out of the family home but can create an environment where the family is more likely to access that paid support so when that emergency call comes in where in the parent cannot care for the person there is a positive experience with a paid professional to reference.	Oxnard
296	Follow up with families when they ask questions.	Oxnard
297	As a parent, you have a child and you have other things to worry about, so it is intimidating to navigate this other world	San Luis Obispo
298	Help with building stronger support teams	Oxnard

## ATTACHMENT D

### TCRC POS Expenditure Information Meetings FY1516 - Attendee Comments

299	It's not easy to trust others,	Lompoc
300	SCs have minimal contact with families. Meet with SCs one time a year or so and then left to do everything on their own and figure out what services are out there from other sources (vendor, support groups).	Oxnard
301	Have Service Coordinators attend IEP's and other important meetings	Lompoc
302	Return phone calls when messages are left	Lompoc
303	When we bring in new people to work with a family, have the new person shadow the previous worker so the family has continuity and familiarity.	Santa Maria
304	Building comfortable relations with family and people and the community.	Santa Maria

#### SC Training

305	Time that SC's don't have to text/email	San Luis Obispo
306	Service coordinators are not getting the full picture of needs. Figure out a way to make sure that SCs see the bigger picture.	Oxnard
307	Service coordinators need to approach the IPP as a Person-Centered Planning approach to have a balanced life, pursue, passions, hopes, and desires and identify the supports to make that happen- start with the person first then the services not the services suggest the kind of life a person can have	Oxnard

#### Self-Advocacy

308	Having someone help the parents navigate	San Luis Obispo
309	Services look good on paper but are not actually offering what they say and families give up and do without	Oxnard
310	Help families know how to speak up at meetings and/or making sure they are comfortable to speak at meetings.	San Luis Obispo

## ATTACHMENT D

### TCRC POS Expenditure Information Meetings FY1516 - Attendee Comments

#### Services & Resource Development / Expansion

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|-----|---|-----------------|
| 311 | Dual diagnosis and services to serve both populations; a funding issue as well as two different systems   | San Luis Obispo |
| 312 | Home supports and community need to be better, better opportunities to learn a job or participate in community day programs lacking   | Oxnard          |
| 313 | But there is still a need for workers to fill respite hours   | Oxnard          |
| 314 | Lack of crisis care for adults especially in Ventura County i.e. for people who have Autism   | Oxnard          |
| 315 | Look at service codes to see how we can be more creative within those service codes to respond to the growing and changing needs of the individual; for example young adults have very few options to transition too from school if we are Person Centered we need to offer more and various services to respond the need and desired life. Have a chance at a meaningful life in their community. Parents are being told they should have all these opportunities for their son or daughter but there is lack of resources or the resources are full.  | Oxnard          |
| 316 | For those who have unique needs such as the "lower functioning persons with Autism" they need options that are responsive to who they, their needs and wants- this is a growing population that will require providers to think differently in their service module and TCRC needs to not just encourage or but require this level of flexibility and creativity and meet that with needed changes in codes, reimbursement, contracts etc. For example it is not acceptable to take someone in a program to the community for 6 weeks then say they have to rotate back to the center to give others a turn to be out on the community. People deserve the opportunity to be a part of their community in a way that is meaningful and valuable and providers need to think about how this can be done vs basing community integration in segregated settings in isolation from the community and basing that community integration on activities vs building relationships and helping people contribute and do things that are meaningful to them | Oxnard          |
| 317 | Hire more SC's  | Santa Maria     |

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### TCRC POS Expenditure Information Meetings FY1516 - Attendee Comments

318	I need help with things that I cannot get to	San Luis Obispo
319	Transition possibly smoother? More Transitional services available for 16-20...	San Luis Obispo
320	Who do we go to if we want more services available?	Santa Paula
321	No crisis supports for individuals with autism	Oxnard
322	DDMI programs needed, dev disabled, mental illness	Oxnard
323	More crisis support services	Oxnard
324	Supports that are closer to where the person lives	Oxnard
325	Recruiting staff needed to get service providers for my adult son, quality support is not out there, need training, less turnover, more pay to draw quality service providers	Oxnard
326	Daughter in a book club, program attitude is no more teaching if they did not learn in high school, programs need to provide more stimulation	Oxnard
327	Quality of training for respite workers, or other providers, may be a challenge	Santa Maria
328	We need more programs in this community besides ARC-we don't have options to choose from	Santa Paula
329	Santa Paula needs programs for younger children	Santa Paula
330	There are many things going on and as a parent, I need help with all the daily things I need to accomplish and having to search for things, is very difficult	San Luis Obispo

