## State Rehabilitation Council (SRC) Quarterly Meeting

## December 4 – 5, 2024

9:00 a.m. – 4:00 p.m. both days

Meeting location: Department of Rehabilitation (DOR), 721 Capitol Mall

Room 301, Sacramento, CA 95814

## Draft Meeting Minutes

Note: This meeting was held in accordance with California Government Code section 11123. There may be members of the public body who participated in meeting who were granted a reasonable accommodation per the Americans with Disabilities Act (ADA).

SRC members in attendance:

In-person: Ivan Guillen, Chanel Brisbane, Theresa Comstock, Brittany Comegna, Michelle Bello.

By Zoom: Yuki Nagasawa, La Trena Robinson, Hilary Lentini, Eli Gelardin.

In-person and by Zoom: Gregory Meza (December 4th in-person, December 5th by Zoom) and Shannon Coe (December 4th by Zoom, December 5th in-person).

DOR staff in attendance:

In-person: Jessica Grove, Kate Bjerke, Joe Xavier.

By Zoom: Carol Asch, Christina Canevari, Erwin Petilla, Megan Davis, Michele Kaplan, Matt Baker, Peter Frangel, Antoinette deBoisblanc, Luis Lewis, Judy Gonzalez, Kim Rutledge, Jake Johnson, Daisy Hughes.

Members of the public (by Zoom): Sonja Fox, Sarah Issacs, Chris Waltrous, Danny Marquez, V Bravo.

**December 4, 2024 – Day 1**

## Item 1: Welcome and Introductions

Ivan Guillen, SRC Chair, welcomed members and guests to the meeting. Kate Bjerke, SRC Executive Officer, reviewed the Bagley-Keene Open Meeting Act requirements. SRC members introduced themselves.

## Item 2: Public Comment

None.

## Item 3: Approval of the September 11 – 12, 2024 SRC Quarterly Meeting Minutes

It was moved/seconded (Brisbane/Comstock) to approve the September 11 – 12, 2024 quarterly meeting minutes with the following edit: remove yellow highlights (Yes – Comegna, Brisbane, Meza, Guillen, Comstock, Bello, Robinson, Coe, Gelardin), (No – 0), (Abstain – 0), (Absent – Lentini).

## Item 4: Update on the Phase Out of Subminimum Wage

Starting on January 1, 2025, the use of subminimum wage certificate programs will end in California. Jessica Grove, Deputy Director, DOR VR Policy and Resources Division, welcomed Sonja Fox, Branch Manager, Department of Developmental Services (DDS) Community Services Division, who provided an update on efforts to support workers with disabilities as they transition from subminimum wage employment into competitive, integrated employment settings (reference [Appendix A](#_Appendix_A:_Phase_1) for the full presentation). Following the presentation, discussion highlights and Q&A with the SRC members included the following topics:

* Availability of vendors to provide employment services.
* DDS meets regularly with vendors to outreach and educate about the phase out of subminimum wage.
* Need for integrated services for individuals with co-occurring intellectual and developmental disabilities and psychiatric disabilities.
* Commission on Accreditation of Rehabilitation Facilities (CARF) requirements for Regional Centers.
* Cross collaboration between DOR and DDS to provide skills and employment training.
* Vendors tend to communicate with consumers more frequently than Regional Center service coordinators.
* Incentives to vendors to provide services.
* Need for a cultural shift by vendors and employers to support individuals pursuing competitive integrated employment

Public comments:

* Danny Marquez, California Association of Social Rehabilitation Agencies (CASRA) asked: what is the exact number of individuals with significant disabilities who are employed, both from a historical perspective, and currently?
* Sarah Issacs, Disability Rights California (DRC), requested disaggregated data to review and determine if there are disparities in terms of who is accessing services related to subminimum wage.

## Item 5: Update on DOR Student Services

Carol Asch, Assistant Deputy Director, DOR VR Employment Division and Christina Canevari, Manager, DOR Student Services Section, provided the SRC with an update on pre-employment transition services available to students with disabilities (reference [Appendix B](#_Appendix_B:_Student_1) for the full presentation). Information on eligibility, services available to students (job exploration counseling, work-based learning experiences, postsecondary counseling, work readiness training, and self-advocacy training), the provision of services, partnerships, and outreach was provided. Following the presentation, discussion highlights and Q&A with the SRC members included the following topics:

* Students can request services through the DOR website or by calling any DOR office. A record of service is maintained and documents the services provided to the student.
* Students transitioning to a VR case type may or may not stay assigned to their original Student Services VR Counselor – it depends on individual needs and resources.
* It is helpful when vendors and the Community Rehabilitation Programs can secure work experiences for the students so the Student Services VR Counselor can focus on providing the other services.
* Benefits planning is provided to students and their facilities before a student begins a paid work experience.
* Suggestion that students also connect with their local independent living center for resources.
* Request that DOR analyze demographic data of individuals receiving DOR Student Services to determine if there are disparities amongst certain populations in accessing services.

Public comment: Danny Marquez, CASRA, asked if DOR has best practices for

serving unhoused youth who are in school, and how much time DOR Student

Services VR Counselors spend with students.

## Item 6: DOR Self-Employment Policies

Erwin Petilla, District Administrator, DOR Greater Los Angeles District, Megan Davis, Chief, DOR Policy & Performance Section, and Michele Kaplan, Manager, DOR Policy & Performance Section, presented an overview of DOR’s policies related to self-employment options for consumers (reference [Appendix C](#_Appendix_C:_Self) for the full presentation). Information was provided on competitive integrated employment, employment outcomes, self-employment setting, small business consultant, informed choice, developing the Individualized Plan for Employment (IPE), assessment, scope of services, monitoring, and closure. Following the presentation, discussion highlights and Q&A with the SRC members included the following topics:

* Income requirements, defining income.
* Training provided to DOR staff on self-employment regulations and policies.
* Rights and remedies process.
* DOR is developing a memo for staff that provides updated guidance regarding the self-employment setting and income requirements. This memo will be shared with the SRC when finalized.
* Need to approach discussions with consumers about self-employment with understanding and care.
* Evaluating the income of the small business at the twelve-month mark.
* Suggestion to include the term “entrepreneur” into self-employment resources, language and documentation.
* Individuals with disabilities may have additional expenses that impact the profit/income of their small business.

Public comment: Danny Marquez, CASRA, commented that it may be challenging for consumers to navigate the complex self-employment processes and resources.

## Item 7: Youth Leadership Forum (YLF) Presentation

Matt Baker, YLF Project Manager, presented information on the YLF programming and opportunities that will be available in 2025 (reference [Appendix D](#_Appendix_D:_YLF) for the full presentation). Baker spoke about the YLF goals, played a video featuring Governor Gavin Newsom, and played videos featuring YLF Alumni sharing insight on their experiences. YLF applications are due on February 28, 2025. Following the presentation, discussion highlights and Q&A with the SRC members included the following topics:

* Number of applications received and number of spaces available.
* Selection criteria.
* Regional YLF events.
* Demographics and disability representation of participants.
* Travel, personal care attendants, accommodations, and other resources available to support student participation. In the future, staffing YLF may offered as a paid work experience.

## Item 8: Department of Education (CDE) Update

Michelle Bello, CDE Education Programs Consultant and SRC member, presented information on CDE special education program initiatives (reference [Appendix E](#_Appendix_E:_California) for the full presentation and web links). Updates were shared on the California State Board of Education, Advisory Commission on Special Education, legislation of interest (SB 483, SB 445, SB 553, SB 939, AB 1938, AB 438, AB 800), and the California Community of Practice on Secondary Transition (CACOP). Following the presentation, discussion highlights and Q&A with the SRC members included the following topics:

* Question if the new laws regarding prone restraints cover nonpublic schools.
* The new legislation requiring schools to host a resource fair to help prevent bullying and discrimination is for public schools. Planning of the resource fair and activities is determined at the local level.

Public comment: V Bravo asked if DOR will be collaborating with CDE on the inclusive college programs.

## Item 9: SRC Annual Report

Kate Bjerke, SRC Executive Officer, presented the 2023/24 SRC Annual Report for approval. Bjerke explained that the SRC Annual Report is required by federal statute and is submitted to the Governor’s Office and the federal Rehabilitation Services Administration by December 30th. This report provides an overview of the SRC, summarizes the SRC’s collaboration with DOR, highlights the SRC quarterly meeting topics, presents the SRC recommendations and DOR’s responses, and summarizes the joint work of the SRC and DOR with the Consumer Satisfaction Survey and State Plan. SRC members provided positive feedback on the draft Annual Report. Minor corrections were submitted by Theresa Comstock, SRC member.

It was moved/seconded (Comstock/Brisbane) to approve the 2023/24 SRC Annual Report with the minor corrections incorporated (Yes – Comegna, Brisbane, Meza, Guillen, Comstock, Bello, Robinson, Coe), (No – 0), (Abstain – 0), (Absent for vote – Lentini, Gelardin). *Addendum – the final 2023/24 SRC Annual Report is* [*available online*](https://publicaccessstorage.blob.core.usgovcloudapi.net/publicsitefiles/DOR%20Documents/Advisory%20Committees/SRC/Final%202023-24%20SRC%20Annual%20Report.docx).

