**California State Rehabilitation Council (SRC) Quarterly Meeting**

Wednesday, June 7, 2023, and Thursday, June 8, 2023

9:00 a.m. – 4:00 p.m. both days

Meeting location: Department of Rehabilitation (DOR)

721 Capitol Mall, Room 301, Sacramento, CA, 95814

Virtual and telephone participation options offered via Zoom.

# DRAFT MEETING MINUTES

# Attendance

SRC members (in-person): Theresa Comstock, La Trena Robinson,

Nick Wavrin.

SRC members (by Zoom): Ivan Guillen, Chanel Brisbane, Benjamin Aviles, Susan Henderson, Lisa Hayes, Elizabeth Lewis, Kecia Weller.

DOR staff (in-person): Kate Bjerke, Jessica Grove, Victor Duron, Jay Harris, Mark Erlichman, Peter Frangel.

DOR staff (by Zoom): Daphne Leake, Melinda Wetzel, Katelynn Williams, Brian Connors, Carol Asch, Daisy Hughes, Lori Bruno, Sean Nunez, Peter Blanco, Sherri Han-Lam, Gina Franklin, Maria Aliferis-Gjerde, Marla Harper, Judy Gonzalez

Members of the Public (by Zoom): Danny Marquez

# WEDNESDAY, JUNE 7, 2023

# Item 1: Welcome and Introductions

A quorum was established and Ivan Guillen, SRC Vice Chair, called the meeting to order at 9:05 a.m. SRC members and DOR staff introduced themselves.

# Item 2: Public Comment

Danny Marquez representing the California Association of Social Rehabilitation Agencies (CASRA) thanked DOR representatives for stopping by the CASRA booth at the May 24, 2023, Mental Health Matters Day at the State Capitol.

# Item 3: Approval of the March 8 – 9, 2023 SRC Quarterly Meeting Minutes

Motion: It was moved/seconded (Comstock/Henderson) to approve the March 8

– 9, 2023 SRC quarterly meeting minutes with the following minor corrections:

on page 13, last paragraph, change “you” to “youth”, top of page 16, change

“…down staffing by 80%” to “…are reporting staff vacancy rates of 20 – 40%. A roll call vote was conducted: (Yes - Comstock, Wavrin, Robinson, Aviles, Guillen, Brisbane, Lewis, Henderson, Hayes), (No – 0), (Absent – Hasak, Weller), (Abstain – 0). The motion carried and the approved minutes will be posted on the SRC webpage.

# Item 4: CalDOR Consumer Payment Card (9:25 – 10:00 a.m.)

DOR representatives from Accounting Services and the VR Employment Division joined the SRC to provide an update on the implementation of the CalDOR Consumer Payment Card (CPC), which VR consumers can use to purchase authorized goods and services needed for their employment plan. (Reference [Appendix A](#_Appendix_(xx)_–) for the full presentation). Lori Bruno, DOR Chief Accounting Officer, began by providing background information on the CPC and the initial testing conducted in DOR’s Napa Branch Office. Sean Nunez, District Administrator, DOR Redwood Empire, spoke about the benefits of the CPC which include convenience, privacy, expedited purchasing, increased options for consumers, and reduced administrative burden for DOR staff. Once a good or service is authorized by the DOR Counselor, the funds are electronically uploaded to the CPC and made available to the consumer within 15 minutes to 1 hour. The CPC allows the consumer to make online purchases that offer faster shipping and to work with smaller and nontraditional businesses. A [video](https://youtu.be/ELaUAT2-3S0) featuring the first CPC consumer, Anne, was played. Nunez shared a few consumer success stories. DOR is exploring the option of having consumers purchase gas on the CPC which would alleviate the need for consumers to pay out of pocket and wait to be reimbursed.

Peter Blanco, Regional Director, DOR San Diego District, and Sherri Han-Lam, Regional Director, DOR Orange San Gabriel District, spoke about the CPC from the field leadership perspective. It was noted that California is the first VR program in the nation to roll out a CPC. To date, there are over 11,000 active CPC consumer accounts. Blanco and Han-Lam have met with leaders from all 14 DOR Districts to encourage buy in and provide support/technical assistance. Overall, the response from staff and consumers has been positive. Gina Franklin, DOR CPC Program Administrator, provided information on the CPC administrative portal, the toll-free number for consumers, information on the DOR intranet and public website, and the mobile app available for consumers to check their balance and upload receipts.

Discussion highlights included the following:

* Additional information about the resources and policy guidance available to DOR Counselors.
* Updating the Rehabilitation Administrative Manual (RAM) to include information on the DOR CPC, which is in progress.
* The original goal of enrolling 50,000 consumers by July 1, 2023. The minimum needed for the contract was 10,000 active consumer accounts.
* Hesitation from a small number of DOR staff and encouraging buy-in.

Public comments:

* Danny Marquez: providers may offer a different perspective on the CPC program, still seeing issues around transportation, gas and using the cards. Some consumers may need training to develop the technical and digital literacy skills needed to use a CPC.
* Kate Bjerke, SRC Executive Officer, read a public comment that was submitted in writing by Lesley Ann Gibbons of Sterling Adaptives.

# Item 5: DOR Older Individuals who are Blind Program

Jay Harris, Manager, DOR Older Individuals who are Blind (OIB) Program, provided an overview of the OIB Program core services and shared information on recent requests for applications and awards.

* There is no required employment component of the OIB grant. The funding provided by RSA is specifically targeted to assist individuals ages 55 and older to become as independent as possible in their homes and communities, and to maintain their independence.
* The OIB program assists individuals with obtaining the training and/or devices they need to be independent and carry out the activities of daily living. Examples include adaptive lighting, screen readers, and magnification.
* DOR contracts with 17 nonprofit providers throughout California who offer services through the OIB grant.
* Harris serves as the DOR OIB Grant Administrator and refers individuals to the appropriate nonprofit in their area to receive direct services. In a typical year, 5,000 people are served through the OIB program. The nonprofits engage the consumer to identify training and assessments that may be needed. Currently, these services are available in all of California except for Alpine and Inyo counties due to a lack of nonprofit service providers in those areas.

Questions and comments from the SRC members included:

* The CCRs have a section that identifies non-vocational services for individuals who are blind. These services are broken down into different categories, one of which is the personal goal services category. Are these services contingent upon the OIB grant being available?
* It was noted that AB 2480 became effective on January 1, 2023, which provides additional funding for the OIB program. Moving forward, consumers will need to receive services from a community provider instead of directly from DOR.
* Harris can provide an update at a future SRC meeting regarding services and nonprofit providers in rural areas.
* On April 4, 2023, funding awards were announced for 42 counties.
* How are the tribal VR programs utilizing the OIB program?
* Challenges with finding providers who service Inyo County.

# Item 6: Benefits Planning Cross-Advisory Workgroup Report Out

Maria Aliferis-Gjerde, Executive Officer, California Committee on the Employment of People with Disabilities (CCEPD), provided a brief update on the efforts of the cross-advisory body workgroup that is developing a report to highlight systemic, state policy issues. The organizations participating on the workgroup include: CCEPD, SRC, CalABLE, California Behavioral Health Planning Council, California Commission on Aging, State Council on Developmental Disabilities, and the State Independent Living Council, DOR, Department of Developmental Services, Employment Development Department, and the California Workforce Development Board. The workgroup began meeting in March 2023 and will continue meeting monthly until a report that includes policy recommendations is finalized. During the March 2023 workgroup meeting, the goals and objectives of the workgroup were discussed. In April 2023, the workgroup received a presentation from the Department of Health Care Services and discussed the elimination of the asset limits for Medi-Cal programs. In May 2023, benefits counselors discussed issues and barriers. In June 2023, the goal is to have consumers and/or family members share information regarding benefits planning challenges. Future topics will include supports for transition age youth, long term services and supports, and looking at what other states are doing. SRC members commented that it is interesting to hear what other states are doing, and compelling to hear consumer stories.