## ATTACHMENT D

### TCRC POS Expenditure Information Meetings FY1516 - Attendee Comments

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|-----|---|-------------|
| 331 | High level of need for resources especially in rural areas and in areas of VTA county for people who have specialized needs i.e. wheelchair, medically fragile, Autism, behavioral challenges, mental health issues etc. How do we create and entice providers to develop in our area to meet the existing needs? More development is needed to serve families in our VTA county area, which could prevent a crisis for example is needed. Not appropriate to take young adults from their local home and community to move them out of the area. | Oxnard      |
| 332 | Additional services for "older people" after ES are needed. Maybe more services for after age 22 individuals. It appears that there are more "social activities" for the younger groups.  | Oxnard      |
| 333 | Parents want more choice in programs  | Oxnard      |
| 334 | How can we improve how day programs address emergencies   | Oxnard      |
| 335 | Increasing Alpha Resource Center hours  | Santa Maria |
| 336 | Develop more resources to meet the needs of adult population  | Oxnard      |
| 337 | Increase crisis support in quick fashion  | Oxnard      |
| 338 | Technical assistance that is provided through the state is limited perhaps there is a need to create a cadre of professionals who have been certified in their ability to navigate the system and can provide support to families; there is an informal network to navigate the system currently but to formalize it could be very helpful.   | Oxnard      |
| 339 | SM is the second most expensive place to live, relative to income.  | Santa Maria |
| 340 | More training on technology   | Oxnard      |
| 341 | Increase in respite services awareness for families   | Oxnard      |

## ATTACHMENT D

### TCRC POS Expenditure Information Meetings FY1516 - Attendee Comments

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| 342 | Lunch program at ARC should be reinstated   | Oxnard |
| 343 | 211 like system for TCRC services   | Oxnard |
| 344 | Having increase resources trying to do a lot with very little resources. We have a lot of traditional day programs but not responsive to individuals that might want something different. | Oxnard |

#### TCRC - provider Communication

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|-----|--|-----------------|
| 345 | Have providers share what they provide to SC's   | San Luis Obispo |
| 346 | Information needs to be shared clearly; for example now hearing that TCRC has a Bi-Cultural specialist we did not know as a provider that this was available; how do we know how to access these persons and resources | Oxnard          |
| 347 | SCs visit providers to get more updated service information  | San Luis Obispo |
| 348 | SCs need to be better informed so providers are kept in the loop.  | San Luis Obispo |
| 349 | Service providers give a lot of info - so important we are in constant communication with them about options for services  | San Luis Obispo |
| 350 | Rainbow is available on monthly basis-support groups don't fail and members/parents aren't showing up  | Santa Paula     |
| 351 | Information to be in writing; contact with SC and presentations in the community to assist   | Santa Paula     |
| 352 | Staying connected with the families and SCs  | Oxnard          |
| 353 | Rainbow doesn't offer the support they have in the past. Don't even bother with them anymore   | Oxnard          |

## ATTACHMENT D

### TCRC POS Expenditure Information Meetings FY1516 - Attendee Comments

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|-----|---|-----------------|
| 354 | Clear communication to providers about changes in service coordinators  | Oxnard          |
| 355 | Making sure vendors are providing services they are supposed to provide and the SC are personally familiar with the providers they are recommending.                  | San Luis Obispo |
| 356 | Downs syndrome & diabetes, support people thought he couldn't eat candy and soda but did not know enough about nutrition to support him, more health-related training | Oxnard          |

#### Transitions ES-Children-Transition-Adult

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| 357 | Parent orientation from Early Start SC or the first SC that the family encounters- explain what an IPP is, what an IEP is, what other programs are                                     | Lompoc          |
| 358 | At every transition point, orientation i.e. early start to child to transition to adult. Catalogue of services to go back to. Better road mapping.                                     | San Luis Obispo |
| 359 | Early start and children numbers are same interesting change is adult RC is hands off in high school seems like a disconnect, (law limits what we can do for youth during high school) | Oxnard          |
| 360 | Helping educate parents with their changing children   | Oxnard          |
| 361 | Easy to reopen case if services are needed as individuals finish high school and more support is needed  | Oxnard          |
| 362 | Help parents navigate the guilt of 'giving up' their child; help parents allowing their adult children to be more independent.   | San Luis Obispo |
| 363 | Info to help guide parents in and out of transition  | San Luis Obispo |
| 364 | I need more information to assist my daughter through her transitions/development stages/women changes   | Santa Paula     |
| 365 | Kids get thrown off a cliff when they become adults  | Oxnard          |
| 366 | Parents feel like they are on their own as they transition out of Early Start  | Oxnard          |

## ATTACHMENT D

### TCRC POS Expenditure Information Meetings FY1516 - Attendee Comments

#### Transportation

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| 367 | Transportation help after the door to door assistance ends- transition to getting to work through public transport- just because you know how to use public transport doesn't mean you can navigate it safely. The public exposure can be stressful for many | San Luis Obispo |
| 368 | I need assistance with taking my child to his appointments or to take him to school  | Santa Paula     |
| 369 | Many parents don't know how to drive, transportation is a huge issue   | Santa Paula     |
| 370 | Transportation is a barrier  | Santa Paula     |
| 371 | Transportation services available for parents who do not drive, who would like to participate in activities that involve their family member being served.   | Oxnard          |