## Item 10: Policy Committee Report Out

Chanel Brisbane, SRC Vice-Chair and Policy Committee Chair, provided a report out from the October 17, 2024 SRC Policy Committee meeting. Brisbane explained that during the October 17th meeting, Lisa Cushman, DOR Analyst, presented an overview of supported employment services that assist individuals with the most significant disabilities with obtaining and maintaining employment in competitive, integrated settings. This information was provided in preparation the December 4, 2024 SRC quarterly meeting presentation on the phase out of subminimum wage. Also during the October 17th meeting, DOR representatives provided follow-up information on DOR’s self-employment services. The December 4, 2024 quarterly meeting agenda item on self-employment was the third presentation on this topic and provided needed clarifications. Brisbane said that the SRC Policy Committee will continue to meet monthly in 2025. Brisbane will continue to Chair the committee through January 31, 2025, at which time she will be resigning from the SRC. The other SRC Policy Committee members are Comegna, Comstock, Guillen and Robinson.

Bjerke provided a general overview of the roles and responsibilities of SRC

Policy Committee. Comegna was identified to serve as the SRC Policy Committee Chair effective February 1, 2025. Topics suggested for the SRC Policy Committee to consider in 2025 included:

* Continue working on the draft recommendation regarding the Integrating Employment in Recovery (IER) initiative.
* Learn about the vendorization timeline and resources available to support organizations interested in becoming DOR vendors and providing services.
* Request data on the number of DOR consumers earning a living wage.
* Resources for individuals with disabilities experiencing homelessness. Role of the DOR Community Resource Navigator.
* Update on DOR’s transportation regulations. Transportation has and continues to be a barrier for consumers in obtaining and maintaining employment. How can employers be encouraged to incorporate transportation supports into salaries and benefits packages?

**December 5, 2024 – Day 2**

## Item 11: Reconvene, Welcome, and Introductions

Ivan Guillen, SRC Chair, reconvened the quarterly meeting and welcomed attendees. Kate Bjerke, SRC Executive Officer, reviewed the Bagley-Keene Open Meeting Act requirements. SRC members introduced themselves.

## Item 12: Public Comment

None.

## Item 13: VR Services Portion of the Unified State Plan Update

Peter Frangel, Manager, DOR Policy & Performance Section, provided an update on DOR’s 2024-27 VR Services Portion of the Unified State Plan. The focus of the presentation was on the State Plan performance measures. Information was provided on the State Plan timelines and program year quarters. The current State Plan goals are:

1. Increase the unsubsidized employment rate of participants during the second and fourth quarter after exit.
2. Support increased work-based learning including intermediate employment, career technical education, and post-secondary education.
3. Expand and improve VR services to those who have been underserved and underrepresented in the VR program.
4. Provide effective VR services with quality IPE developments consistent with in-demand workforce needs and sustainable living wages.
5. Support businesses in California to employ more individuals with disabilities.
6. Improve California state government employers’ parity rate for hiring and promotion of people with disabilities.
7. Increase the number of students with disabilities who receive high-quality DOR Student Services.
8. Increase the percentage of students with disabilities receiving DOR Student Services who go on to receive VR services.

Program Year 2023 performance rates and outcomes reviewed. It was noted that DOR leadership has established workgroups for each of the eight State Plan goals. These workgroups will help drive the goals forward and implement strategies. Following the presentation, discussion highlights and Q&A with the SRC members included the following topics:

* Details on how quarterly consumer wage data is gathered and calculated after program exit using a federally mandated methodology.
* Suggestion that the two-year modification of the State Plan include an updated goal or objective to track how many individuals are exiting subminimum wage employment.
* There is an opportunity through the Comprehensive Statewide Needs Assessment to conduct targeted research to identify disparities and underserved populations. The SRC can adopt recommendations that guide how this research is carried out. The findings from the CSNA are intended to inform future State Plan goals and objectives.
* Question on how pre- and post-pandemic employment outcome data compares.
* Regarding diversity, equity and inclusion, how can DOR make services more accessible, increase community outreach, and meet people where they are?

Public comment: Sarah Issacs, DRC, commented about the importance of disaggregating data in order to see how different communities are impacted. What steps are being taken to address disparities that are uncovered through data analysis?

## Item 14: Consumer Satisfaction Survey

Luis Lewis, Manager, and Judy Gonzales, Research Analyst, from the DOR Stakeholder Initiatives Office, presented a mock-up of the proposed 2025 Consumer Satisfaction Survey (CSS) (reference [Appendix F](#_Appendix_F:_Consumer) for the full presentation). Information was shared on the background and methodology of the CSS, the proposed 2025 survey, and a preview of the mobile and desktop view of the survey. Following the presentation, discussion highlights and Q&A with the SRC members included the following topics:

* Clarification on the difference between the Consumer Satisfaction Survey (CSS) and the Comprehensive Statewide Needs Assessment (CSNA).
* Need for additional surveys targeted to different populations, in addition to the CSS, which measures services actually provided.
* Discussion on the survey sample size and methodology. The Stakeholder Initiatives Office (SIO) anticipates that the survey sample size will increase in 2025. The option to text the survey link to consumers is also under consideration.
* The suggestion to have narrative boxes after each question was not implemented as SIO does not have the resources needed to analyze this additional, qualitative data.
* Appreciation for the formatting changes.
* Note that the black text on blue background is hard to read, suggestion that the background should be lighter.
* Recommendation to not use skip logic on the “overall satisfaction” question.
* Additional suggestions and questions:
  + How will DOR’s name change be incorporated into the survey?
  + Can AI help with analyzing quantitative data?
  + Look into low ratings of counselors and service providers.
  + Ensure translation of surveys is culturally appropriate.
  + In email that is sent to consumers, add a note that only a select number of consumers get this survey. State that the survey doesn’t need to be completed in one sitting. Add that the survey will only take 5 – 7 minutes to complete
  + Track survey behavior.

## Item 15: Adopt-a-Region Report Outs

SRC members reported out from recent discussions with their assigned DOR Regional Directors.

Ivan Guillen, SRC Chair, met with Peter Blanco and Jeffery Noyes from DOR’s San Diego District, who reported that the District currently has 1,200 open student services cases and received 243 new applications this fiscal year. Blanco and Noyes provided information on the provision of Student Services and work experience programs. Current initiatives include:

* The District will be hosting a Youth Leadership Forum style program at San Diego State University for 50 students in summer 2025.
* Project SEARCH Internship Program: A 9-month program for individuals with intellectual and developmental disabilities, launching at Legoland San Diego and Kaiser Laguna Hills.
* Cross-training with the Regional Center: A "train-the-trainer" initiative where Regional Center and DOR staff educate each other about their respective services.
* Tech Job Pipeline with Amazon & Community Rehabilitation Programs: A partnership to place individuals in high-paying tech jobs with salaries over $100K.

District challenges include accreditation issues with some private schools. Another challenge is the requirement that consumers be available for competitive integrated employment which often does not apply to individuals with disabilities who are incarcerated and do not have a release date.

Theresa Comstock, SRC member, met with Sean Nunez, Regional Director, DOR Redwood Empire District. Successes include consumers finding work when they graduate from schools that are accredited by the Bureau of Postsecondary Education. Salaries after graduation are ranging from $25 - $50/per hour. The District has been utilizing Graduate Student Assistants to help with workforce needs. Low starting salaries, competition for staff, desire for telework, and high cost of living areas continue to be a barrier to hiring VR Counselors.

Comstock also met with Justin McIntire, District Administrator, DOR Santa Barbara District, who spoke about the mountain fire in Ventura County which closed one of the DOR offices and a school district down for a few days but have since reopened. The District has been referring consumers to fire industry training centers and a number of consumers have graduated and anticipate being hired by CalFire. Several regional collaborations are taking place. Ongoing challenges include the availability of sign language interpreters and recruiting and hiring VR Counselors.

Brittany Comegna, SRC member, met with Roberto Solorzano, District Administrator, DOR Greater East Bay District. Initiatives include collaboration with the Office of Youth and Community Restoration (OYCR). Comegna shared information with Solorzano about “HEARD” an organization that supports individuals who are Deaf and involved with the justice system. The District is supported by DOR’s remote VR Counselor team based in the Inland Empire. The District successfully closed 99 cases in November 2024.

Comegna also connected with Maureen McIntyre, Regional Director, and Denise McKnight, District Administrator, DOR Van Nuys Foothill District. The District is connecting with the California State University, Northridge Explorers Program and considering partnership opportunities. Comegna attended the Van Nuys Foothill District Day on November 20, 2024 which included presentations from the City of Pasadena. The District’s Rehabilitation Counselor for the Deaf position is vacant.

La Trena Robinson, SRC Treasurer, connected with Vivian Hernandez-Obaldia, Regional Director, DOR Northern Sierra District, who is providing management coverage for the DOR San Francisco District. It was reported that Sinaya McCoy was recently appointed as the new District Administrator for the DOR San Francisco District.

