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# Agenda Items Requested or Identified by the Public

## DOR Community Resources Division (CRD)

**8/23/24:** Learn about the training and tools the DOR CRD team utilizes to support community-based programs that have expressed interest in becoming vendorized. Learn about the vendorization timeline.

## Transportation

**8/23/24:** Review public comment read during the August 23, 2024 SRC Executive Planning Committee meeting recommending changes to CCR Title 9, Section 7161(c), Section 7162.5, and Subsection 7162.5(c). [issue referred to SRC Policy Committee]

**6/7/24:** Receive an update on DOR transportation/mileage regulations.

**3/7/24:** Transportation has, and continues to be, a barrier for consumers in obtaining and maintaining employment. How can DOR support and encourage employers to incorporate transportation supports into employee salary and benefits packages?

## Maintenance Supports for DOR Consumers

**8/6/24**: Receive an update on the maintenance supports available for DOR consumers after DOR has analyzed the August 5, 2024 decision from the California Court of Appeal, Fourth Appellate District.

## Individual Placement and Support (IPS) model:

**11/30/23**: receive updates on how use of the IPS model is going, along with updates on the mental health cooperative program contract and fee-for-services.

# Agenda Items Requested by SRC Members

## Use of Public or Private Institutions

**9/12/24:** Understand Cal. Code Regs. tit. 9 § 7155 regarding the use of public or private institutions, and the exceptions available.

## Housing

**7/18/24:** Learn about initiatives and efforts to connect individuals with disabilities experiencing homelessness with VR services and housing. Identify and understand DOR’s position on homelessness prevention for individuals with disabilities.

## AB 5, Gonzalez. Worker status: employees and independent contractors

**7/17/24**: As a follow up to the legislative update given during the July 17, 2024 SRC quarterly meeting, the SRC is interested in learning about the impacts AB 5 has made on the DOR’s utilization of independent service providers (ISPs).

## Outreach

**7/18/24:** Learn about DOR’s outreach efforts.

## Limited Examination and Appointment Program (LEAP)

**3/7/24**: Receive an overview of the LEAP program and its effectiveness.

## Self-Employment

*Ongoing, priority discussion topic/agenda item-*

* **10/18/24:** Disability Rights California identified that the California Code of Regulations and DOR’s Rehabilitation Administration Manual need updates to reflect changes made by the Workforce Innovation and Opportunity Act.
* **9/12/24:** the Client Assistance Program has been receiving inquiries regarding self-employment, particularly in the Los Angeles area.
* **7/18/24:** explore possibility of having a specialized team for consumers who are pursuing self-employment.
* **2/2/24**: Have other states had positive results and outcomes with consumers pursuing self-employment? This information could help the SRC develop policy recommendations.
* How can individuals with disabilities (in addition to those who are blind or low vision) access self-employment services and resources, and get help with establishing businesses?
* How can self-employment services be better utilized?
* How can other consumers get support with starting businesses similar to the Business Enterprise Program (BEP)? There have been thoughts about expanding BEP into other areas like laundry mats. Connects back to the board and care self-employment concept.
* Many consumers will try BEP but not all make it through the program as it’s competitive. Are these consumers then being connected to DOR’s self-employment resources?
* How can awareness of self-employment options be increased and utilized?
* There is a need for the SRC to better understand self-employment and its options and limitations.

## Traumatic Brain Injury

* There is a limited number of TBI sites and vendors, and services are not available in all areas. How can access be increased?
* How can DOR improve employment services and outcomes for individuals with TBI?
* How can TBI be more openly included in discussions, both at DOR and with community-based organizations?
* How can TBI stigma be reduced?

## Serving Individuals who are Neurodivergent

**7/18/24:** Learn about VR services for individuals who are neurodivergent and understand how DOR serves this population.

## Serving Immigrants and Refugees

**11/30/23:** How does/can DOR connect with groups that serve immigrants and refugees to provide information on VR services and Independent Living Centers?

