

# One Team - One Goal



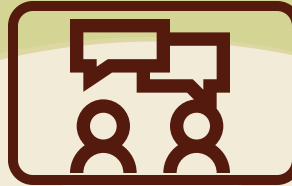
People served by regional centers need service coordination.

Service coordinators rely on a team of other dedicated regional center staff behind the scenes to make this work possible.

Together, they contribute to the achievement of high-quality outcomes for individuals with developmental disabilities and their families.



California has promised the federal government regional centers will carry out many functions in addition to service coordination. This work helps California collect over \$3 billion a year in federal funding.



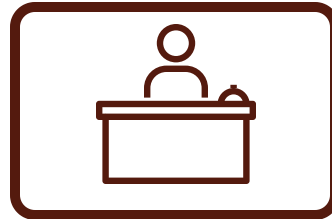
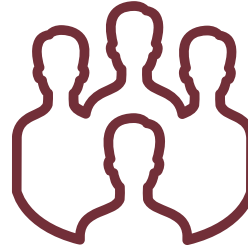
## Quality Resources

- Foster Community Partnerships
- \*Respond to Special Incidents
- \*Quality Assurance and Improvement
- \*Resource Development and Contracting



## Clinical Services

- \*Eligible Diagnosis Consultation
- \*Assessments Referrals



## Intake

- Schedule Assessments
- \*Community Outreach
- First Contact



## Business Support

- \*Maintain Privacy of Records
- \*Recruiting and Hiring Qualified Staff
- \*Dispute Resolution
- Information Technology



## Board of Directors

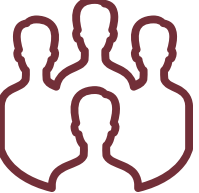
- Decide Policy with Community Input
- \*Monitors Agency's Performance Goals
- Hire and Evaluate Executive Director



## Benefits/Fiscal/Federal Programs

- \*Vendor Payments
- \*Financial Oversight and Audits
- \*Follow Medicaid Funding Rules

\*Federally-Required Functions



# Regional Centers Unite as One Team to Achieve One Goal

## Regional Center Staff Make the Daily Work Possible

### How does your role support service coordination?

#### Intake

- Build rapport with families
- Gather exhaustive records to help Service Coordinators better understand each person's history



#### Clinical

- Work closely with community medical partners to identify and support people with developmental disabilities
- Determine eligible diagnosis to support better planning



#### Quality Resources

- Develop resources to support individual needs related to community living, family supports, and other goals
- Work closely with providers to ensure quality services for individuals with developmental disabilities.



#### Business Support

- Ensure that qualified Service Coordinators are hired and adequately trained
- Provide Service Coordinators with the technology to support their work



#### Benefits/Fiscal/Federal Programs

- Pay vendors for services provided
- Help individuals access needed public benefits



### What is the best thing about your job?

- Supporting the critical work of Service Coordinators
- Introducing families to the regional center and guiding them throughout the intake process
- Helping vendors improve services by providing ongoing technical assistance
- Networking and developing community partnerships
- Having a new opportunity each day to make a difference



### What strengths make someone a good regional center team member?

- Good communication
- Strong networking skills
- Strong judgment
- Ability to think outside the box
- Detail-oriented
- Organized
- Passion for the mission
- Listening to individual needs



## Regional Center Boards Make Them Unique

### Who is on the regional center board?

- At least 25% people served
- At least 50% people served and family members combined
- Geographic and ethnic representation
- Various developmental disabilities
- Expertise (legal, financial, management/board governance, and developmental services)
- Service provider representative



### Why is regional center board membership important to its members?

- Performs important functions to support regional centers as nonprofits
- Guides policy decisions that impact services
- Provides the perspective of those served, their families, the community, and service providers
- Ensures decisions made benefit people served and their families