Gregory Meza, SRC member, connected with Denise McKnight, District Administrator, DOR Van Nuys Foothill District, who is providing management coverage for the DOR San Jose District. The San Jose District is experiencing an increase in applications for VR services. Challenges for the District include staffing vacancies and the high cost of living in the San Jose area.

Hilary Lentini, SRC member, connected with Erwin Petilla, District Administrator, DOR Greater Los Angeles District (GLAD). Updates included the implementation of the District’s revised online referral process to reduce backlog and improve response times, partnerships with local housing specialists, utilization of the DOR Community Resource Navigator position, community events and engagements, career fairs, a workgroup to increase the transition rate of students from the potentially-eligible case type to the VR case type, and the District’s engagement with self-employment subject matter experts to provide training to District managers and counselors.

Chanel Brisbane, SRC Vice-Chair, met with Sherri Han-Lam, District Administrator, DOR Orange San Gabriel District. Updates included a recent apprenticeship fair attended by a broad range of industries and employers, success in filling District vacancies, and efforts to increase utilization of the State Internship Program.

Shannon Coe, SRC member, met with Vivian Hernandez-Obaldia, Regional Director, DOR Northern Sierra District. Since July 2024, the District has experienced a significant increase in applications, and 322 cases have been successfully closed with an employment outcome. The District utilizes Graduate Student Assistants to support the teams and counselors. The District also utilizes the Community Resource Navigator position to help consumers find resources for housing and utilities. The Northern Sierra District has several community partnerships, including the Department of Corrections and Rehabilitation Re-Entry Program, Sierra College, Best Buddies International, and UC Davis.

Yuki Nagasawa, SRC member, met with Peter Dawson, Regional Director, and Laura Rasmussen, District Administrator, DOR Blind Field Services District. Both Rasmussen and Dawson will be retiring at the end of 2024. The District provided updates on DOR Student Services, assistive technology, and utilization of the CalDOR Consumer Payment Card. The staffing vacancy rate in BFS tends to be lower in comparison to other DOR Districts.

Nagasawa also met with Alfonso Jimenez, Regional Director, and Joanne Reynolds, District Administrator, DOR Inland Empire District. The District has a team specifically focused on DOR Student Services, a student mentoring program, and work experience opportunities facilitated through the California Community College Foundation. The District also houses a team of VR Counselors that provide remote services and support to other DOR Districts.

## Item 16: SRC Officer and Member Report Outs

Ivan Guillen, SRC Chair, discussed his work with the Disability Rights California, Client Assistance Program (CAP), which supports individuals seeking vocational rehabilitation and independent living services. CAP’s focus has shifted from direct client representation to encouraging self-advocacy and empowering clients to navigate systems independently. Guillen emphasized the importance of setting clear vocational goals, as these objectives guide the services clients receive through DOR.

Chanel Brisbane, SRC Vice-Chair, reported that Best Buddies recently launched of a Project Search site at the UC Davis Medical Center. This nine-month vocational training program helps young adults, who may not yet be ready for competitive employment, gain hands-on experience in various hospital departments. Brisbane reported that in 2025, there will be a 3% increase in hourly rates for supported employment services. Brisbane acknowledged the ongoing efforts of DOR and regional centers to align their rates.

Shannon Coe, SRC member, representing the State Independent Living Council (SILC), spoke about the SILC quarterly meetings, which focus on supporting Independent Living Centers (ILCs) across California. ILCs help people with disabilities remain in their homes by offering grants for accessibility modifications and other essential resources. Coe explained that ILCs also provide training in independent living skills, benefits planning, and assist with transportation needs, all aimed at fostering independence.

Michelle Bello, SRC member, from the California Department of Education, reported on various programs supporting secondary transition services. Bello highlighted initiatives like WorkAbility I and the California Community of Practice on Secondary Transition, which offer collaborative platforms for professionals working with transitioning students. Bello also announced the launch of the California Center for Inclusive College, with grant funding now split between Los Angeles and Sacramento to ensure broader outreach.

Theresa Comstock, SRC member, spoke about her dual role representing both the California Association of Local Behavioral Health Boards and Commissions and the California Coalition for Behavioral Health. Comstock spoke about the importance of public forums for service providers, individuals receiving care, and family members to discuss behavioral health services. Comstock also discussed the advocacy efforts and the recent approval of Proposition 1, which allocates significant funding toward behavioral health services. Comstock noted the importance of public input as state agencies develop policies to allocate these funds effectively.

Brittany Comegna, SRC member, provided updates from her involvement with California Hands & Voices, an organization supporting parents of Deaf children. Comegna spoke about her recent attendance at a conference on Deaf education. Comegna also highlighted the recent creation of a separate Deaf Education Department within the Los Angeles Unified School District, aimed at improving equitable outcomes for Deaf students.

Gregory Meza, SRC member, reported on his work at the Napa Valley Unified School District managing DOR Student Services contracts, as well as a work experience program that supports five major high schools and one school serving justice-involved students. Meza’s team also offers classroom coaching for special education students, aiming to enhance their academic and vocational outcomes throughout the school year.

La Trena Robinson, SRC Treasurer, shared her experiences from her roles at Kaiser Permanente and with Service Employees International Union - United Healthcare Workers (SEIU-UHW). At Kaiser Permanente, Robinson supports patients applying for Enhanced Care Management (ECM) services through Medi-Cal, a program designed to provide additional support for individuals with complex health needs. As a union representative, she helps expand the healthcare workforce by offering scholarships for entry-level medical programs, including roles like medical assistant, pharmacy technician, and emergency room technician.

Yuki Nagasawa, SRC member, discussed her role as a DOR Student Services Counselor, working with students at various high schools, including outreach events and presentations to promote VR services. Nagasawa emphasized the importance of having students completing application forms thoroughly, particularly for students under 18 who require parental consent. Nagasawa highlighted the growing number of students requesting support for advanced education, such as master’s degrees, and the need for these requests to align with specific employment goals. Nagasawa works closely with students to ensure that all services provided contribute directly to their long-term job goals.

## Item 17: Oath of Office

Joe Xavier, DOR Director, administered the Oath of Office to new SRC member, Michelle Bello, who will represent the California Department of Education on the SRC.

## Item 18: Directorate Report

Joe Xavier, DOR Director, began his report by expressing gratitude to SRC members for their dedication and service. A certificate of appreciation was presented to Chanel Brisbane in recognition of her contributions and service. Director Xavier emphasized the importance of understanding the current environment in which the department operates, encouraging SRC members to stay informed about how programs and services are being delivered and to consider partnerships, both statewide and locally, that can advance DOR’s mission. Director Xavier then highlighted recent leadership transitions, which included the following appointments:

* Kim Johnson, Secretary, CalHHS
* Brendan McCarthy, Deputy Secretary, CalHHS
* Jennifer Troia, Director, Department of Social Services
* Kristen Erickson-Donadee, Director, Department of Child Support Services
* Pete Cervinka, Acting Director, Department of Developmental Services
* Lou Saephanh, Assistant Deputy Director, DOR Administrative Services Division
* Candis Welch, Deputy Director, DOR Inclusion, Diversity, Equity and Accessibility Division

Director Xavier noted that leadership transitions are common near the end of a gubernatorial administration, and additional transitions are anticipated. Director Xavier also announced his own retirement at the end of the 2024, reflecting on his long tenure and the partnerships that have defined his leadership. He acknowledged the SRC contributions and highlighted the council’s creativity, innovation, and dedication to improving services for people with disabilities. Director Xavier expressed appreciation for the support, ongoing dialogue, and collaboration from SRC members over the years. Director Xavier acknowledged the Kudoboard he received from the SRC members in honor of his retirement.

Kim Rutledge, DOR Acting Chief Deputy Director, provided the following updates:

Federal/national level updates:

* November 2024 reauthorization of the Workforce Innovation and Opportunity Act (WIOA), a key legislative framework for vocational rehabilitation.
* Uncertainty surrounding the future of the federal U.S. Department of Education
* California will not undergo a federal monitoring review by RSA in 2025.
* Updates from the Fall 2024 Council of State Administrators of Vocational Rehabilitation (CSAVR) conference. Key themes included the use of artificial intelligence (AI) in VR and the importance of involving individuals with disabilities in AI development to ensure equitable outcomes. Additionally, states are exploring rebranding efforts for their VR programs, aiming to modernize their missions and improve outreach.

State level updates:

* A special legislative session was called to prepare California’s response to potential federal policy shifts. Rutledge emphasized the need for proactive strategies to safeguard programs supporting individuals with disabilities, particularly in the face of potential Medicaid cuts and public benefits rollbacks.
* The state legislature, now with over 30 new members, has limited the number of bills legislators can introduce to 35 per session. Rutledge highlighted this as an opportunity for DOR to engage new lawmakers, educating them about vocational rehabilitation and disability-related issues.

Department/DOR updates:

* Impact on DOR of the statewide mandate to cut operational expenses by 8% and eliminate over 10,000 vacant government positions.
* DOR is looking to fill several vacant leadership positions, including the DOR Chief Counsel, Stakeholder Initiatives Officer, and various District leadership roles, especially in Los Angeles and San Jose.

