# Item 20 Detail Sheet: List of SRC Policy Questions

# (updated 10/25/23)

Diversity, Equity, and Inclusion

*(Identified as a priority by the SRC Policy Committee)*

The California Health and Human Services Agency is leading many initiatives to improve DEI and as a result, DOR will likely be asked to develop an equity action plan.

* How can inequities in DOR’s programs and services be identified, and what methodologies can be used to address these equity gaps,
* What communities are unserved and underserved, and how can DOR effectively reach them, and,
* What methods and models should DOR look to and consider to address these inequities?
* Updated data sets on what communities are underserved and unserved – especially from a regional perspective. How does DOR staffing impact underserved and unserved communities?
* What is DOR currently doing in terms of marketing and outreach?
* It is great to have all these DEI ideas and initiatives – but who at DOR is ultimately going to implement them?
* Need for DOR’s language policy to align with CalHHS’ updated DEI language access policy.

Benefits Planning and Employment

*(Identified as a priority by the SRC Policy Committee)*

* How can DOR increase awareness for consumers about available benefits?
* There is a need to include vocational rehabilitation and the benefits of employment when community supports are being discussed. Where and when does employment fit into the conversation?
* **New 9/7/23**: Suggestion that the basics of benefits planning could be taught to all SVRC-QRPs who could then provide introductory benefits planning information to their consumers.
* **New 9/7/23**: Suggestion that DOR reconnect/partner with DB 101.
* **New 9/7/23**:Encourage DOR Work Incentives Planners (WIPs) share information about the Independent Living Centers (ILCs).
* **New 9/7/23**:Is there a way to incentivize CRPs to have WIPs on staff?

Student Services:

*(Identified as a priority by the SRC Policy Committee)*

* Follow up discussions based on the information received during the June 8 – 9, 2023 SRC quarterly meeting regarding DOR Student Services and Community Rehabilitation Programs, Local Education Agencies, CA Education Code 45125.1, and clarification on DOR’s Student Service goals.
* Students with disabilities do not always receive the same guidance and support from high school college and career counselors. What are possible solutions?

Community Engagement: DOR welcomes the SRC’s thinking on: how can CalHHS and its departments do a better job of communicating directly to communities that have been historically marginalized and have a reason to be skeptical or suspicious of government. How to reach communities in a way that’s culturally and linguistically accessible?

Leveraging Programs: A number of initiatives are underway at the California Health and Human Services Agency (CalHHS) including: a proposal to renew the managed care organization fee through 2026; 988 Suicide and Crisis Lifeline; additional funding for distressed hospital loans; CalRX – California’s prescription drug program to help create and compete for lower drug prices: additional funding for older adults with behavioral health needs; legislation proposing expanded access to childcare for low income families; and efforts to modernize the behavioral health system including the Mental Health Services Act. Although not directly related to VR, these programs and proposals impact the individuals served by DOR. How can DOR leverage these initiatives happening across systems? “

SRC Recommendation Review: Which SRC recommendations from the past five years should the SRC revisit and request updates on?

Gun Violence: The California Health and Human Services Agency is calling upon Departments, including DOR, to recognize gun violence as a public health and public safety crisis, and for Departments to do more to act on this issue.

* How can DOR contribute to the strategies and actions that address this crisis?
* What are examples of those strategies?

Rehabilitation Administrative Manual (RAM) Chapter 3078.1: Review of DOR’s policy for addressing threatening or harassing behavior by applicants or consumers.

Independent Living and Traumatic Brain Injury Programs:

* How can DOR provide coordinated “no wrong door” services to address the whole person whether they enter the systems through the VR or independent living programs?
* How can DOR improve employment services and outcomes for individuals with traumatic brain injuries (TBIs)?
* How can TBI be more openly included in discussions, both at DOR and with community-based organizations?
* How can TBI stigma be reduced?

Budget Change Proposal (BCP) Concepts

If DOR was going to make a budget ask, what should that ask be, and why? Requests should be new initiatives, not a request to do more of the same. The DEI analysis requirements in [Executive Order N-16-22](chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https:/www.gov.ca.gov/wp-content/uploads/2022/09/9.13.22-EO-N-16-22-Equity.pdf?emrc=c11513) should be considered when developing BCP concepts.

Legislative Policy Change: If DOR had an opportunity to make a legislative policy change, what would that change be, and why should DOR ask for that change?

Information and Data Analysis: What can the data and trends from the 2022 Consumer Satisfaction Survey, fair hearing and mediation decision trends, and Comprehensive Statewide Assessment tell us about the impact of DOR’s programs and the opportunity to improve service delivery?

Program Development

* Before developing a new initiative or program what are the core, guiding principles that need to be identified and established?
* What are some of the core principles that should guide efforts to integrate health and human services programs?
* What systems and policies are outdated and need to be modernized? Or instead, do we need to let go of them?
* What procedures might be impacting policy?
* DOR is reviewing department controls and policies that may have outlived their use. Consider SRC input before discontinuation.