## Connecting with Workforce

**11/30/23:** learn about how DOR connects with local Workforce Development Boards and America’s Job Centers of California. How can we organize employment demand and re-think the perception of talent?

## Behavioral Health

**11/30/23**: follow up from the November 30, 2023 presentation from Peter Blanco, Regional Director, DOR San Diego District, on DOR’s behavioral health goals, initiatives, and local efforts.

**9/13/24:** receive an update on the following:

* Employment Services as Part of FSPs - Employment services are required as part of Full-Service Partnerships (FSPs) in all 59 jurisdictions. It would be good to know how DOR's central office, and local VR offices and contractors are involved in planning and implementation with the 59 behavioral health agencies.
* Performance Outcomes - "Employment" outcomes should be included in the Behavioral Health Services Act (BHSA) Integrated Plan (local 3-year plan) data requirements. It would be good for DOR to be involved in informing this, since DOR has experience collecting and reporting on employment outcomes. (Note: the BH Transformation Quality and Equity Advisory Committee is advising regarding this (facilitated by Department of Health Care Services).
* Workforce (3% of BHSA annually goes to the behavioral health workforce, education and training, with additional Federal Funding due to the BH CONNECT Waiver) - The CA Health Care Access & Information (HCAI) agency is putting together a strategic plan. It would be good to learn how DOR is informing the planning for workforce, education and training.

## Business Enterprise Program (BEP)

**11/30/23:** follow up from the November 30, 2023 presentation on BEP. How is the BEP training going?

## Integrating Employment in Recovery (IER)

**9/12/24:** As a follow up to the IER presentation during the September 12, 2024 SRC quarterly meeting, discuss -

* Utilizing the term “reoccurrence” instead of “relapse” or “failure”.
* Explore partnership opportunities with IER/DOR and CalAIM and the Department of Health Care Services.
* Possible recommendation: make the services and supports provided to individuals with behavioral health disabilities permanent, either provided by DOR and/or by partnering with other state departments and community-based organizations.

## DOR Student Services

* **9/12/24:** There is a need for additional DOR staff members to reach out to businesses to set up work experience opportunities for students.
* **9/12/24:** There is a need for additional youth-centered and age-appropriate marketing materials for student services.
* **9/12/24:** Increasing the number of student services will require more intake meetings and orientations. How will DOR facilitate this?
* **7/18/24**: Learn about job coaching supports that are available for students with disabilities to provide support with preparing for a professional workplace.
* **11/30/23:** There needs to be communication to individuals with disabilities from a young age about available resources. Address the cultural barriers to accessing services. Are DOR staff receiving training on cultural barriers and impacts?
* **9/7/23:** Invite a panel of youth who have received DOR Student Services to come and speak about their experience.
* **9/7/23:** Follow up discussion based on the information received during the June 7, 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?

## DOR In-Service Trainings:

* **6/7/23**: As a follow up to the June 7, 2023 presentation on the in-service trainings that are offered to DOR employees, are there any gaps and/or additional training opportunities that should be considered?
* **11/30/23:** question from member of the public - what training is being provided to DOR counselors on working with consumers with behavioral health disabilities?
* **9/12/24:** receive an update on the DOR New Counselor Academy. Is leadership training available for counselors who are interested in promotion opportunities?

## Adult Work Experience

Members will receive an update on the availability of Adult Work Experiences for DOR consumers. Work experiences are intended to be temporary placements to gain experience in the workplace.

## Updates on DOR Initiatives

* VR Connections
* Labor Market Sector Specialty Teams
* DOR’s California Subminimum Wage to Competitive Integrated Employment Project (CSP)

*Completed Updates*

* Integrating Employment in Recovery (IER) **(9/11/24)**
* Demand Side Employment Initiative **(3/7/24)**
* Pathways to Success Project (PSP) **(3/8/23)**
* State Internship Program **(11/30/24)**
* CalDOR Payment Card **(8/31/22, 6/7/23)**

# Ongoing/Reoccurring Agenda Items

## Coordination with DOR’s Independent Living & Community Access Division

* 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?
* **9/12/24:** Receive an update on the CalAIM “No Wrong Door” initiative.