Following the report outs, discussion highlights and Q&A with the SRC members and DOR Directorate included the following topics:

* Background information on the Order of Selection (OOS) process. Eighteen states are currently in an OOS. Two major challenges facing the VR programs nationally has been under-utilization of funding and VR program performance outcomes. California has and continues to monitor these issues, and DOR anticipates that all eligible individuals can be served.
* Confirmation that the Disability Innovation Fund grants will not be offered in 2025 due to budget restraints, but projects underway will continue.
* Director Xaiver encouraged the SRC to consider the following questions in 2025: How do we work smarter in California so that more individuals with disabilities exit the VR program with a job, and keep that job?
* Jessica Grove, Deputy Director, VR Policy and Resources Division, reminded the group that the SRC adopted a recommendation in 2024 regarding a policy question on the OOS and prioritization.
* Background information on the federal Rehabilitation Services Administration (RSA) being housed within the U.S. Department of Education and potential changes/impacts if RSA was moved to the U.S. Department of Labor.

## Item 19: Debrief and Recommendations Discussion

The debrief session began with Kate Bjerke, SRC Executive Officer, providing a

detailed review of the meeting highlights and questions under consideration.

Following this review, SRC members discussed priority topic areas and offered

suggestions for future agenda items and discussions, to include:

* DOR staffing and counselor salaries.
* Supporting individuals with disabilities experiencing homelessness.
* Diversity, equity and inclusion.
* Learn about DOR’s collaboration with Parent Training and Information Centers.
* Gathering feedback from vendors and service providers.

## Adjourn

The quarterly meeting was adjourned at 4:00 pm on December 5, 2024.

## Appendix A: Phase Out of Subminimum Wage

1. The End of Subminimum Wage: The Future of Employment

* State Rehabilitation Council
* December 4, 2024
* Department of Developmental Services (DDS)

1. Overview

* Subminimum Wage
* DDS Employment Initiatives
* Employment-Related Incentives
* Rate Study Implementation
* Service Coordinator Webinar Series
* Monitoring Employment Programs
* Opportunities
* Future Directions

1. Legislation and the End of Subminimum Wage

* In 2021, SB 639 (Durazo) was signed into law. By January 1, 2025, California will end its participation in the federal 14c subminimum wage program waiver for persons with disabilities and amend similar exemptions in California Labor Code.
* This prohibits an employee with a disability from being paid less than the legal minimum wage or the applicable local minimum wage ordinance, whichever is higher.

1. Tracking Individuals Making Less Than Minimum Wage

* In July 2023, DDS created a system for regional centers to report on individuals earning less than minimum wage
* Since then, we have been collecting and reporting data on current numbers and where individuals are transitioning to on a monthly basis

1. Subminimum Wage Numbers Each Quarter

* FY23/24 Q1
  + WAP: 1,182
  + SEP-G: 867
  + Other: NA
  + Total: 2,049
* FY23/24 Q2
  + WAP: 1,011
  + SEP-G: 733
  + Other: 201
  + Total: 1,945
* FY23/24 Q3
  + WAP: 853
  + SEP-G: 682
  + Other: 254
  + Total: 1,789
* FY23/24 Q4
  + WAP: 560
  + SEP-G: 574
  + Other: 218
  + Total: 1,352
* FY24/25 Q1
  + WAP: 422
  + SEP-G: 343
  + Other: 185
  + Total: 950
* Nov 15 Reporting
  + WAP: 296
  + SEP-G: 244
  + Other: 158
  + Total: 698

1. Where People Are Transitioning To

* Employment Services (29%)
* Day Programs (41%)
* No Services (13%)
* No Code Provided (11%)
* Inactive Case (6%)

1. DDS Employment Initiatives
2. Coordinated Career Pathways (Pathways)

* For individuals in Work Activity Programs, earning subminimum wages, or within two years of exiting high school.
* Includes two services:
  + Career Pathway Navigator
  + Customized Employment Specialist
* Additional information, including FAQs, can be found at <https://www.dds.ca.gov/services/coordinated-career-pathways-ccp-services/>

1. DDS Employment Grants

* In 2021, DDS received $10 million in funding to establish a grant program to improve access to services that increase pathways to employment.
* 45 grants were awarded
* Project types
  + Business focused practices: 10
  + Employment preparation services and supports: 14
  + Service model transformation: 5
  + Service model for high support needs: 3
  + Training and implementation –staff and professionals: 10
  + Training and implementation –family, adults, and youth: 3
* For more information, visit <https://www.dds.ca.gov/initiatives/employment-grants/>

1. Increased Incentives (Q3 POS data Jul-Mar ’23-’24)

* Paid Internship Program (PIP)
  + 2,684 individuals participating in PIP
  + Surpassed FY 22/23 total number of PIPs at 2,576
* Paid Internship Program-Incentive Payments (PIP-IP)
  + 863 individuals served by 139 providers
* Competitive Integrated Employment-Incentive Payments (CIE-IP)
  + 1,405 individuals achieved a CIE milestone
  + On track to be a slight increase over FY 22/23
* Quality Incentive Payments
  + Additional dollar amounts are provided to service providers who place more than four individuals into a PIP and individuals exiting sub minimum wage.

1. Collaboration with Department of Rehabilitation (DOR)

* Regular Executive Meetings to Coordinate Efforts
* Data Sharing
  + Identify and track CIE outcomes for individuals in subminimum wage that have a case open with DOR
* California Sub Minimum Wage to Competitive Integrated Employment (SWTCIE)
  + Provides funds for consultation to transition 14(c) programs to minimum wage
  + DDS shared contact info for all 14(c) programs

1. Monitoring Employment Programs

* Supported Employment(SE) Title 17 compliance monitoring including, SE-Individual, SE-Group and Work Activity Programs.
* Each month teams conduct reviews of vendors and spends a week onside or conducting a virtual review in the following areas:
* Individual Habilitation Service Plan (IHSP)
  + DS 1964 (SE-Group)
  + DS 1971 (WAP)
  + DS 1972 (SE-Individual)
  + Consumer files
  + Handbooks
  + Program Designs
  + Quality Management Reports
  + Special Incident Reports (SIRs)
  + Staff Training Plan
  + Billing

1. Rate Study Implementation

* Full implementation of the DDS rate study is scheduled to occur January 1, 2025.
* DDS service providers conducting employment services under other vendor codes are to align with employment codes.
* DDS and DOR are working to align rates for providers of both agencies.
* More information can be found here: [Rate Reform : CA Department of Developmental Services](https://www.dds.ca.gov/rc/vendor-provider/rate-reform/)

1. Regional Center Service Coordinator Webinar Series

* Coordinated Career Pathways – June 27 & 28
  + A comprehensive overview of the new service
* Employment Services – September 9
  + A joint presentation with DOR that reviewed the various employment services through both systems and how to talk about employment services with individuals and their families
* Employment and Benefits – September 23
  + A presentation from DOR on debunking the common myths around working and benefits
* Customized Employment –November 5
  + A presentation in collaboration with Sara Murphy covering the basics on what customized employment is and is not, and recognizing the difference
* Future Webinar Topic
  + Transitioning to Adult Services

1. Opportunities for Employment Services

* Employment Programs
  + Survey of existing WAPs reports 7 will remain in operation in 2025
* Business Engagement
* Technology
* Paid Internship to Competitive Integrated Employment

1. Future Directions for Promoting Employment

* New IPP Template
  + Provides a new way for us to think about employment
  + Assumes if you want to work, you can
  + Will be able to track individuals who have employment related objectives in their IPP
* New SANDIS Module
  + Developing a centralized repository for all employment outcomes across any service code
* Removing Barriers to Becoming Employment Vendors
  + Discussions around CARF
  + For profit entities

1. Closing Comments

* For questions or additional comments, please contact [WorkServices@dds.ca.gov](mailto:WorkServices@dds.ca.gov)

## Appendix B: Student Services Presentation

1. Thriving in the World of Work - Pathways to Independence, Equality and Employment through Pre-Employment and Employment Services

* Carol Asch, Assistant Deputy Director, VR Employment Division
* Christina Canevari, Manager, Student Services Section

1. DOR Student Services: Who We Are & What We Do

* DOR celebrates that each individual is unique, talented, and has potential to contribute to their community.
* DOR strives to equip each individual with the tools to prepare for and attain employment, achieve independence, and realize equality.
* DOR embraces the pursuit of high demand, high quality, and high wage jobs that are meaningful and satisfying to the individual.
* Early discussions about career is a pathway to longterm employment success.

1. A Snapshot of DOR Student Services

* Intended to maximize early job exploration and career development opportunities.
* Students lead the process by:
  + Identifying interests & talents
  + Getting real world paid work experience to learn about jobs that interest them
  + Researching potential career goals & developing pathways

1. Who is eligible for DOR Student Services?

* Between the ages of 16 and 21
* A student with a disability enrolled in school, including if on break or if school hasn't started yet.
* At least one of these options is true:
  + Have a 504 Plan
  + Have an IEP.
  + Have a disability.