# Item 7: DOR Student Services Update

Carol Asch, Assistant Deputy Director, DOR VR Employment Division, joined the SRC to discuss the following questions related to Student Services that were identified by the SRC’s Policy Committee:

How many Community Rehabilitation Programs (CRPs) are providing DOR Student Services? Is data available on the growth/expansion of student services since bringing on the CRPs in January 2023?

* The DOR Community Resources Division (CRD) is collaborating with vendors as they work to become certified to provide additional student services.
* Over 50 CRPs are currently providing Student Services, including work experience opportunities.
* In January 2023, CRPs started providing all five student services (1 - job exploration counseling, 2 - work-based learning experiences, 3- postsecondary education counseling, 4 - workplace readiness training, and 5 - instruction in self-advocacy.

What is working well, and what challenges have been encountered? CRD managers have reported that group services are rolling out. How has this been going, and what has been learned so far?

* CRPs are interested in providing Student Services in group formats, a model used by many high school Transition Partnership Programs (TPPs). DOR is working on developing a fee structure for group billing. Currently the only fee structure available is for individual services. Updates on the group fee structure will be available in the future. This challenge is not preventing DOR from moving forward and working with the CRPs, however.
* No reported challenges with service provision.
* Some reports that DOR field staff are confused with the different options available.
* Staffing can be a challenge for CRPs in the same geographic regions where DOR has challenges with staffing, like the Redwood Empire and Greater East Bay.
* DOR welcomes innovative service design and encourages CRPs to develop unique service delivery models.

How are student services being marketed in the different regions throughout California? Is DOR marketing to service providers?

* DOR CRD Specialists reach out to all the CRPs that are currently providing services by sending emails with information on the service structure. The CRD Specialists also conduct local outreach to entities interested in becoming a CRP.
* DOR maintains a list that is updated annually with information about each Local Education Agency (LEA). Every school district has an assigned DOR Counselor or Team Manager liaison that sends out information to the school district on the availability of Student Services. In addition, outreach takes place locally at workforce development board meetings, parent groups, etc.
* DOR is working with incarcerated youth and will provide updates to the Office of Youth and Community Restoration about DOR’s efforts. DOR is also working with the foster care system through a collaborative Memorandum of Understanding (MOU) with counties.

How many Local Education Agencies (LEAs) are actively participating with DOR to provide student services?

* DOR does not collect data by school district but captures data by county and city. DOR receives information from CDE by county on how many students with disabilities have Individualized Education Plans (IEP).
* DOR is serving students with disabilities in all 58 counties and reaches out to every school district.
* DOR has 103 TPPs with school districts, providing all five Student Services.
* DOR has 59 We Can Work contracts with school district, providing paid work experience opportunities for students.
* There are seven We Can Work contracts in school districts that have a TPP contract.

There was a recent addition to the California Education Code 45125.1a requiring entities that contract with an LEA to have those individuals on the contract fingerprinted if they are going to be working with students outside of the direct supervision of LEA staff, and this has had a chilling effect on work experience programs. Can DOR advocate on this issue and/or perhaps bring forth a legislative proposal to amend the law?

* There have been reports that this new requirement was having a negative impact on businesses and local partners that did not want to have all of their employees fingerprinted. Impacts to all students involved in work experience and Career Technical Education programs were unintended.
* CDE has been working with the California state legislature and other partners to modify applicable language in the code. There will be a hearing in June 2023 regarding the language. CDE has advised local LEAs to look at the legislation and determine how it will impact activities locally – some LEAs have reported no impacts, and some LEAs have reported significant impacts and the need to pause programs or go in a different direction. Hoping that after committee hearing in June, there will be revised legislation that will allow for more work experience for students.
* DOR can provide work experience through the Department’s contract with the Foundation for California Community Colleges which can serve as the employer of record for student work experience. Other options include having work experience that takes place on campus and utilizing employers who perform background checks.
* DOR follows the fingerprinting process and procedures of the local school district(s).

Questions and comments from the SRC members included the following:

* Importance of protecting students who participate in work experience. It was noted that DOR Student Services are often provided via a group, on campus, or at a DOR office. It was noted that there is proposed language currently under development that will provide a balance between safety and allowing access to work experience.
* At high school college and career centers, students with disabilities do not always receive the same level of support. How can DOR Student Services be integrated into what school counselors are doing? It was noted that DOR reaches out to community colleges.

During the August 31 – September 1, 2022, SRC quarterly meeting, DOR reported the following goals had been established: 1) double the number of students served from 30,000 to 60,000, and 2) focus on ensuring that youth with disabilities leave high school with either a family sustaining wage or are enrolled in VR services. Ensuring that students leave high school with a wage that can support a family is an extremely high bar – can DOR provide an update, explanation, and/or clarification on this goal?

DOR is not expecting students to graduate high school with a family sustaining wage. What is expected from DOR offices is that every student has access to all VR services and has an IPE before graduation. This is a shift from when Student Services was first rolled out. The initial thinking was that students would not need additional services or a VR case, but today the approach is different. From the beginning, students are made aware of all the available services, including that DOR can pay for postsecondary school/training. The focus is on the needs of the individual and providing a continuum of services.

# Item 8: Directorate Report

Victor Duron, DOR Chief Deputy Director, joined the SRC to report on leadership and policy topics of interest. Duron began by highlighting recent commemorations:

* Anniversary of the Olmstead Decision
* LGBTQIA+ Pride Month
* Immigrant Heritage Month
* Juneteenth National Independence Day
* World Elder Abuse Awareness Day

National Updates

* On May 10, 2023, the US Senate confirmed **Glenna Wright-Gallo** as assistant secretary for special education and rehabilitative services at the US Department of Education.
* No current updates regarding the confirmation timeline for Danté Allen, who was nominated in 2022 and renominated in January 2023 as Commissioner of the Rehabilitation Services Administration (RSA).
* Updates from the April 2023 Council of State Administrators of Vocational Rehabilitation (CSAVR) conference:
  + Agencies across the country look to California as leaders and innovators.
  + Emphasis from RSA on fiscal and programmatic performance.
  + California continues to fully expend its federal VR funding and pursue re-allotment dollars.
  + RSA asked – what kind of technical assistance do states need from RSA? In response, DOR asked the following: 1) How do we create a culture of innovation, and what is RSA doing to support a culture of innovation? and 2) What practices are not currently in use, and should be established, to help VR agencies across the country fully expend their VR funding and increase programmatic outcomes? 3) What are some of the controls that have outlived their usefulness and can be eliminated?

State Updates

* Regarding the state budget, the Administration does not anticipate tapping into the rainy-day fund. There have been no adverse impacts to DOR’s budget as a result of the current deficit. Due to tax filing extensions, revenues are still coming in and the final state fiscal condition will not be known until the Fall.
* 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. The SRC’s feedback is welcomed on the following question: how can DOR leverage these initiatives happening across systems?
* There is a continued emphasis on diversity, equity, inclusion, and access at CalHHS, including a new language policy under development. DOR will update the department’s language policy accordingly. DOR welcomes the SRC’s thinking on: how can CalHHS and 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?

Department Updates

* DOR’s next budget will include an increase of $60 million, reflecting DOR’s request to utilize reallotment dollars.
* DOR received a grant to identify best practices to support individuals transitioning from subminimum wage to competitive employment.
* There is interest from the Legislature and Department of Finance in DOR’s efforts to support individuals transitioning out of subminimum wage, the community living funds that will help people transition into less restrictive housing settings, the Traumatic Brain Injury (TBI) program expansion, DOR’s Integrated Employment in Recovery program, and the State Internship Program.
* Duron’s Senate confirmation hearing is scheduled for June 28, 2023.

SRC member comments and discussion highlights included the following:

* Suggestion that SRC be involved with DOR’s efforts to update the Department’s language policy.
* As subminimum wage is phased out, individuals will need to prepare for a new goal. This will include early transition planning in schools and preparing individuals earlier for competitive integrated employment.
* Working and communicating with communities that are distrusting of government – suggestion to use existing community organizations as a catalyst to help individuals access VR services. Consider how to partner with individuals or informal organizations who are not interested in establishing a formal MOU.

