



## **Restored Services Changes and New Participant-Directed Services Outreach plan**

San Diego Regional Center has developed this outreach plan with the goal of providing information, education, and training about the recent changes to statute regarding restored services (social recreation activities, camp, non-medical therapies, and education services). These changes are intended to increase and improve access to these services for all communities, with specific focus on children, individuals who are non-English speaking, and communities of color. The plan is separated into four categories; Clients and Families, Service Providers and Community Members, SDRC Staff, and Vendorization Process, and focuses on providing information, education, and training about Restored Services, the updated POS Standards and Guidelines, and the new option of Participant Directed Services (PDS). SDRC has developed an internal workgroup consisting of members from the Client Services, Community Services, and Business Services departments to execute this plan.

### **Clients and Families:**

1. In-person presentations to families in Imperial Valley, offered in Spanish and English
2. Scheduled information sessions via Zoom in English and threshold languages
3. SDRC-hosted Family Resource Fair with table(s) dedicated to information about services
4. Presentations to existing Parent Groups such as local Autism Chapters, Filipino parent group, others
5. Use of DEIA (Diversity, Equity, Inclusion, & Access) Unit to make contacts with various communities including tribal groups and Deaf and Hard of Hearing population
6. Enhanced Service Coordination Unit (low to no POS) will be given specific curriculum to share with clients/families on their caseloads
7. Partner with upcoming events to provide informational materials (ARPA events, resource fairs, etc)
8. Development of informational materials in multiple languages targeting clients/families that can be shared by staff at in-person meetings, as well as electronically, and that can be given to providers and other community partners (SCDD, OCRA, Grant partners, etc) to share with the clients and families they work with, and highlighted on Social Media platforms
9. Targeted training and materials specific to those enrolled or pursuing Self Determination

### **Service Providers and Community Members**

1. Virtual Coffee with Community Services monthly events
2. Monthly Vendor Roundtables
3. In-person presentations to potential providers in Imperial Valley and other underserved communities
4. Outreach to potential providers at community resource fairs
5. Social Recreation Roundtable events
6. Scheduled information sessions via Zoom
7. Partnering with other Community Based Organizations to distribute information
8. Development of informational materials targeted to providers that can be handed out as well as shared electronically, and highlighted on Social Media platforms (website, Facebook, Instagram, Linked In, Twitter)
9. It should also be noted that SDRC was approved by DDS for use of an FMS agency under AB 637 specifically for Restored Services, and already has been using that model for POS in addition to direct vendorization of

providers. With the new provision of PDS as a service delivery/funding option, outreach will be done to identify additional FMS providers who may be interested

### **SDRC Staff**

SDRC staff will be provided additional training and information about the changes with restored services, updates to internal policies and procedures, updates to POS guidelines, new PDS option, and outreach needs.

1. Targeted training for Client Services Leadership Team (Program Managers, Assistant Directors)
2. Targeted training for Service Coordinators and Intake staff
3. Materials for staff to share with clients/families in a variety of languages and formats (handouts for in-person meetings, electronic for emailing, etc)
4. Access to internal documents (work flows, FAQs, policies/procedures, etc) on work platforms
5. Availability of internal subject matter experts

### **Vendorization Process**

The process for Vendorization of restored services has been augmented to expedite the onboarding of new providers in the following ways:

1. Concise template for information-gathering questions to determine service code, prior to completion of full Program Design
2. Vendor Application documents consolidated into one packet
3. Monthly meeting of internal committee members to review applications for vendorization
4. This updated vendorization process will be shared with community partners and existing providers as a way to hopefully recruit new providers.
5. Vendorization Office hours as needed