1. DOR Services to Students

* Job exploration counseling
* Work-based learning experiences
* Postsecondary counseling
* Work readiness training
* Self-advocacy training

1. Job Exploration

* Explore career interests and in-demand industries
* Informational interviews and career fairs
* Vocational interest inventories
* Labor market information
* Exploring non-traditional employment and entrepreneurships

1. Post-Secondary Counseling

* Exploring careers or career clusters and the academic pathways needed for those careers
* Assistance navigating education or training program admission processes
* College fairs, campus tours, class shadowing
* Assistance in completing Financial Aid (FAFSA) and scholarship applications

1. Work Readiness Training

* Preparing for a job, getting the job, and keeping the job
* Maintaining healthy relationships and interpersonal skills
* Computer literacy, and use of technology related to employment
* Building strong workplace communication skills and learning about workplace etiquette
* Financial literacy, budgeting, paying bills
* Developing good time management and independent living skills

1. Self-Advocacy

* Being one’s own champion - learning how to request accommodations or services and supports in academic and work settings
* Learn to seek out resources, ask questions, voice needs
* Learn rights and responsibilities in school and work, including involvement in the IEP process
* Develop and practice communicating thoughts, needs, and concerns

1. Work Based Learning Experience

* Paid work experiences
* Job site tours and job shadowing
* Informational interviews to learn about skills and education needed
* Career-related competitions
* Career mentorship opportunities
* Volunteering, internships, on-the-job-training, California Conservation Corp, Job Corp

1. How Student Services are Provided

* Student Services are provided through a blend of:
  + “In-house” by DOR staff
  + Purchased from approved community rehabilitation programs
  + Transition Partnership Programs with high schools
* Student Services may be provided:
  + In group or individual settings
  + In collaboration with family or other supportive persons
  + In any order and multiple times, in accordance with needs and interest
  + Through any combination of service delivery systems
  + Virtually or in person

1. Partnerships are Important to DOR’s Connection with Students

* Regional Centers
* Local education agencies
* Foster care systems
* Behavioral health systems
* Youth justice systems
* Parent groups

1. How does DOR Connect with Students?

* DOR strives to meet students where they are:
  + Visiting school campuses
  + Attending transition fairs and other campus-based gatherings
  + Flyers and information directing to the online request for services
  + Using QR codes for easy access to request services
  + Virtual platforms, including Zoom, email, text
  + At school
  + At a DOR office
  + In the community

1. With Much Appreciation! Questions?

## Appendix C: Self Employment Presentation

1. Employment in a Self-Employment Setting: An Overview

State Rehabilitation Council

Presented by Policy & Performance Section

December 4, 2024

2. CCR 7006.3  
Competitive Integrated Employment (1 of 3)

* Performed on a full-time or part-time basis (including self-employment).
* Compensated not less than state or local minimum wage, or the customary rate paid by the employer for the same or similar work performed by other employees who are not individuals with disabilities; and,

3. CCR 7006.3  
Competitive Integrated Employment (2 of 3)

* For individuals who are self-employed, yields an income that is comparable to the income received by other individuals who are not individuals with disabilities and who are self-employed in similar occupations or on similar tasks and have similar training, experience, and skills; and,

4. CCR 7006.3  
Competitive Integrated Employment (3 of 3)

* Is eligible for same level of benefits provided to other employees; and
* Is at a location typically found in the community and
* Where the employee with a disability interacts with other employees who are not individuals with disabilities; and
* Presents opportunities for advancement similar to those for other employees who are not individuals with disabilities in similar positions.

5. CCR 7011  
Employment Outcome

“Employment Outcome” means, with respect to an individual, entering, advancing in, or retaining full-time or, if appropriate, part-time competitive integrated employment (including customized employment, self-employment, telecommuting, or business ownership), or supported employment, that is consistent with an individual’s unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

6. CCR 7024.9  
Self-Employment Setting

An employment setting in which an eligible individual works in a chosen occupation, for profit or fee, in their own small business, with control and responsibility for decisions affecting the conduct of the business.

7. CCR 7025.4  
Small Business Consultant

An individual who is qualified by education, training, and experience to provide consultation to DOR and to the individual who is interested in working in a proposed self-employment setting regarding the development of a small business plan and the establishment and operation of a small business.

8. CCR 7136.4  
Self-Employment; Informed Choice

To assure informed choice, prior to developing the Individualized Plan for Employment (IPE), the Rehabilitation Counselor will discuss the following with the consumer:

* The criteria and process for assessing whether the self-employment setting is appropriate.
* What vocational rehabilitation (VR) services may be provided to assist the individual to achieve employment in a self-employment setting.
* The consumer’s responsibilities to identify and obtain resources necessary to establish and operate the proposed small business.

9. CCR 7136.5  
Development and Contents of the IPE (1 of 4)

* The occupation in which the individual seeks to be employed.
* A description of the proposed self-employment setting.
* A summary of the proposed small business.
  + To assess whether the proposed self-employment setting is appropriate.
  + To identify the nature and scope of VR services to be provided.
* If more detailed information is required, a Small Business Plan may be prepared instead of a summary of the proposed business.

10. CCR 7136.5  
Development and Contents of the IPE (2 of 4)

* If determined appropriate, identify the VR services to be provided.
* If more information is required to assess the appropriateness, the IPE shall identify additional assessment activities and services to obtain the information.
* If after IPE is developed, that self-employment is appropriate, IPE amendment to identify VR services to be provided.

11. CCR 7136.5  
Development and Contents of the IPE (3 of 4)

* Any one-time initial costs of establishing proposed small business.
* Responsibilities of the individual to actively participant in applying for and obtaining additional resources; prior to DOR provision or expenditure of VR funds.
* Estimated date to begin working in self-employment setting and operating the small business
* Methods to monitor the business.
* Criteria to evaluate progress.

12. CCR 7136.5  
Development and Contents of the IPE (4 of 4)

* If during or after IPE development, it is determined that the self-employment setting is not appropriate, the Rehabilitation Counselor and consumer will discuss alternative employment setting.
* Develop or amend IPE to include alternative employment setting and appropriate VR services.

13. CCR 7136.6  
Assessing the Self-Employment Setting

* Consistent with strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
* Likely to produce sufficient income, within a reasonable period after beginning to operate the business, not to exceed 12 months, to:
  + Pay necessary, ongoing operating expenses.
  + Yield an income comparable to income received by other individuals who are not individuals with disabilities employed in similar occupations or on similar tasks and who have similar training, experience, and skills; and,
* The individual can obtain all resources necessary to establish and operate the small business including ongoing expenses and to support basic living expenses.

14. CCR 7136.8  
Assessing the Proposed Small Business (1 of 3)

Small Business Summary:

* + Proposed products or services.
  + Projected monthly income and expenses for the first 12 months.
  + Number of hours the individual will work on a monthly basis.
  + Initial costs necessary to establish the proposed small business.
  + Individual's resources.
  + Market analysis and strategy.
  + Staffing requirements.

15. CCR 7136.8  
Assessing the Proposed Small Business (2 of 3)

Small Business Plan:

* Description of the proposed business, products or services.
* Form of business organization.
* Detailed market analysis, potential customers, geographic area, competition.
* Distribution and advertising plan.
* Projected timetable for starting business and estimate of anticipated work hours before operation begins.

16. CCR 7136.8  
Assessing the Proposed Small Business (3 of 3)

Small Business Plan (continued):

* Financial plan with projection of estimated sales, monthly income and operating expenses for first year, itemized costs, and estimate when will produce income that exceeds operating expenses.
* Required licenses, permits, zoning variances, insurance.
* VR services requesting, funding, how individual will provide for basic living expenses.
* Tasks to be performed by individual in operating the business, anticipated hours.

17. CCR 7136.8  
Assessing the Proposed Small Business (3 of 3)

Small Business Plan (continued):

* Financial plan with projection of estimated sales, monthly income and operating expenses for first year, itemized costs, and estimate when will produce income that exceeds operating expenses.
* Required licenses, permits, zoning variances, insurance.
* VR services requesting, funding, how individual will provide for basic living expenses.
* Tasks to be performed by individual in operating the business, anticipated hours.

18. CCR 7137  
Scope of Services Provided for a Self-employment Setting (2 of 2)

Services not provided by DOR:

* Expansion costs.
* Lease or purchase of real property.
* Construction or remodeling of real property.
* Taxes or liens.
* Patent fees for product development.
* Refinancing, debt repayments, or losses.
* Purchase of existing business or business franchise.
* Employee wages and benefits.
* Vehicles leases or purchases.
* Funding for ongoing operation expenses.

19. CCR 7138  
Monitoring the Operation of the Small Business

The Rehabilitation Counselor will monitor the consumer’s progress to determine the consumer’s ability to maintain employment in the self-employment setting.

If the consumer is having difficulty maintaining employment or not achieving their projected monthly income, the Rehabilitation Counselor will:

* Identify the problem(s).
* Assess whether additional training or technical assistance could assist the individual to overcome the problem(s).
* Re-assess whether the self-employment setting is still appropriate based on available information.