# Item 9: DOR In-Service Trainings

Representatives from DOR’s Staff Development Unit, VR Employment Division, and VR Policy and Resources Division, joined the SRC to provide an overview of the in-service trainings offered to DOR employees. Information was shared on training needs, development, modalities, and current offerings. Kate Bjerke, SRC Executive Officer, reviewed the presentation goals (reference [Appendix B](#_Appendix_(xx)_DOR) for presentation slides. Melinda Wetzel, Chief, DOR Workforce Management Section, provided an overview of the DOR Staff Development Section (SDS) and spoke about SDS’s role with: planning and organizing DOR’s training programs; identifying training needs; building and maintaining DOR’s Learning Management System (LMS); training required by CalHR; and facilitating DOR’s training academies for specific classifications. Brian Connors, Manager, DOR Social Security Programs Section, spoke about the in-service trainings provided to DOR staff who provide work incentives planning services to consumers. Katelynn Williams, Manager, DOR Cooperative Programs Section, provided information on the cooperative programs and contracts trainings offered to DOR employees. Carol Asch, Assistant Deputy Director, VR Employment Division, shared information on trainings for staff on DOR Student Services, trauma informed care, customer service and de-escalation, trainings developed by the DOR Regional Director Workgroups, and trainings offered by DOR affinity groups. Often times, the trainings developed by the DOR Regional Director Workgroups will be recorded and made available in the LMS.

SRC member questions and comments included the following:

* Which vendor offers the customer service and de-escalation trainings?
* Additional information about the New Employee Orientation training.
* Information on specific DOR policies is provided during the academies.
* The New Counselor Academy is offered twice a year and any updates to the CCRs or DOR policy are incorporated into the training.
* Is training on unconscious bias or implicit bias available?
* What training is available that could help support the work goals of independent living consumers?
* Has DOR considered offering some of these trainings to CRPs and/or individuals who work with DOR consumers? Yes – DOR does have a mechanism to provide trainings to outside partners and there are plans to do trainings with CRPs on customized employment. In addition, the [Vocational Rehabilitation Technical Assistance Center for Quality Management](https://www.vrtac-qm.org/) and the [National Clearinghouse of Rehabilitation Training Materials](https://ncrtm.ed.gov/) offer a variety of resources and trainings.

Bjerke noted that SRC members are welcome to send her suggestions or questions about trainings and she will relay the suggestions as appropriate.

# Item 10: Update on Client-Owned Vehicle Use Regulation Package

Jessica Grove, Deputy Director, DOR VR Policy and Resources Division, and Daisy Hughes, Attorney IV, DOR Office of Legal Affairs, joined the SRC to provide an update on the proposal to amend the California Code of Regulations (CCRs) section 7162 pertaining to client owned vehicles and the mileage rates for DOR clients. The update is a follow up to the presentation given on this topic by Grove and Hughes during the March 8 – 9, 2023 SRC quarterly meeting.

Grove explained that originally DOR tried to amend the CCRs through an emergency rule making package; however, this was not feasible because the criteria for an emergency was not met. This allowed DOR to have more time and consider other mileage rate calculation options.

Hughes began by noting that DOR welcomes the public discussion and input from the SRC before the 45-day public comment period. DOR anticipates the public comment period will occur towards the end of summer 2023.

Hughes spoke about the new methodology for calculating mileage rates that will be included in the revised rulemaking package. DOR will use the CalHR Personal Vehicle State Approved Relocation mileage rate. This rate is currently higher than the rate originally included in the emergency rulemaking package. Information about the CalHR rate is available online at [https://www.calhr.ca.gov/employees/pages/travel-reimbursements.aspx](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.calhr.ca.gov%2Femployees%2Fpages%2Ftravel-reimbursements.aspx&data=05%7C01%7CKate.Bjerke%40dor.ca.gov%7C89fb3001c02a4a5c5dbe08dba4fc7e88%7C19ed70549d9743c792b16781b6b95b68%7C0%7C0%7C638285176587802174%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=mF%2FC93P8dCbBaxkTZUwc0q4UBvqYfNAOn1vAY8odKZ8%3D&reserved=0), the specific rate is under 2023 Personal Vehicle Mileage Reimbursement Rates – Personal Vehicle (state-approved relocation.) The CalHR rate includes gas, oil, and variable costs. The rate originally proposed in the emergency rule making package only included gas. In some cases, DOR may cover costs like vehicle repair and tires separately as these costs fall under different regulations (see CCR sections 7149, 7162.5, and 7174). Rideshare costs are also covered under a different regulation (CCR section 7161).

Using the CalHR rate will result in a streamlined process and will reduce administrative burden as calculations by staff will not be needed. Other benefits include the fact that the CalHR rate is already approved by the State of California and that the rate is updated annually. The rate will be applied to electric cars, hybrid electric cars, gas powered cars and diesel-powered cars.

Hughes spoke about the rulemaking and public comment process. Stakeholders will be notified by email when the public comment period opens.

Discussion highlights and questions from the SRC members included the following:

* Confirmed that DOR will not host a public forum for this regulation package. Stakeholders will be encouraged to share information about the public comment period opportunity with their networks.
* Alternatively, instead of using the mileage rate, a counselor and consumer could choose to pay for the exact amount by reimbursement from a gas receipt.  However, according to the regulation, that would be when the actual cost is lower than what would be provided by the mileage rate.
* Some states use the larger IRS mileage reimbursement rate which includes calculations for car “wear and tear”, repairs and liability. This method expects consumers to take these factors into consideration when they receive their IRS mileage rate reimbursement and plan accordingly. The CalHR mileage rate may look lower but there are added benefits and flexibilities that come with it.
* It was noted that Disability Rights California appreciates the collaboration to find an equitable solution to a complicated issue.
* Impacts and issues regarding gas station accessibility were discussed.

# THURSDAY, JUNE 8, 2023

# Item 11: Reconvene, Welcome, and Introductions

Benjamin Aviles, SRC Chair, reconvened the meeting. SRC members and meeting attendees introduced themselves.

# Item 12: Public Comment

There was no public comment.

# Item 13: Election of the 2023 SRC Nominating Committee

Kate Bjerke, SRC Executive Officer, provided an overview of the role and responsibilities of the SRC Nominating Committee. Bjerke presented the slate of candidates recommended by the SRC Executive Planning Committee on April 12, 2023 to serve on the 2023 SRC Nominating Committee. The floor was then open for additional nominations (none received). It was moved/approved (Weller/Henderson) to elect the recommended slate of candidates to serve on the 2023 Nominating Committee: Theresa Comstock, Chanel Brisbane, Jonathan Hasak, Kecia Weller, and Ivan Guillen. (Yes – Comstock, Wavrin, Robinson, Aviles, Guillen, Brisbane, Henderson, Weller, Hayes), (No – 0), (Abstain – 0), (Absent – Lewis, Hasak). The motion was approved.

# Item 14: Unified State Plan Committee

Peter Frangel, Marla Harper, and Judy Gonzalez with DOR’s Planning Unit joined the SRC to present an overview and key takeaways from the 2021 – 2023 Comprehensive Statewide Assessment (CSA) and discuss next steps for the State Plan (reference [Appendix C](#_Appendix_C:_Unified) for the full presentation). The CSA is a triennial study and the completion date for the 2021 – 2023 CSA is December 2023. Currently, all five sections of the CSA are drafted and are under review. The results of the CSA will inform the goals and priorities of the State Plan goals and priorities. The Planning Unit has gathered data and is now analyzing, identifying findings, and developing recommendations for the State Plan. The Planning Unit would like the SRC’s participation in developing the recommendations after the analysis is completed and the findings are finalized.