## Biannual Updates on California Department of Education Initiatives

* Alternative Pathway to a High School Diploma program
* Standardized Individualized Education Program template (IPE)
* Learn about the new IEP and 504 plans and the intersection with VR services.
* Reporting Requirements – is it possible to update reporting requirements to include the provision of VR services and/or a warm hand-off for VR services (when desired)?

## VR Services Portion of the State Plan

* Ongoing collaboration with DOR to develop future State Plan priorities, goals, and strategies. The 2026/27 State Plan modification is due in December 2025. The SRC will review a draft in (or around) October 2025.
* Ongoing partnership with DOR to evaluate the current State Plan priorities, goals, and strategies.
* **9/12/24:** The 2024 – 2027 State Plan, Objective 3.1, sets a goal of consumer quarterly median earnings around $7,000. This is less than a living wage, due in part to some consumers wanting to work part-time. Request that the SRC receive data on DOR consumers who are working and achieve sustainable, living wages. What is the sustainable, living wage for regions throughout California?

## Consumer Satisfaction Survey

* Ongoing partnership with DOR on the annual Consumer Satisfaction Survey.
* **9/12/24:** 
  + The CSS 2024 data indicates that consumer satisfaction is low in the following two areas – need to revisit this data: 1) My counselor treats me with courtesy and respect, and 2) My service providers treat me with courtesy and respect.
  + Consider the various ways different cultures and communities respond to surveys. High context and low context cultures, direct meaning vs. implied meaning, qualitative vs. quantitative questions, listening sessions vs. written surveys.

## Annual Review of -

* Fair Hearing and Mediation Decision Summaries
* SRC Annual Report
* SRC Bylaws
* **New -** DOR’s Year End Reports

# List of Policy Questions

## Stakeholder Engagement

**11/30/23:** How can the SRC engage stakeholders that are not necessarily professional advocates or identify with the disability community?

* Ensure that stakeholder groups receive the SRC agenda if there are topics that relate to their work.
* Reach out to the California Reducing Disparities Project, which represents underserved populations.

## 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?

## Diversity, Equity, and Inclusion

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.
* **9/7/23**: Update on DOR’s development of a DEI plan and have a representative from one of DOR’s affinity groups come and speak.

## Benefits Planning and Employment

SRC members will receive updates on the progress of the Benefits Planning Cross-Advisory Workgroup, comprised of representatives from the following advisory bodies: the California Committee of Employment of People with Disabilities, the CalABLE Act Board, the California Behavioral Health Planning Council, the California Commission on Aging, the State Council on Developmental Disabilities.

* 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?
* **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.
* **9/7/23**:Encourage DOR Work Incentives Planners (WIPs) share information about the Independent Living Centers (ILCs).
* **9/7/23**:Is there a way to incentivize CRPs to have WIPs on staff?
* **9/7/23**: It would be helpful to hear directly from an SVRP-QRP regarding their familiarity about benefits planning and if/when they share information about benefits planning with their consumers.
* **10/23/24**: the finalized CCEPD report was submitted to DOR in October 2024. The SRC adopted a recommendation in support of the report. As a follow up, the SRC is interested in learning what leadership and actions (legislative, budgetary) are needed to implement the report recommendations? For a future iteration of the report, it was suggested that the following resources be included: Incorporate Aging and Disability Resource Connection (ADRCs), Independent Living Centers (ILCs), Health Insurance Counseling & Advocacy Program (HICAP)

## 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? “

## Dual Customer Approach

**Winter 2023**: How can we effectively describe VR services and DOR’s “dual customer approach” that addresses both the needs of VR consumers and the needs of businesses?

# General Policy Questions

## 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?

## SRC Recommendation Review

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

## Information and Data Analysis

What can the data and trends from the DOR’s year end reports, 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.