20. CCR 7179.4  
Self-Employment: Closure With an Employment Outcome

* Consistent with strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
* Has maintained self-employment in competitive integrated employment for at least three months to one year.
* Yields an income that is comparable to the income received by other individuals who are not individuals with disabilities and who are self-employed in similar occupations or on similar tasks and have similar training, experience, and skills.
* Rehabilitation Counselor and participant agree the employment outcome in the self-employment setting is satisfactory and the individual is performing well.

21. Questions and Answers

## Appendix D: YLF Presentation

1. CALIFORNIA YOUTH LEADERSHIP FORUM FOR STUDENTS WITH DISABILITIES (YLF)

Picture of YLF participants outside the State Capitol

YLF logo – celebrating 30 years of youth empowerment

2. The YLF experience

<https://youtu.be/wF94sVwOWpM>

3. YLF 2024 Outcomes

For the first time since 2019, YLF was held fully in-person in 2024! YLF had received over 150 delegate applications for YLF 2024 and selected 60 students to participate in this year’s program! Students selected had spanned over 24 counties, a variety of disabilities and ages! This year we saw our largest growth in areas related to disability pride, disability history, resources and services, and self-advocacy.

“Now that I have attended YLF, I will challenge myself to find my limits. I will work hard to do things more independently and/or to get accommodations instead of just asking somebody to do something for me.”

-Rachel, Junior, Los Angeles County

Picture of YLF participants inside the State Capitol

4. A Message from the Governor

<https://youtu.be/lvOfEazj6Ns>

5. YLF Background

First established in 1992 by the Governor’s Committee on Employment of Disabled Persons, which is known known as the California Committee on Employment of People with Disabilities (CCEPD).

Since 1992 YLF has over 1500 Alumni who have successfully moved forward into higher education, gained employment, developed as local, state and national leaders and are living independently in their communities.

Picture of YLF participants in from of the State Capitol.

6. What is YLF?

Weeklong residential self-advocacy and leadership conference for high school students with disabilities who are currently sophomores, juniors, or seniors.

During the week, YLF delegates will -

* Build Advocacy and Leadership Skills in a Peer Setting
* Meet State Policy Makers and Other Professionals with Disabilities
* Design a personal leadership plan
* Make lifelong friendships and create a community of support they can rely on for years to come

7. Our Goals

* Appreciate - Delegates will develop an appreciation for our Disabled Ancestors by learning about disability history including landmark legislation and experiences of people with disabilities.
* Understand - Delegates will develop an understanding of the present by exploring basic principles of leadership development and begin by building tools for self-advocacy and independence.
* Believe - Delegates will develop a belief in their individual future’s success by learning about services and programs to make their goals attainable, and creating a leadership plan to achieve them
* Impact - Delegates will develop a community of support and mentors to not only support their personal goals, but to set goals that will impact the larger disability community and future lives of people with disabilities.

8. Who is YLF For?

* YLF is a cross-disability program. We strive to have diverse representation from all types of disability, counties, communities, backgrounds, and lived experiences.
* The only requirements to apply are California residency, in high school, at least a sophomore, and identify as a student with a disability.
* YLF encourages students who have leadership experience, potentially through involvement in community or extra-curricular activities.

9. What happens at YLF?

* During the week YLF Delegates will participate in various workshops and panels on topics related to employment, education, and independent living.
* Breakout sessions are where delegates will get the opportunity to further explore these topics through activities and discussions as well as create their own goals and leadership plan for independence.

10. What Happens After YLF?

* YLF continues leadership development by hosting workshops, regional events, and community opportunities with our alumni network.
* We encourage alumni to return to YLF and serve as mentoring staff for future YLF delegates. This is a great opportunity to build work experience and boost resumes.
* There is also a national network of YLFs that host events bringing together alumni from across the country.

11. Hear From Our YLF Alumni

<https://youtu.be/W-Yk52oPdOk>

12. Hear From Our YLF Alumni

<https://youtu.be/ZUGcxstqs4A>

13. Hear From Our YLF Alumni

<https://youtu.be/brjBNtlfrVY>

14. Join Us Next Summer

Applications now open!

Due February 28, 2025

15. Connect with YLF

Stay connected and up to date with YLF Activities and Alumni by following us on

Facebook - www.facebook.com/official.ca.ylf

Instagram - @calylf

YouTube - @CalYLF

Or visit our website

[www.dor.ca.gov/home/ylf](http://www.dor.ca.gov/home/ylf)

Email Us - ylf@dor.ca.gov

Call Us - (855) 894-3436

## Appendix E: California Department of Education (CDE) Update

1. State Rehabilitation Council

California Department of Education Updates

Michelle T. Bello

2. Overview

* California State Board of Education update
* Advisory Commission on Special Education Update
* Legislative Update
* California Community of Practice on Secondary Transition (CACOP) Schedule

3. California State Board of Education (1 of 2)

The California State Board of Education (SBE) met on November 13, 2024 – topics included:

* Recommendation of student member finalists.
* California Department of Education to seek waiver of the requirement to assess less than 1 percent of eligible students with an alternate assessment for English Language Arts, mathematics and science for 2024 – 25.
* [The California Way: State Board of Education’s Portrait of a Graduate West Ed CDE Graduate Profiles Brief](https://www.cde.ca.gov/be/ag/ag/yr24/documents/nov24item14a1.pdf)

4. California State Board of Education (2 of 2)

* For more information about the November 2024 meeting, please visit [SBE Meeting for November 2024](https://www.cde.ca.gov/be/ag/ag/main202411.asp) – State Board of Education (CA Dept of Education)
* For past or upcoming SBE meetings, please visit the SBE’s web page at [Current & Past Agendas](https://www.cde.ca.gov/be/ag/ag/) – State Board of Education (CA Department of Education).

5. Advisory Commission on Special Education

The [Advisory Commission on Special Education](https://www.cde.ca.gov/sp/se/as/acse.asp) (ACSE) met on October 16-17, 2024, and included the following topics:

* Youth Leadership Forum
* Mediation and Due Process in Special Education
* Commission on Teacher Credentialing Update
* Annual Performance Report and State Performance Plan
* Special Education Director’s Report

6. Special Education Director Report (1 of 3)

Special Education Director’s Report:

* Stressed the importance of parent participation and community engagement
* Updating the mission and vision of the Special Education Division – Community feedback as part of process
* Annual Performance Report Engagement – providing data and improving partnerships with parents and families.
* Nonpublic Agency Monitoring – webinar forthcoming

7. Special Education Director Report (2 of 3)

* California Center for Inclusive College (CCIC) RFA
  + Will establish and expand upon existing inclusive college programs to support and serve individuals with intellectual and developmental disabilities and their parents, families, local educational agencies, and partner agencies.
  + Grant Award Notification is expected January 31, 2025.
* Special Education Division (SED) Constituent Office
  + Enhancing support for families and educational partners
  + Providing immediate support, assessing escalation process
  + Collaboration with Special Education Local Plan Areas

8. Special Education Director Report (3 of 3)

SED Constituent Office (cont.)

* To contact the Constituents Office:
  + Call 800-926-0648
  + Email [SEDCO@cde.ca.gov](mailto:SEDCO@cde.ca.gov)
  + Visit <https://www.cde.ca.gov/sp/se/fp>
* To access information on ACSE, meetings and agendas, please visit Advisory Commission on Special Education (ACSE) – Administration and Support (CA Dept of Education)

9. Legislative Update

* Senate Bill (SB 483) – Prone Restraint
* SB 445 – Translate the Statewide Individualized Education Program Template
* SB 553 – Occupational Safety
* SB 939 – Educational Equity
* Assembly Bill (AB) 1938 – Deaf and Hard of Hearing Inclusion
* AB 438 – Transition Services
* AB 800 – Workplace Readiness Week

10. CACOP Calendar

The California Community of Practice on Secondary Transition 2024-25 calendar with future topics are listed below. Topics are subject to change. All meetings begin at 1:30 pm and finish at 3 p.m.

* November 4, 2024 topic: Student driven planning (SIP)/Review of the California Transition Alliance survey
* February 3, 2025 topic: Artificial intelligence to support students
* April 7, 2025 topic: Writing transition plans as part of the IEP/HQ IEP’s/early transition planning
* June 2, 2025 topic: Alternative Pathway to a Diploma/Early College/Dual Enrollment/CCIC

11. CACOP Meeting Access

* To access the CACOP meetings, the connecting information is below:
  + Meeting: <https://us02web.zoom.us/j/5306043150>
  + Meeting ID: 530 604 3150
* No passcode needed to access the meeting
* To join the CACOP listserv, please email [CACOP@cde.ca.gov](mailto:CACOP@cde.ca.gov)

12. Thank you!

Questions?