* The counselor survey and the consumer survey (different from the Consumer Satisfaction Survey [CSS]) are new and were developed specifically for the 2021 – 2023 CSA. Both surveys were reviewed with the SRC before distribution. The goal of the consumer survey was to learn about the needs of consumers capture feedback from consumers who recently received DOR services and asks different questions than the CSS. The counselor survey gathered data on the counselor experience with consumer geographic areas, underserved populations, barriers to employment and CRPs. This survey was sent out in October 2022 to all Districts and 237 responses were received.
* The new consumer survey was sent by email to 12,219 VR and Student Services consumers. No surface mail surveys were sent. 2,571 responses were received.
* Suggestion to increase the CSS response rate by utilizing texting instead of email for survey delivery. SurveyMonkey and surface mail is currently being used by the DOR Planning Unit. Further discussions regarding the CSS response rate will take place during Item 16. In the past, the survey link was sent out from a DOR email address. This year, the survey was emailed out to consumers by SurveyMonkey and may have been blocked by spam detectors. Moving forward, it will be more effective to send the survey from a DOR email address.
* Constant Contact and Weebly are recommended platforms.

# Item 15: Partnerships between VR and Behavioral Health Agencies

Representatives from DOR’s Executive Leadership Team joined the SRC for a discussion on SRC recommendation 2022.3 “Expanding Partnerships between Vocational Rehabilitation and Behavioral Health Agencies.” Victor Duron, DOR Chief Deputy Director, began by acknowledging that the SRC’s recommendation aligns with DOR’s thinking and that behavioral health is a major initiative for the Department. DOR is developing a framework for serving consumers with behavioral health disabilities that will include specific goals regarding wage attainment, employment outcomes and equity. The three elements of the SRC’s recommendation (1 – identify barriers, challenges, and successful programs; 2 – identify the key stakeholders and leaders on the state and local level; and 3 – increase communication, resources and training for agencies and organizations) will be reflected in DOR’s framework. DOR’s efforts will take place within the broader statewide initiatives led by the Administration to address and reform the behavioral health system. DOR has a responsibility to follow the lead of the Administration and identify how and where DOR can support the broader effort. Mark Erlichman, Deputy Director, DOR Employment Division, explained that DOR’s Regional Directors are building relationships with the county behavioral health programs in their areas to develop local partnerships that fit the communities. Erlichman highlighted several DOR initiatives, including DOR’s cooperative programs, a partnership with the California Department of State Hospitals, peer support specialist certifications, supporting individuals exiting the youth and adult justice systems, serving foster youth, utilizing the individualized placement and support (IPS) model, and serving individuals who are homeless. Erlichman reviewed DOR’s initiative to improve the employment outcomes and earnings for people living with behavioral health conditions, with a focus on equity, with four specific targeted goals for individuals with behavioral health disabilities:

1. Universally increase employment outcomes from 44% to 55%.
2. Universally increase quarterly median earnings for all to $7,000.
3. Ensure Black or African American participants also see an increase in quarterly median earnings to $7,000.
4. Ensure Hispanic participants also see an increase in quarterly median earnings to $7,000.

Jessica Grove, Deputy Director, DOR VR Resources and Policy Division, spoke about DOR’s Integrating Employment in Recovery Initiative.

SRC member comments included the following:

* An important part of the culture shift is the concept of stability – staff should understand that a client with mental health disabilities does not need to be stable before receiving services and working. Employment is part of recovery.
* Utilize the existing regulations to provide job coaching, which can provide consumers with support on accepting constructive feedback and discussing accommodations. The regulations can also be utilized to provide physical and mental health restoration services to consumers.
* AB 459 “California Behavioral Health Outcomes and Accountability Review” includes an employment component.
* Suggestion to involve independent living centers and connect with transitional housing programs.

Public comment: Danny Marquez commented that the SRC’s recommendation to develop a blueprint is valuable. He suggested that DOR increase involvement with community partners.

# Item 16: SRC Monitoring and Evaluation Committee

The DOR Planning Unit joined the SRC to present the results and analysis of the 2022 Consumer Satisfaction Survey (CSS) and to provide a demonstration of the CSS data dashboard.

Peter Frangel, DOR Strategic Initiatives Officer, explained that the CSS is an annual survey to assess the satisfaction levels of DOR consumers. He noted that the CSS is different than the “consumer survey” sent out this year as part of the Comprehensive Statewide Assessment (CSA) to gather information on consumer needs and service types. Frangel noted that the 2022 CSS results do not include race or ethnicity demographic data, but the 2023 CSS survey will capture this information. The 2022 CSS recipients included both VR participants seeking employment, and students under the “potentially eligible” case type. In 2023, the CSS will be administered separately for these two groups to allow for more accurate analysis.

Marla Harper, Research Data Analyst II, DOR Planning Unit, presented the 2022 CSS results and dashboard (reference [Appendix D](#_Appendix_D:_Monitoring) for the full presentation).

SRC member comments and discussion highlights included the following:

* Observation that the CSS response rate has been declining:
  + 2017/18 = response rate of 23.4%
  + 2018/19 = response rate of 18.7%
  + 2020/21 = response rate of 16.6%
  + 2021/22 = response rate of 13.7%
* Suggestions from the SRC members:
  + A more effective way to reach students is needed, perhaps through a survey platform that can be administered via text message.
  + Send the CSS to consumers who have received services within the last six months.
  + Instead of sending out the surveys all at one time, send the surveys out within three months of the consumer receiving services.
  + Provide consumers with incentives for completing the survey.
  + Ensure that DOR has accurate and up-to-date emails on file for consumers.
  + Discuss the CSS with the consumer during the first encounter and talk about the data that will be collected.
  + Consider a shorter survey and let the consumer know upfront how long it will take to complete.
* Further analysis and data is needed on the following 2022 CSS results:
  + Potentially eligible participants reporting “only somewhat satisfied with employment guidance (71.1% score) they received from their counselor.”
  + “Lack of desired jobs” reported as a reason for unemployment.
  + Data on the average amount of time from when a consumer enters VR to obtaining employment.
* Questions:
  + In the survey, there is a “disability not defined” category. Does DOR serve individuals without a disability? (Response - potentially eligible participants have not yet reported disability type, and some consumers do not identify their disability on the survey response.
  + DOR stated a focus on racial equity for employment and earnings. Will this be better understood through the CSS or CSA? (Response - both, however, the CSA will probably provide more insight).

# Item 17: Adopt-a-Region Reports

SRC members reported out from their recent Adopt-a-Region discussions.

Benjamin Aviles connected with Susan Senior, Regional Director, Los Angeles South Bay District. On May 1, 2023, the district and community partners received a grant from Congresswoman Maxine Waters. Senior recently received an award for her community engagement. District highlights include employment for veterans and working with the California State University to serve individuals involved with the juvenile justice system who are attending college. The district held an “employer spotlight” with HEI Hotels for consumers seeking employment in the hospitality and retail sectors.

Aviles also connected with Robert Loeun, Regional Director, DOR Inland Empire District. Highlights include the district’s collaboration with community partners and the Transition Partnership Programs, increasing collaboration with regional centers to prepare consumers for employment, and increasing services for foster youth and individuals in the justice system. Challenges include the ending of subminimum wage and finding vendors who can offer integrated employment. Another challenge is the need to increase pay rates to vendors who provide services such as job coaching, and the lack of available ASL interpreters. The district has a partnership with Hyatt Hotels to provide consumers with job readiness.

Kecia Weller connected with Maureen McIntyre, Regional Director, DOR Van Nuys/Foothill District. The district is currently serving 282 students with disabilities. To date, the DOR Van/Nuys Foothill District has closed 259 cases.

Theresa Comstock connected with David Wayte, Regional Director, DOR Redwood Empire District. The district collaborates with and participates on local workforce development boards. There is a focus on improving employment outcomes and staff are reaching out to consumers employed at the 90-day mark to see if support is needed. The goal is to increase employment outcomes by 5% for the next year. The district is expanding student services and there are initiatives for using reallotment dollars to develop contracts with school districts to provide services for individuals on the autism spectrum. The district is providing support for the tribal vocational rehabilitation program in their area.

Comstock also connected with Justin McIntire, District Administrator, DOR Santa Barbara District. The district has experienced an increase in enrollments. Successful closures are slightly down, so the district is trying to get consumers into services quicker through expedited enrollment and is partnering with the local America’s Job Center of California. The district reports that the mental health cooperative programs are doing well in the San Luis Obispo and Santa Barbara areas. The district is engaging with the local workforce development boards. A challenge is that three of the offices in the district have move.

