



## **Advisory Committee Meeting Minutes**

**September 16, 2017**

**10:00 am – 2:00 pm**

**Welcome:** Andrea Kadlec welcomed everyone and briefly discussed the meeting purpose.

**Introductions:** Questions included: Who are you? What advocacy are you involved in or what advocacy experience do you have? Where do you live? What is important to you?

**Attending:** Mike Raymond, member, Region 3; Kathy Easton, Support; Jamie Kasinger, member, Region 3; Todd Pearson, Support; Peter Tassoni, Department of Commerce; Ross Dam, member, Region 2; Ky Ly, member, Region 2; Willie Veness, member, Region 2; Sorretie Jaro, member, Region 1; Ed Holen, Developmental Disabilities Council; Noah Seidel, Tim McCue, Betty Schwieterman, Lisa Robbe, and Andrea Kadlec, staff from ODDO.

**What is an Ombuds? What is the DD Ombuds program?** - Betty provided the PowerPoint discussion.

Advisory Committee Feedback:

- Some people are falling through the cracks.
- Glad that this program exists.
- Will be important to reach people who don't have supports.

**Advisory Committee Roles** - Noah discussed and facilitated the following questions.

How do we reach diverse stakeholders?

- Education.
- People do not know what the system is.
- People do not know how systems are funded.
- People are denied and don't know how to appeal.
- People don't know how to connect to advocacy organizations and provider services to get words out to families.
- People with Intellectual/Developmental Disabilities (I/DD) who are served through other systems, like COPES. (Problem with COPES is that they don't help with a job and they take your medical. No job coaches or supported employment.)
- Finding support in your language is also really hard.
- Get the word out to the News? Give the number to call. Think about ways for people who don't speak English. News doesn't always work.



What supports do you need to be a good advisory member?

- Let us know things ahead of time. Get the agenda out one week in advance.
- Can we use Skype or video for remote access?
- We need transportation. Better to be there in person.
- Communication support – people who use ASL or different language

What is your Role as an Advisory Committee Member?

- Give input. Help people. Bring information about what it's like out there.
- Bounce ODDO ideas off of Advisory Committee members. They can give input.
- Advisory committee members can share information in their communities.

**What have we learned so far? (2017 Quarterly Report) - Betty**

Betty shared information on monitoring and the initial report, as well as upcoming scheduled reports.

**What is the Office of the DD Ombuds Report Card? - Tim**

Tim facilitated the following questions, to help advisory committee members think about what would make an effective report card for the DD Ombuds.

How do we know if we are doing a good job?

- We tell you something that needs to be addressed – you give us information on what was done
- Say it. Prove it. Show us what you did – show your work.
- Resolve complaints quickly – make it happen – show that.
- We can report on what the community says about you.
- We can score when you address issues. We can look at survey and give you feedback.
- Be results based and outcome based.

Advisory committee asks: you need to let us know if we are doing a good job, too?

Each DD Ombuds responded

- Connect us to your community
- Hold us accountable
- Tell it like it is
- Help us grow

Advisory feedback: What is on the report card?



- Review strengths and areas for growth
- We can do a performance based assessment of your report and the information you give us in the meeting.
- Be trustworthy?
- Making sure we are always focused on the people. Do people have improved access/ services/ getting what they need? Focus on what the people.
- Tell us about your reports – show improvements. Show your work.
- Talk about when we don't have something done – sometimes it takes longer – just say it takes longer to deal with it.

How does Advisory Committee you know ODDO is listening to you?

- Reframe and reflect – let us know you hear what we are saying
- Make sure we are talking about the same things
- Don't play on your phone

**Need chair/vice chair and secretary:** Think about for next time.

**For the rest of the afternoon, the Advisory Committee offered advice on the following questions:**

What is good about Developmental Disabilities Administration (DDA) services?

- Providers: It's good to have someone to trust who can provide care and introduce people with disabilities to their community (individual or agency providers)
- Services can help us find good activities to do, to stay busy and stay engaged
- Respite hours and care hours are important. I can get to special Olympics, for example
- Job supports and job coaches are really helpful.
- Care plan – should be nothing about you without you
  - They make sure you are involved in your plan –
    - You are part of your plan and give advice on what you need and they actually listen
  - I like that when you have an assessment, they listen to you.

What protections are in place so people don't fall through the cracks?

- Confidentiality is very important. Even therapists and medical people can cross the line sometimes.
- Interpreter roles matter

- Example of ASL interpreter who told person to answer questions a certain way and then person didn't get services
- Should be qualified interpreter
- Should assist but not override decisions or make answers
- People who don't qualify for DDA but need DDA supports - very hard for people
  - Personal care
  - Employment supports
  - Community-based support
  - Low-income support
  - Support for parents with I/DD
  - The message is that you are not part of the I/DD community.
- Being a part of DDA is often how you get access to other services
  - Some programs cut or curb funding by saying you have to be part of DDA in order to qualify.
- People who are in minority communities may not be connected and may not know what to do.
- Sometimes you have to go back and forth between DDA and COPES. Can lose services.
- People don't always know what they are getting from DDA – services or eligibility
- There are people in DDA who have services and they are not able to access those services.
- Labels go with services. It is frustrating. There is bullying.
- Go by disability instead of IQ? What about people who miss it by one point?
- Eligibility is one way people fall through the cracks.
- DDA will not come out to us – to people of color – to educate us – everyone in the whole state. Need to come out of their office and be in the community. Funding is a big issue.
- People want to move out of Rainier but there is no place to go. There is not enough staff. Wages are too low. Currently also a waiting list to get into Rainier.
- People might fall through the cracks because of attitudes, too.
- Assessment was cancelled one hour before and my boss was going to be there.
- Changing case managers a lot. I don't know why and I have to ask who is my case manager?
- What about club or community space or mentoring program?
- People with mental illness are out there in the streets and they cannot get services and these people really need services. They have no one to turn to.
- Discrimination leads to abuse and neglect
- Money and state funding: there is not enough.
- People go to jail for services (documentary about man in California) to be safe. People who are homeless and have disabilities and need to be safe, need safe places.
- What about Division of Vocational Rehabilitation (DVR)? Gets people who aren't in DDA. Different recommendations totally than DDA. DVR gives you 90 days to get a job and shuts down your case – short term- different than ongoing support in DDA. Can get more DVR if you lose job.



We need the information from parents

- Can send information to guardians and parents – get their input separately – ask their opinion
  - There is a stakeholder process – can get parent input there.
  - Supermajority of this group must be people with disabilities
  - Parents can have conflict of interest – emotional – guardians/ providers and over protective: Use other channels to get their information.

Schedule next meetings October 28, 2017.