Email Michelle T. Bello at [MBello@cde.ca.gov](mailto:MBello@cde.ca.gov)

## Appendix F: Consumer Satisfaction Survey

Slide 1: Consumer Satisfaction Survey 2025 Mockup

To: State Rehabilitation Council

Date: December 5, 2024

Presented by: Stakeholder Initiatives Office

Slide 2: Today’s Agenda

1. CSS Background and Methodology
2. CSS 2025 Proposal
3. CSS Mobile View
4. CSS Desktop View
5. Questions/Feedback

Slide 3: [Transition Slide] CSS Background and 2024 Methodology

Slide 4: What is the CSS and why do we do it?

1. Collaborative effort between Department of Rehabilitation (DOR) and State Rehabilitation Council (SRC).
2. Federally required: [34 CFR 361.17 (h)](https://www.law.cornell.edu/cfr/text/34/361.17)
3. Purpose of CSS:
   * Ensure DOR provides high quality services to its consumers
   * Ensure DOR provides effective services that result in employment outcomes
   * Strengthen partnerships with consumers and ALL stakeholders
   * Assist Comprehensive Statewide Needs Assessment (CSNA) development

Slide 5: 2024 Methodology

1. CSS Email Invitations -Displays a funnel chart with the number of VR cases, 89,545, the number of VR Cases with IPE, 76,497, the number of CSS invitations sent, 7,366, and the number of invitations completed, 973.

* Available in five other languages
* Received 970 electronic mail, and 3 surface mail responses

Slide 6: [Transition Slide] CSS 2025 Proposal

Slide 7: [Transition Slide] CSS 2025 Proposal

1. **Electronic Mail Invitation**

* Overall language and format

1. **Rating System**

* Point scale adjustment

1. **Survey Formatting**

* Overall language and content

1. **Survey Questions**

* Overall language and question counts

(Image: Paper icon.)

Slide 8: #1 Electronic Mail Invitation (1 of 2)

* First question embedded in the email
* Language and aesthetics
* Personalize email invitation

(Image: Email icon.)

Slide 9: #1 Electronic Mail Invitation (2 of 2)

This slide displays screenshots of the e-mail invitation from the current survey on the left, and of the proposed e-mail invitation on the right.

* Current
* **Logo:** The Department of Rehabilitation (DOR) logo is displayed at the top left of the invitation.
* **Background Colors:** White header on blue background.
* **Title:** 2024 DOR Consumer Satisfaction Survey
* **Body Text:**

“Dear Consumer,  
The California Department of Rehabilitation (DOR) is conducting a confidential survey to determine if the services that the DOR provides meet your needs and expectations.  
Your response is important to us, as the DOR will use the information gathered to improve consumer services.  
Please respond by May 22, 2024.

All information that you provide will remain strictly confidential. Your responses will only be compiled with other anonymous customers' responses to create data that will be used for research and to improve services. At no time will the results of the survey be presented in any way that would reveal your name. The results of the survey will be included in the Annual Report of the State Rehabilitation Council (SRC) and posted on the SRC website at <http://www.dor.ca.gov/Home/SRC>.

This electronic survey is accessible to consumers who want to use a screen reader. However, if you would like to request a survey in braille format, please e-mail us back.

Thank you in advance for your participation in the survey.

Joe Xavier  
Director  
California Department of Rehabilitation"

* + **Button:** Begin Survey
  + **Notes:**
    - * “Dear Consumer” text box is commented next to the Body Text’s heading.
      * The third paragraph of the Body Text, beginning with “All information that you provide”, is circled.
* Proposed
* **Logo:** The Department of Rehabilitation (DOR) logo appears at the top center of the invitation.
* **Background Colors:** Black header on pale purple background.
* **Title:** 2024 DOR Consumer Satisfaction Survey
* **Body Text:**

“Hi Jyooleah,

The California Department of Rehabilitation (DOR) is conducting a survey, and we need your input for program improvement! Click the button below to start. Thank you for participating, and please respond by \_\_\_\_, \_\_, 2025.

All information that you provide will remain strictly confidential. If you would like to request a survey in braille format or need other accommodations, please e-mail us back or contact us at \_\_\_\_\_\_\_\_.”

* **Embedded Question:** "How satisfied were you with your DOR experience, overall?"
  + **Options:**

A rating scale with three choices, each represented by a star button –

* + Unsatisfied
  + Average
  + Satisfied
* **Notes:**
  + “Dear John” text box is commented next to the Body Text’s heading.
  + The embedded question, beginning with “How satisfied were you with”, is circled.

Slide 10: #2 Rating System

This slide displays screenshots of the rating options from the current survey on the top, and of the proposed on the bottom.

* Likert 1-7 scale rating to star 1-3 rating system
* Current
* **Question Format:**A rating scale with eight options, each represented by a radio button.
* **Options:**

A rating scale with eight options, the first seven labeled 1 through 7.

* + - Not at all satisfied
    - Dissatisfied
    - Somewhat dissatisfied
    - Neutral
    - Somewhat satisfied
    - Satisfied
    - Extremely satisfied
    - Not Applicable
* Numbers (1–7) are aligned under the respective satisfaction levels for clarity. Radio buttons allow the user to select one option.
  + **Color:**

Background color is white.

* + **Note:** 
    - * The "Extremely Satisfied 7" option is circled.
* Proposed
  + **Question Format:**A scale with three options, each represented by a clickable star icon.
  + **Options:**

A rating scale with three choices, represented visually by clickable stars –

* + - Unsatisfied (1-star icon)
    - Average (2-star icon)
    - Satisfied (3-star icon)
  + **Color:**

Background color is pale purple.

* + **Note:** 
    - * The "Satisfied" option is circled.

Slide 11: #3 Survey Formatting (1 of 2)

* Simplify language
* Language and aesthetics
* Remove section subtitles and “Not Applicable”

(Image: Pen icon.)

Slide 12: #3 Survey Formatting (2 of 2)

* This slide displays an example of the survey formatting changes made in the survey questionnaire.
* Current
  + **Title:** Satisfaction with DOR Counselor
  + **Subtitle:** The following question(s) ask about your DOR Counselor. For each statement below, please rate your satisfaction using the seven-point scale, in which one is “Not at all Satisfied” and seven is “Extremely Satisfied.”
  + **Question:**

“7. My counselor understands my disability, skills, and abilities.”

* + **Options:**

A rating scale with eight choices, each represented by a radio button –

* Not at all satisfied
* Dissatisfied
* Somewhat Dissatisfied
* Neutral
* Somewhat Satisfied
* Satisfied
* Extremely Satisfied
* Not Applicable
  + **Note:**
    - * The title and body text, response options 1-7, and response option “Not Applicable” are circled.
* Proposed
  + **Question:**

“3. My counselor understood my skills, and abilities.”

* + **Options:**

A rating scale with three choices, represented visually by clickable stars –

* + - Unsatisfied
    - Average
    - Satisfied

Slide 13: #4 Survey Questions

* Add a question for “overall counselor satisfaction”
* Remove first five demographic questions
* Update question logic, language, and content

Slide 14: #4 Survey Questions (1 of 7)

This slide displays a table. It displays the CSS questions by Question Number, Current, and Proposed questions. The Question Number and Current columns have a blue background, and the Proposed column has an orange background.

| **Question Number** | **Current** | **Proposed** |
| --- | --- | --- |
| **Question 1** | What is your age? | Remove |
| **Question 2** | What city do you live in? | Remove |
| **Question 3** | What is your ethnicity? | Remove |
| **Question 4** | What is your race? You may select all that apply.) | Remove |
| **Question 5** | Check the disability type(s) that apply to you: | Remove |

Slide 15: #4 Survey Questions (2 of 7)

This slide displays a table. It displays the CSS questions by Question Number, Current, and Proposed questions. The Question Number and Current columns have a blue background, and the Proposed column has an orange background.

| **Question Number** | **Current** | **Proposed** |
| --- | --- | --- |
| **Question 6** | Overall, I am satisfied with my experience at DOR. | How satisfied were you with your DOR experience, overall? |

Slide 16: #4 Survey Questions (3 of 7)

This slide displays a table. It displays the CSS questions by Question Number, Current, and Proposed questions. The Question Number and Current columns have a blue background, and the Proposed column has an orange background.

| **Question Number** | **Current** | **Proposed** |
| --- | --- | --- |
| **Not Applicable** | Not Applicable | How satisfied were you with your counselor? |
| **Question 7** | My counselor understands my disability, skills, and abilities. | My counselor understood my skills and abilities. |
| **Question 8** | My counselor provided me with guidance and information to help me better understand my disability, skills, and abilities. | My counselor helped me get the skills I need to get a job. |
| **Question 9** | My counselor provided me guidance and information that helped me understand the jobs in my area and how to get hired by businesses. | My counselor helped me understand the jobs in my area, including information on how to get hired. |
| **Question 10** | My counselor treats me with courtesy and respect. | My counselor treated me with respect. |
| **Question 11** | My counselor responds timely to my questions and requests. | My counselor responded promptly to my needs. |

Slide 17: #4 Survey Questions (4 of 7)

This slide displays a table. It displays the CSS questions by Question Number, Current, and Proposed questions. The Question Number and Current columns have a blue background, and the Proposed column has an orange background.