Ivan Guillen noted that he did not have a chance to connect with Peter Blanco, Regional Director, DOR San Diego Office, however, informally through Guillen’s Client Assistance Program (CAP) casework, it is understood that new Team Managers have been hired. CAP has noticed an increase in the number of calls from consumers in the San Diego area. On occasion staffing changes can bring a new management style or perspective.

Lisa Hayes connected with Shayn Anderson, Regional Director, DOR San Joaquin Valley District. The district is successfully implementing expedited enrollment and the Consumer Payment Card (CPC). The CPC is being introduced to consumers as part of the district’s “Foundations of Employment” initiative. Paid internships and apprentices are going well, and district staffing has improved. The district recently added five new Student Services cooperative programs and one new adult services program at Taft College. It’s expected that an additional 648 students and 128 adults will be served through these new programs. Additionally, the district expanded six existing cooperative programs which will serve an additional 536 students and 60 adults. The district is developing a relationship with the state prison in the area.

Nick Wavrin connected with Erwin Petilla, District Administrator, DOR Greater Los Angeles District. Several district successes and initiatives were highlighted including hiring events with a local construction company and Enterprise Rent-a-Car. A “school to career” event took place in Montebello focusing on opportunities beyond high school in education, employment and independent living. Ninety students participated and received certificates of completion. The district is working on proposals to expand pre-employment services to students with disabilities.

La Trena Robinson connected with Theresa Woo, Regional Director, DOR San Francisco District. A focus for the district is collaboration, developing partnerships, pursuing grant funding, and connecting DOR to the workforce. New initiatives were highlighted, including a program to help students start their own businesses by providing training on how to operate and manage a coffee cart. The district is also collaborating with a construction company to offer a pre-apprentice program to teach 16 – 18-year-old students basic construction skills. The district is applying for additional grant funding to expand job preparation classes offered through the San Francisco City College Extension to adults with intellectual and developmental disabilities. Challenges in the district include staffing and the high cost of living.

Chanel Brisbane connected with Sherri Han-Lam, Regional Director, DOR Orange/San Gabriel District. The district reports low staffing vacancies and was awarded two certificates for work being done in the region. A challenge is the low number of available ASL interpreters which may be a result of private companies being able to pay more and offer remote opportunities. Two focus areas for the district include 1) increasing the number of vendors that focus on re-entry (especially for youth), and 2) implementing a grant that will allow DOR to contract with a mental health treatment center and serve consumers who are actively participating in recovery programs.

Nick Wavrin agreed to partner with the DOR Blind Field Services (BFS) District for the Adopt-a-Region program.

**Item 18: SRC Policy Committee Report Out**

Kecia Weller, Chair, SRC Policy Committee, provided an update. On April 17, 2023, the SRC Policy Committee convened by Zoom. The goal of the meeting was to review the lengthy list of SRC policy questions and prioritize which policy questions to address first. After review and discussion, the Policy Committee reached agreed to prioritize the following three policy topics/questions: 1) DOR Student Services, 2) benefits planning, and 3) diversity, equity, and inclusion. After gathering and reviewing additional information on each of these topic areas, the SRC Policy Committee will develop draft recommendations for the full SRC’s consideration and potential adoption. The next SRC Policy Committee meeting is scheduled for June 26, 2023.

Members discussed the importance of developing a full understanding of an issue prior to developing a policy recommendation. It was suggested that the SRC recommendations include specific and actionable ideas. Bjerke explained that the SRC, as a full Council, can adopt a recommendation during the quarterly meetings. However, there may be instances in which an issue is complex and requires additional research. In these cases, it may be beneficial to refer the policy question to the SRC Policy Committee for additional exploration and to develop a draft recommendation for the full Council’s consideration.

# Item 19: Debrief and Recommendations Discussion

Bjerke reviewed the highlights, questions, comments, and ideas raised throughout the quarterly meeting. SRC member comments included:

* SRC members agreed that the challenges related to ASL interpreting services should be addressed. A presentation from DOR staff on the issues, gaps and barriers related to ASL interpreting was requested for the next SRC quarterly meeting in anticipation of adopting a policy recommendation.
* There is a need to better understand the 2022 CSS results (see page 16 for specific topics) and a need to improve the survey response rate. DOR has made racial equity a key focus, but data is needed on why that gap exists.
* An effective way to initiate change can be proposing modifications to an existing regulation or policy, as was done with the vehicle use regulations.
* Suggestion that as DOR looks at controls and policies that may have outlived their usefulness, to have the SRC provide input.

# Item 20: SRC Officers, Members, and Executive Officer Reports

* Benjamin Aviles spoke about the importance of the SRC’s work, encouraging partnerships, participating in webinars, a focus on diversity, equity, and inclusion. Information about events and webinars are shared by Bjerke and posted on DOR’s Instagram and LinkedIn accounts.
* Ivan Guillen reported that the Client Assistance Program (CAP) is experiencing an uptick in calls, which is good as that means more applications are being submitted. DOR’s expedited enrollment process is effective as CAP has not been receiving many calls regarding delays with eligibility. Guillen explained that consumers may have a part time job to make ends meet, but the job is not necessarily related to their long-term employment goal.
* Kecia Weller provided the quarterly SRC Treasurer’s report out. The SRC continues to operate efficiently and well within budget.
* Susan Henderson suggested having an SRC committee focused on education issues.
* Nick Wavrin provided a report out from the California Department of Education (CDE). After the Governor’s revised budget was released in May 2023, language changes for the Alternative Pathway to a High School Diploma were proposed. CDE is working on responding to this language. Work has started on the nonpublic school study, which will examine nonpublic school or agency placements for students with exceptional needs. The CDE completed the expansion of the family empowerment centers. The next Advisory Commission on Special Education meeting is scheduled for June 14 – 15, 2023.
* Theresa Comstock reported on initiatives happening in behavioral health including the 988 line and efforts to build a crisis care continuum. She spoke about the Governor’s proposal for behavioral health modernization and the CARE Act, and the need to integrate services.
* Chanel Brisbane reported that Best Buddies is hiring. She mentioned that the Valley Mountain Regional Center formed a collaborative to support direct services professionals. Best Buddies was recently awarded a grant by Supervisor Wagner, Third District Orange County, to provide a six-week summer jobs work series for individuals between the ages of 14 – 23. Best Buddies is applying for certification to offer Student Services.
* Lisa Hayes spoke about the Community Living Fund and the importance of including independent living centers which can provide support for consumers pursuing employment.
* La Trena Robinson reported that SEIU United Healthcare Workers West is supporting SB 525 which will set a $25/hour minimum wage for healthcare workers.

**Item 21: Selection of Future Meeting Dates**

Motion: It was moved/seconded (Guillen/Brisbane) to approve the future SRC

quarterly meeting dates. (Yes – Comstock, Wavrin, Robinson, Aviles, Guillen, Brisbane, Henderson, Weller, Hayes), (No – 0), (Absent – Hasak, Lewis), (Abstain – 0).

* November 29 – 30, 2023
* March 6 – 7, 2024
* June 5 – 6, 2024
* September 11 – 12, 2024

Bjerke confirmed that the next SRC quarterly meeting is scheduled for September 6 – 7, 2023.

# Adjourn

It was moved/seconded (Weller/Hayes) to adjourn the June 7 – 8, 2023 SRC quarterly meeting.

# Appendix A – CalDOR Payment Card Presentation

## Slide 1: Welcome to the CalDOR Payment Card!

DOR Logo

Image of the CalDOR Payment Card

DOR Payment Card Program logo

Presenters:

* Lori Bruno, Chief Accounting Officer/CPC Project Lead
* Sean Nunez, District Administrator/CPC VR Program SME
* Peter Blanco, Regional Director
* Sherri Han-Lam, Regional Director
* Gina Franklin, AAI, Accounting Services/CPC Program Administrator
* Phi Phi Phan, AGPA, Accounting Services

## Slide 2: CalDOR Payment Card - The Vision and Journey Begins!

* It all started with a vision / goal!
  + Decades long push by field staff for a modern payment method for consumers to purchase authorized VR goods and services they need to achieve their employment goal, same day if needed.
* 21st Century / Debit Cards
* Historically, over $20-$30 million of checks, bank drafts, and hand carried authorizations were issued to consumers to pay for VR goods/services.
  + It’s a New Day!
    - DOR Leadership supported an opportunity to think differently to benefit consumers.
    - Received approval to seek a financial services company who DOR Accounting Services could partner with to administer a consumer payment card program.
    - Finalized contract with WEX Health in December 2021
    - New frontier with no roadmap!

## Slide 3: CalDOR Payment Card Project – Full Steam Ahead!

* Once the Design and Setup of the CalDOR Payment Card portal and internal system processes development was completed, initial testing conducted with DOR’s Napa Branch - September/October 2022
* Statewide CPC Program Training and Rollout – November/December 2022
* Today – 10,000+ consumers enrolled statewide and climbing!
* Image of DOR Director Joe Xavier talking to the first CPC consumer, Annie.
* Image of the DOR executive team with the DOR Napa team, holding a giant CPC card.
* Link to video: <https://youtu.be/ELaUAT2-3S0>

## Slide 4: CPC Benefits – Consumer Experience / Stories

* Customer Service-Focus:
  + Privacy
  + Convenience including:
    - Procuring Goods and Services in the “usual” manner
    - Receipt Uploads (versus mail or drop-off)
  + Responsiveness to Consumer Needs
  + Expediting Procurement of VR Goods and Services
  + Increased options for consumers:
    - Online purchases
    - Specialty tools and services
    - Smaller/ non-traditional businesses
* Sample Consumer Stories:
  + Remote Consumer – Vehicle Repair (Tires)
  + Traveling Consumer – University Tuition/Fees (Montana), Emergency Maintenance (shelter)

## Slide 5: And Coming Soon! Authorized Gasoline Purchases

"Gas in California is expensive. I can't focus on my training if I am worried about running out of gas by the end of the week. I am a nursing student and I travel a lot for school. The CPC gives me more flexibility for when and where I buy gas.” -- Annie Conley

* DOR continues to consider and test new viable options for the CPC:
  + Rather than using reimbursement checks, DOR worked with WEX Health to test the ability to use pre-authorized funds on the CPC to purchase gasoline.
  + Using the CPC alleviates the needs for the consumer to pay out of pocket for gasoline and wait to be reimbursed.
  + Consumer can only buy the amount of gas that has been authorized by the DOR Counselor, and consumers are required to submit a receipt to DOR.

## Slide 6: CPC Benefits - DOR VR Service Delivery Team

* 2-3 DOR staff still process most transactions and separation of duties ensures high level of internal control.
* CPC allows DOR to put people over process and allows staff more time to provide counseling and guidance, rather than completing administrative tasks related to purchasing goods.
* Automated emails are sent to consumers to notify them that funds are available. This reduces the need for consumers to call DOR staff to inquire about "checks in the mail" which may get delayed or lost in transit.
* Approved funds are available to the consumer electronically (usually within an hour), cutting down the need for administrative staff to print, package, and send checks through the mail.
* Staff Already Report:
  + Reduced Administrative Burden
  + Increased Options
  + Expediting Services
  + Automated Verification of Receipt of Goods and Services

## Slide 7: CPC Implementation – Field Leadership Perspectives

* DOR is the first agency in the nation to implement the CPC.
* Leadership needs to be in aligned and in agreement to support this effort.
* Create the space to have the honest conversations that unpacked and address concerns amongst leadership.
* Leadership support is not one and done and it is an ongoing commitment and conversation.
* Success with the roll out and possible challenges

## Slide 8: CPC Implementation – Administrative Activities & Resources

* CPC Program Rollout and Resources:
  + Department wide trainings and individual follow up trainings for each district
  + WEX CPC Admin Portal (Production) and Testing environments for staff access
  + Intranet page CPC Resources for DOR staff w/ simple, easy to follow training materials, job aids, and policy guidance resources.
  + Toll-free phone numbers for consumers to ask for assistance.
  + Collaborative CPC Program Admin and District SPOC Teams for maximizing communications and continuous improvement activities.
* DOR staff also have access to multiple reports directly from the CPC Admin Portal, including completed merchant transaction reports, declined transaction reports, and consumer CPC enrollment reports to help monitor card activity and account information.
  + These reports instantaneously allows the DOR CPC Program Admin Team to work closely with DOR District Counselors, VR Service Delivery Team members and field leadership to support consumers.

## Slide 9: DOR CPC – Consumer Web Resources

* Image of the CalDOR Payment card webpage on the DOR website: <https://www.dor.ca.gov/Home/CalDorPaymentCard>
* Image of the WEX CPC Participant Portal

## Slide 10: DOR CPC Program Implementation – By the Numbers!

Active consumer accounts: 11,088

Total usage amount: $1,990,745.45

CPC Service Usage

* Educational Vocational Training and Associated Goods and Services $1,615,021.57
* Job Placement Goods and Services $322,174.93
* Transportation Vehicle Fees and Services $32,427.88
* Shelter/Utilities $15,650.17
* Health and Nutrition Personal Item Goods and Services $5,471.90

## Slide 11: What’s New & Coming Soon?!

* New! CalDOR Payment Card mobile app is now available for iOS and Android phones. Consumers can use this app to easily upload required receipts, check their fund balances for pre-authorized VR goods/services, and view notifications.
* Coming soon! Consumer instructional videos on WEX CPC features, DOR guidance and resources on proper CPC use, access their Participant Portal, and other beneficial information to be available 24/7 through the DOR webpage.
* Image of the CalDOR Payment Card mobile app logo.
* Image of the CalDOR Payment Card mobile app displayed on a smart phone.

## Slide 12: Thank you – any questions?

Contact DOR CPC Program Team

[Caldorpaymentcard@dor.ca.gov](mailto:Caldorpaymentcard@dor.ca.gov)

# Appendix B: DOR In-Service Trainings Presentation

## Slide 1: DOR In-Service Trainings

June 7, 2023, SRC Meeting

* Staff Development Unit
* VR Employment Division
* VR Policy and Resources Division

DOR logo

## Slide 2: Presentation Overview

* Presentation goals: 1) establish a baseline of information, and 2) understand the landscape of in-service trainings offered to DOR employees.
* DOR’s Staff Development Unit will provide information on training needs, development, modalities, and current offerings.
* DOR VR Employment Division and the VR Policy and Resources Division representatives will highlight additional trainings of interest.
* Opportunity for questions and discussion at the end of the presentation.

## Slide 3: Staff Development Unit

* Role of the Staff Development Unit (SDU)
* How are training needs identified?
  + Formal - biennial training needs assessment provided in the State Plan
  + Responsive and flexible- ongoing identification of training needs and topics in real time
* How are trainings developed?
  + Partnership between SDU, DOR divisions, and subject matter experts
  + Accessible trainings with consideration to Reasonable Accommodations
* Training modalities
  + In-person and virtual live trainings
  + On-demand trainings offered through a Learning Management System (LMS)

## Slide 4: Staff Development Unit (continued)

* Current training offerings:
  + CalHR required trainings
  + Trainings required by specific bargaining units
  + Certified Rehabilitation Counselor (CRC) credit courses
  + Onboarding course for new DOR employees
  + Training academies for new VR Counselors, Service Coordinators, Business Specialists, and Office Technicians
  + Examples of on-demand courses available in the Learning Management System
* Emphasis throughout all trainings: customer service, equity, and person-centered approaches.

## Slide 5: Additional Training Highlights

* Trainings for DOR Work Incentives Planners
* Trainings offered by the DOR Cooperative Programs Section
* DOR Student Services trainings and monthly meetings
* Trainings developed and offered by DOR affinity groups
* Trainings on customer service and de-escalation
* Trainings developed by the DOR Regional Director workgroups:
* Motivational Interviewing
* Electronic record of service
* Common performance measures

## Slide 6: Questions and Discussion

* Reminder: SRC members are welcome to ask their assigned DOR Regional Director about in-service trainings during the quarterly “Adopt-a-Region Discussions”
* DOR logo
* Clip art image of hands holding up a pencil, notebook, certificate, and tablet.