| **Question Number** | **Current** | **Proposed** |
| --- | --- | --- |
| **Question 12** | Overall, I am satisfied with my service providers. | How satisfied were you with your service providers? Service providers include job coaches, community rehabilitation programs, schools, etc. If you did not receive services from a service provider, then please select "Not Applicable". |
| **Question 13** | My service providers understand my disability, skills, and abilities. | My service providers understood my skills and abilities. |
| **Question 14** | My service providers treat me with courtesy and respect. | My service providers treated me with respect. |
| **Question 15** | My service providers respond promptly to my needs. | My service providers responded promptly to my needs. |

Slide 18: #4 Survey Questions (5 of 7)

This slide displays a table. It displays the CSS questions by Question Number, Current, and Proposed questions. The Question Number and Current columns have a blue background, and the Proposed column has an orange background.

| **Question Number** | **Current** | **Proposed** |
| --- | --- | --- |
| **Question 16** | I am very involved in setting my employment goals with my DOR Counselor. | My DOR counselor provided guidance to help me work toward my employment goals. |
| **Question 17** | I am comfortable telling my DOR Counselor when we disagree about my employment goals. | I felt comfortable advocating for my employment goals when discussing them with my DOR counselor. |
| **Question 18** | My DOR team connects me to the right agencies and service providers for my needs. | My DOR team referred me to the right agencies and/or service providers for my needs. |
| **Question 19** | I understand and am comfortable with the process for appealing a DOR decision that I disagreed with. | I understood the process to appeal a DOR decision that I disagreed with. |

Slide 19: #4 Survey Questions (6 of 7)

This slide displays a table. It displays the CSS questions by Question Number, Current, and Proposed questions. The Question Number and Current columns have a blue background, and the Proposed column has an orange background.

| **Question Number** | **Current** | **Proposed** |
| --- | --- | --- |
| **Question 20** | Are you currently employed after receiving services from DOR? | Are you currently employed? |
| **Question 21** | I am satisfied with the type of work I do at my job. | I am satisfied with the type of work I do at my job. |
| **Question 22** | I am satisfied with the wages and benefits I receive from my job. | I am satisfied with the wages and benefits from my job. |
| **Question 23** | My job is consistent with my employment plan. | My job is consistent with my employment plan. |
| **Question 24** | My life is more independent because of DOR services. | My life is more independent because of DOR services. |

Slide 20: #4 Survey Questions (7 of 7)

This slide displays a table. It displays the CSS questions by Question Number, Current, and Proposed questions. The Question Number and Current columns have a blue background, and the Proposed column has an orange background.

| **Question Number** | **Current** | **Proposed** |
| --- | --- | --- |
| **Question 25** | DOR services have improved my chance to find a job. | DOR services have advanced my job opportunities. |
| **Question 26** | Check all the reasons below that you are not employed: | Check all the reasons below that you are not employed: |
| **Question 27** | Please tell us if there is anything DOR or its service providers can do to improve services. | Please tell us if there is anything DOR or its service providers can do to improve services. |
| **Question 28** | If you would like to speak directly with DOR about your experiences, please provide your contact information below. | If you would like to speak directly with DOR about your experiences, please provide your contact information below. |

Slide 21: [Transition Slide] CSS Mobile View

Slide 22: #4 Survey Pages – Mobile (1 of 2)

This slide displays screenshots of the first page from the current survey on the left, and of the proposed on the right.

* Current
  + **Logo:** The Department of Rehabilitation (DOR) logo appears at the top center of the page.
  + **Title:**  
    2024 DOR Consumer Satisfaction Survey
  + **Subtitle:**  
    How is DOR doing? Your feedback will help us improve!
  + **Body Text:**  
    Dear Consumer,

The California Department of Rehabilitation (DOR) and its Service Providers are conducting a confidential survey to determine if the services that the DOR provides meet your needs and expectations.

Your responses are important to us, as the DOR will use the information gathered to improve consumer services.

All information that you provide will remain strictly confidential. Your responses will only be compared with other anonymous survey responses to create data that will be used for internal review and future services. At no time will the results of the survey be presented in any way that would reveal

* + **Color:**

Background color is white, and text is blue.

* Proposed
  + **Logo:** The Department of Rehabilitation (DOR) logo appears at the top center of the page.
  + **Title:**2025 DOR Consumer Satisfaction Survey Mockup 1
  + **Question:**  
    2. How satisfied were you with your counselor?
  + **Star Options:**

Unsatisfied

Average

Satisfied

* + **Navigation Button:**  
    Next
  + **Footer:**  
    Powered by
  + **Color:**

Background color is pale purple, and text is black.

Slide 23: #4 Survey Pages – Mobile (2 of 2)

This slide displays screenshots of the Satisfaction with DOR section’s first page from the current survey on the left, and of the proposed on the right.

* Current
  + **Logo:** The Department of Rehabilitation (DOR) logo appears at the top center of the page.
  + **Title:**  
    2024 DOR Consumer Satisfaction Survey
  + **Subtitle:**  
    Satisfaction with DOR
  + **Body Text:**
  + The following question(s) ask about your experience with DOR. Please rate your satisfaction with the given statement(s) using a seven point scale, in which one is "Not at all Satisfied" and seven is "Extremely Satisfied."

6. Overall, I am satisfied with my experience at DOR.

* **Options:**

A rating scale, with the first three options containing radio buttons with “Not at all Satisfied 1”, “Dissatisfied”, and “Somewhat Dissatisfied”.

* + **Color:**

Background color is white, and text is blue.

* Proposed
  + **Logo:** The Department of Rehabilitation (DOR) logo appears at the top center of the page.
  + **Title:**2025 DOR Consumer Satisfaction Survey Mockup 1
  + **Question:**  
    2. How satisfied were you with your counselor?
  + **Star Options:**

Unsatisfied

Average

Satisfied

* + **Navigation Button:**  
    Previous and Next
  + **Footer:**  
    Powered by
  + **Color:**

Background color is pale purple, and text is black.

Slide 24: [Transition Slide] CSS Desktop View

Slide 25: #4 Survey Pages – Desktop (1 of 2)

This slide displays screenshots of the first page from the current survey on the left, and of the proposed on the right.

* Current
  + **Logo:** The Department of Rehabilitation (DOR) logo appears at the top center of the page.
  + **Title:**  
    2024 DOR Consumer Satisfaction Survey
  + **Subtitle:**  
    How is DOR doing? Your feedback will help us improve!
  + **Body Text:**  
    Dear Consumer,

The California Department of Rehabilitation (DOR) and its Service Providers are conducting a confidential survey to determine if the services that the DOR provides meet your needs and expectations.

Your response is important to us, as the DOR will use the information gathered to improve consumer services.

All information that you provide will remain strictly confidential. Your responses will only be compiled with other anonymous consumers’ responses to create data that will be used for research and to improve services. At no time will the results of the survey be presented in any way that would reveal your name. The results of the survey will be included in the Annual Report of the State Rehabilitation Council (SRC) and posted on the SRC website at

https://www.dor.ca.gov/Home/SRC.

Thank you in advance for your participating in the following survey. If you have any questions or need assistance,

please contact us at CSS@dor.ca.gov or at (916) 558-5890.

Thank you,

Joe Xavier

Director

California Department of Rehabilitation

* + **Color:**

Background color is white, and text is blue.

* + **Navigation Button:**  
    Next
* Proposed
  + **Logo:** The Department of Rehabilitation (DOR) logo appears at the top center of the page.
  + **Title:**2025 DOR Consumer Satisfaction Survey Mockup 1
  + **Question:**  
    1. How satisfied were you with your DOR experience, overall?
  + **Star Options:**

Unsatisfied

Average

Satisfied

* + **Navigation Button:**  
    Next
  + **Color:**

Background color is pale purple, and text is black.

Slide 26: #4 Survey Pages – Desktop (2 of 2)

* Current
  + **Logo:** The Department of Rehabilitation (DOR) logo appears at the top center of the page.
  + **Title:**  
    2024 DOR Consumer Satisfaction Survey
  + **Body Text:**
  + The following question(s) ask about your experience with DOR. Please rate your satisfaction with the given statement(s) using a seven point scale, in which one is "Not at all Satisfied" and seven is "Extremely Satisfied."

6. Overall, I am satisfied with my experience at DOR.

* + **Color:**

Background color is white, and text is blue.

* Proposed
  + **Logo:** The Department of Rehabilitation (DOR) logo appears at the top center of the page.
  + **Title:**2025 DOR Consumer Satisfaction Survey Mockup 1
  + **Question:**  
    3. My counselor understood my skills and abilities.
  + **Star Options:**

Unsatisfied

Average

Satisfied

* + **Navigation Button:**  
    Previous and Next
  + **Color:**

Background color is pale purple, and text is black.

Slide 27: [Transition Slide] Questions/Feedback

Slide 28

(Image: Holiday-themed image featuring Julia, Luis, and Judy standing in front of a snowy cartoon landscape with pine trees and a sign reading 'North Pole.' The text above them reads, 'Happy Holidays from our Team to yours!' in bright red letters.)

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[End of Presentation)