# Appendix C: Unified State Plan Committee Presentation

## Slide 1: Comprehensive Statewide Needs Assessment

Status and Qualitative Data Collection

June 8, 2023

Presented by: Planning Unit

## Slide 2: What is the Comprehensive Statewide Assessment (CSA)?

* Required by the federal Rehabilitation Act of 1973, as amended by the WIOA.
* A triennial study to determine the vocational rehabilitation needs of individuals with disabilities in California.
* Developed by the DOR in partnership with the State Rehabilitation Council (SRC).
* Research that informs DOR’s understanding of individuals with disabilities and their service needs and contributes to the goals and priorities of DOR’s State Plan.

## Slide 3: CSA Reporting Requirements

Assess Vocational Rehabilitation Needs

* Individuals with Most Significant Disabilities
* Individuals with Disabilities who are Minorities, Unserved, or Underserved by VR
* Individuals with Disabilities who are served through the Workforce Development System
* Youth and Students with Disabilities

Identify the Need to Establish, Develop, and Improve

* Community Rehabilitation Programs (CRPs)

## Slide 4: Research for the CSA Utilizes a Variety of Data Sources

Quantitative data sources may include: DOR caseload data, American Community Survey, Bureau of Labor Statistics, Employment Development Department (EDD) Labor Market Information, California Department of Education (CDE) Special Education Enrollment Data, California Department of Corrections and Rehabilitation (CDCR), Homeless Data Integrity System.

Qualitative data sources may include:

* Consumer Satisfaction Survey
* Business Satisfaction Survey
* Counselor Survey
* Consumer Survey (VR, PE, SE, P1)
* Key informant interviews

## Slide 5: Results from the CSA are used to develop recommendations and strategies

One of the deliverables of the CSA is to develop a range of potential strategies for each major area of need that has been identified in the results. Sources of strategies may include recommendations from key informants, stakeholders, the SRC, literature on evidenced-based practices, and VR counselors, managers, and leadership. The CSA results and strategies are used in DOR's State Plan to inform the priorities, goals, and objectives. They can also be used to inform policy decisions and potential outreach needed to identified communities.

## Slide 6: CSA Timelines

* Brainstorm and Develop Research Plan
* Conduct quantitative data collection and analysis.
* Conduct qualitative data collection and analysis.
* Develop results based on data analysis.
* Use results to facilitate development of recommendations with stakeholders.
* Share strategies with Tri-Deputies and SRC *(Summer 2023)*
* Complete final report and submit it to RSA *(Dec 2023)*

## Slide 7: CSA Progress to Date

General Research

* Consumer Satisfaction Survey
* Business Satisfaction Survey
* Counselor Survey
* Consumer Survey (VR, PE, SE, P1)
* KI Interviews
* DOR VR population data
* Comparative data (ACS, Homeless, CDCR, etc.)
* All sections have been drafted.

## Slide 8: Qualitative Data Collection: Surveys

CONSUMER SURVEY

The survey gathered data to help determine needs of individuals with disabilities, such as:

* Importance of and satisfaction with Student Services
* Technology access and use
* Impacts of the pandemic on services and employment
* Workforce development system involvement
* Transportation Issues
* Desirable trainings and services

COUNSELOR SURVEY

The survey gathered data to help determine counselors’ experiences with:

* Consumer geographic areas and referral sources
* Consumer technology access and use
* Un/underserved populations and barriers to employment
* Community Rehabilitation Partners (CRPs)

## Slide 9: Qualitative Data Collection: Key Informant Interviews

KEY INFORMANT INTERVIEWS

Obtained non-profit organization recommendations from the SRC and DOR advisory bodies (CCEPD, DHHAC, BAC).

* Interview participants included:
* California Family Life Center (foster youth)
* Life Moves (homelessness)
* State Rehabilitation Council (SRC)
* San Luis Obispo County Office of Probation
* DOR Regional Directors, Managers, etc.
* Workforce Development Department

Questions were focused on unserved and underserved individuals with disabilities.

## Slide 10: Next Steps

* CSA is one source that informs the Unified State Plan, due July 2024.
* Develop recommendations.
* Tie in other reports, such as Consumer Satisfaction Survey
* Work with SRC State Plan Committee

**Slide 11: Questions**

Any questions, comments, or concerns?

## Slide 12: DOR’s Planning Unit Contact Information

* Peter Frangel, Executive Advisor, Peter.Frangel@dor.ca.gov
* Marla Harper, Research Data Analyst II, Marla.Harper@dor.ca.gov
* Judy Gonzalez, Research Data Analyst II, Judy.Gonzalez@dor.ca.gov
* Antoinette Deboisblanc, Associate Governmental Program Analyst, Antoinette.Deboisblanc@dor.ca.gov

# Appendix D: Monitoring and Evaluation Committee Presentation

Word document version of the PowerPoint presentation of the SFY 2021-22 Consumer Satisfaction Survey (CSS) Results and Dashboard prepared by the Planning Unit at the Department of Rehabilitation (DOR).

## SLIDE 1: Exploring Consumer Satisfaction

Presentation June 8, 2023

State Rehabilitation Council: Monitoring and Evaluation Committee Presentation

Prepared By: Planning Unit, Department of Rehabilitation

## SLIDE 2: Consumer Satisfaction Survey

* DOR is responsible for providing high-quality, effective services to its consumers that lead to successful employment outcomes through its Vocational Rehabilitation programs.
* DOR conducts the Consumer Satisfaction Survey annually (in collaboration with the State Rehabilitation Council).
* This anonymous survey allows consumers to report their satisfaction with services provided by DOR in the previous state fiscal year.
* Results from the survey are shared publicly and used as a tool to help improve DOR’s service delivery process.
* Separate survey results for Vocational Rehabilitation (VR) consumers and Potentially Eligible (PE) participants.

## SLIDE 3: Survey Delivery and Consumer Engagement

* 7,365 consumers were invited to complete the survey (7.2% of DOR’s total consumer population in SFY 2021/22).
* Surveys were sent using electronic or surface mail and available in five translated languages.
* 944 responses (825 VR and 119 PE) were received (13.7% response rate).

## SLIDE 4: Measuring Consumer Satisfaction

Survey Questions

|  |  |
| --- | --- |
| **Category** | **Count** |
| DOR Experience | 1 |
| DOR Counselors | 5 |
| Service Providers | 4 |
| Employment Services | 4 |
| Current Employment | 4 |
| Employment Opportunities | 1 |
| ***Total*** | ***19*** |

Rating Scale

|  |  |  |
| --- | --- | --- |
| **Rating** | **Satisfaction Level** | **Score** |
| 1 | Not at all Satisfied | (0.0% - 14.3%) |
| 2 | Dissatisfied | (14.4% - 28.6%) |
| 3 | Some Dissatisfied | (28.7% - 42.9%) |
| 4 | Neutral | (43.0% - 57.1%) |
| 5 | Somewhat Satisfied | (57.2% - 71.4%) |
| 6 | Satisfied | (71.5% - 85.7%) |
| 7 | Extremely Satisfied | (85.8% - 100.0%) |

## SLIDE 5: Overall VR Consumers were Satisfied with DOR

|  |  |  |  |
| --- | --- | --- | --- |
|  | **SFY 2020/21** | **SFY 2021/22** | **Difference** |
| DOR Experience | 79.4% | 78.7% | -0.7% |
| DOR Counselors | 80.0% | 79.1% | -0.9% |
| Service Providers | 80.3% | 81.4% | 1.1% |
| Employment Services | 77.4% | 77.2% | -0.2% |
| Current Employment | 75.7% | 82.8% | 7.1% |
| Employment Opportunities | 72.0% | 68.6% | -3.4% |

## SLIDE 6: PE Overall Satisfaction Scores

* DOR Experience – 73.1%
* DOR Counselors – 77.0%
* Service Providers – 77.9%

## SLIDE 7: Distribution of Survey Responses by VR Consumer Disability Type

|  |  |  |
| --- | --- | --- |
| **Disability Types** | **Population Size** (Percent of Total) | **Responses Received** (Percent of Total) |
| Psychiatric Disability | 31.4% | 21.0% |
| Physical Disability | 17.6% | 20.1% |
| Intellectual/Developmental Disability | 15.7% | 10.6% |
| Learning Disability | 13.3% | 24.3% |
| Cognitive Impairment | 7.0% | 6.3% |
| Deaf/Hard of Hearing | 6.3% | 4.5% |
| Blind/Visually Impaired | 6.1% | 6.3% |
| Traumatic Brain Injury | 1.3% | 4.8% |
| Not Reported | 1.2% | 2.3% |
| ***Total (count)*** | ***75,272*** | ***1,200*** |

## SLIDE 8: Satisfaction and VR Consumer Disability Type

|  |  |  |  |
| --- | --- | --- | --- |
| **Disability Type** | **DOR Experience** | **DOR Counselor** | **Service Providers** |
| Deaf/ Hard of Hearing | 82.4% | 81.3% | 84.8%\* |
| Learning Disability | 78.0% | 79.2% | 81.1% |
| Blind/ Visually Impaired | 82.9%\* | 80.5% | 82.5% |
| Psychiatric Disability | 80.0% | 79.9% | 81.9% |
| Cognitive Impairment | 75.5% | 77.4% | 79.9% |
| Disability Not Reported | 81.7% | 84.1%\* | 84.1% |
| Physical Disability | 75.1% | 75.8% | 78.9% |
| Intellectual/ Dev. Disability | 72.5% | 74.3% | 78.7% |
| Traumatic Brain Injury | 75.1% | 74.2% | 79.0% |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Disability Type** | **Employ. Services** | **Current Employ.** | **Employ. Opport.** | **Overall** |
| Deaf/ Hard of Hearing | 82.4%\* | 89.2% | 74.9%\* | 83.0% |
| Learning Disability | 77.4% | 80.9% | 67.6% | 79.0% |
| Blind/ Visually Impaired | 78.0% | 90.0%\* | 71.4% | 81.1% |
| Psychiatric Disability | 76.8% | 82.7% | 69.8% | 79.6% |
| Cognitive Impairment | 75.2% | 78.1% | 67.0% | 77.0% |
| Disability Not Reported | 79.5% | 84.6% | 62.9% | 82.3% |
| Physical Disability | 74.0% | 80.2% | 66.5% | 76.1% |
| Intellectual/ Dev. Disability | 74.8% | 84.0% | 65.5% | 75.9% |
| Traumatic Brain Injury | 69.9% | 81.3% | 68.5% | 74.6% |

**Note:** For each category (column), the consumer group (row) with the highest satisfaction score was denoted with an asterisk (\*).

## SLIDE 9: Unemployment Reasons were reported by 53.9% of VR Consumers

|  |  |  |
| --- | --- | --- |
| **Unemployment Reasons** | **Count** | **Percent of Total Reasons Reported** |
| Currently a Student | 215 | 23.6% |
| Still looking for Employment | 172 | 18.9% |
| Needs additional help | 120 | 13.2% |
| Lack of DOR Assistance | 93 | 10.2% |
| Not Ready for Employment | 65 | 7.1% |
| Prevented by Disability | 62 | 6.8% |
| Prevented by Transportation issues | 61 | 6.7% |
| Lack of IPE-consistent Jobs Available | 38 | 4.2% |
| Lack of Desired Jobs Available | 36 | 4.0% |
| Prevented by Family Issues | 26 | 2.9% |
| Retaining SSI/SSDI Benefits | 23 | 2.5% |
| ***Total Reasons Reported*** | ***911*** | ***100%*** |
| ***Total Consumers*** | ***445*** |  |

**Note:** Consumers were able to report multiple unemployment reasons.

## SLIDE 10: Reporting an unemployment reason was associated with lower satisfaction with DOR

|  |  |  |
| --- | --- | --- |
| **Category** | **Consumers who reported Unemploy. Reason(s)** | **Consumers who did not report Unemp. Reason(s)** |
| DOR Experience | 73.8% | **84.2%\*** |
| DOR Counselors | 76.0% | **84.7%\*** |
| Service Providers | 74.9% | **86.4%\*** |
| Employment Services | 73.8% | **83.0%\*** |
| Current Employment | 48.6% | **83.3%\*** |
| Employment Opportunities | 68.0% | **73.2%\*** |
| ***Overall*** | **73.8%** | **84.4%** |

**Note:** For each category (row), the consumer group (column) with the highest satisfaction score was denoted with an asterisk (\*).

## SLIDE 11: Summary of the SFY 2021/22 Consumer Satisfaction Survey Results

* Overall, consumers were satisfied with the services they have received from DOR in SFY 2020/21.
* Comparison of satisfaction scores by various consumer demographics
* Recent modifications to the survey have improved our understanding of consumer satisfaction.

## SLIDE 12: Sharing Survey Results

* Summarize survey design and methodology
* Assess consumer survey engagement
* Quantify consumer satisfaction with different aspects of DOR
* Explore how demographics may influence consumer satisfaction with DOR
* Summarized in an Executive Summary Report and Dashboards for VR and PE

## SLIDE 13: Dashboard Interactive Features

* Filter all survey results by consumer demographics.
* Review VR and PE results for individual survey questions by selecting a category.
* Review VR distribution of survey responses by selecting a consumer demographic.
* Available now on DOR Intranet: 2020/21 Dashboard (2021/22 VR and PE Dashboards available pending approval)

## SLIDE 14: Visit the VR Dashboard to Explore Consumer Satisfaction!

1) How many consumers with a psychiatric disability reported they were 40-49 years old?

* STEPS: Filter by Disability Type, then navigate to the Survey Responses by Consumer Demographics section, then change the demographic, and review the data in the table.
* ANSWER: 40-49 years old (57 consumers)

2) Of those consumers, which survey category was rated the highest?

* STEPS: Navigate to the Filter Results by Consumer Demographics and filter by Age Range. Navigate to the Satisfaction Results section and review the data in the Satisfaction Summary table.
* ANSWER: Current Employment (89.4% score)

3) What aspect of Current Employment did consumers rate the highest?

* STEPS: Navigate to Satisfaction Results by Question Category, change the question category and review the data in the table.
* ANSWER: Type of Work (91.3% score)

## SLIDE 15: Visit the PE Dashboard to Explore Consumer Satisfaction!

1) What survey category had the highest satisfaction score?

* + STEPS: Navigate to the Satisfaction Results section and review the data in the Satisfaction Summary table.
  + ANSWER: Service Providers (77.9% score)

2) What aspect of service providers did consumers rate the highest?

* + STEPS: Navigate to Satisfaction Results by Question Category, change the question category and review the data in the table.
  + ANSWER: Respectful (83.8% score)

## SLIDE 16: Survey Engagement Over Time Has Declined

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **2017-18** | **2018-19** | **2019-20** | **2020-21** | **2021-22** |
| **Response Rate** | 23.4% | 18.7% | N/A | 16.6% | 13.7% |

## SLIDE 17: Survey Sample Size for SFY 2022/23

* 116,584 individuals were served by DOR (VR 80,116 and PE 36,468) in SFY 2021/22 (total population)
* 1,173 survey responses will need to be received (VR 809 and PE 364) for the sample size to accurately represent DOR’s consumers (represents 1.0% of DOR’s total population)
* 8,378 survey invitations were sent (VR 5,781 and PE 2,597) to achieve the minimum sample size based on an estimated 14% response rate (represents 7.2% of DOR’s total population)

## SLIDE 18: SFY 2022/23 Survey Progress

* Sent Survey Monkey link and mailed surveys on May 18-19, 2023.
* Added Race and Ethnicity questions to better understand population that may be unserved or underserved.
* Changed PE survey to Student Services questions previously used in Needs Assessment since many consumer questions were not relevant to students.

## SLIDE 19: Q&A

## SLIDE 20: DOR’s Planning Unit Contact Information

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