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*(for discussion purposes only – not a notice or commitment)*

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# Recently Requested Agenda Items/Topics

*(for discussion purposes only – not a notice or commitment)*

## DOR Inclusion, Diversity, Equity and Accessibility (IDEA) Division

12/5/24: Learn about the DOR IDEA Division and the role of DOR’s new Chief Equity Officer.

## 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.

## 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?

## 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 *(Requested by a member of the public).*
* 10/29/24: Learn about what DOR is doing to address the lack of vendors available to provide services.

## DOR Staffing

12/5/24: What are the internal barriers to attracting and retaining DOR field staff?

* Learn about the State of California requirement that staff work in the office two days per week. Could increasing virtual services help alleviate the counselor staffing shortage?
* Receive an update on counselor salaries, vacancies, staffing shortages and impacts in high cost-of-living areas.
* Is there a shortage of counselors for DOR consumers who are Deaf and Hard of Hearing? How can this be alleviated?

## 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.
  + 12/5/24: Have a general overview at a quarterly meeting, then have further discussions on this topic at the Policy Committee meetings.
  + 12/5/24: the resources and initiatives to support people with disabilities experiencing homelessness will likely be different for youth and adults.

## Phase Out of Subminimum Wage

* 12/5/24: How many individuals with the most significant disabilities are currently working in California? (*Requested by a member of the public).*
* 12/5/24: Request for disaggregated data to ensure that services are being provided and accessed equitability. Send link to the DDS dashboards to the SRC *(Requested by a member of the public).*
* 12/5/24: Are there advisory bodies, similar to the SRC, that provides guidance to the Regional Centers and the Department of Developmental Services?

## Self-Employment

12/5/24: Request that SRC receive a copy of the memo that will be sent out to DOR staff that explains the key changes in the self-employment regulations. Suggestion to weave the term “entrepreneur” into resources, information and communication about self-employment.

## Mobility Evaluation Program

10/29/24: Receive an overview of DOR’s Mobility Evaluation Program.

## 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.

## Student Services

* 12/5/24: Request for data – obtain demographic data on the individuals receiving DOR Student Services to learn about disparities in service access.
* 12/5/24: Is there an opportunity for DOR Student Services to collaborate with the Parent Training and Information Centers (PTICs)?
* 12/5/24: Learn about how PTICs are collaborating with DOR. How does DOR connect with parents?

## 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).

## 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 policy recommendation: During the September 11 – 12, 2024 SRC quarterly meeting, the SRC received an overview of the DOR’s Integrating Employment in Recovery (IER) pilot program and learned that research shows that individuals with substance use disorders who are employed while in treatment are significantly more likely to successfully complete treatment than individuals with substance use disorders who are unemployed. Most individuals with a substance use disorder have a co-occurring disorder, resulting in a behavioral health disability. *The SRC recommends that the services and supports provided through the Integrating Employment in Recovery (IER) pilot become permanently available to individuals with behavioral health disabilities. provided by DOR and/or by partnering with other state departments and community-based organizations.*

## 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?

# Older Requested Agenda Items/Topics

## Outreach

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

## Serving Individuals who are Neurodivergent

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

## 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. *Requested by a member of the public.*

## 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?

## Business Enterprise Program (BEP)

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

## Limited Examination and Appointment Program (LEAP)

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

## 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.

## 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?

## Updates on DOR Initiatives

* VR Connections
* Labor Market Sector Specialty Teams

*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/Standing Agenda Items

## VR Services Portion of the State Plan

* 12/5/24: For the 2026/27 State Plan modification, discuss with DOR leadership the possibility of adding a goal to track the phase out of subminimum wage.
* 12/5/24: Compare pre-pandemic to post-pandemic employment outcome and service usage data.
* 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? (request submitted to DOR Policy and Performance team on 1/7/25).
* Ongoing partnership with DOR to 1) evaluate the current State Plan goals, and 2) develop future State Plan priorities and goals. The 2026/27 State Plan modification is due in December 2025. The SRC will review a draft in (or around) October 2025.

## Comprehensive Statewide Needs Assessment (CSNA)

* 12/5/24: Provide the DOR Stakeholder Initiatives Office with direction and suggestions on researching underserved populations. Request disaggregated data to learn more about possible disparities.
* 12/5/24: The CSNA must include an assessment of the need to establish, develop, or improve community rehabilitation programs (CRPs) within California. Use the CSNA to gather feedback on the challenges and issues that DOR service providers, vendors and CRPs experience. Possibly convene a group of service providers and vendors.

## Consumer Satisfaction Survey (CSS)

* Ongoing partnership with DOR on the annual CSS.
* 12/5/24: The SRC offered several suggestions and feedback regarding the 2025 CSS. This feedback will be submitted via email to the Stakeholder Initiatives Office:
  + 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 the email that is sent to survey recipients, add a note that 1) only a select number of consumers get this survey, 2) explain that the survey doesn’t need to be completed in one sitting, and 3) state that the survey will only take 5 – 7 minutes to complete.
  + Track survey behavior.
* 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.
* 9/12/24: 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.

## 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)?

## Annual Review

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

# List of Policy Questions

## Order of Selection

12/5/24: If a future Order of Selection is under consideration, analyze why consumers are reopening cases. Consider adding the following question to the application for VR services: “If you have received DOR services in the past, please provide the reasons why you are reapplying for services.”

## Employment Outcomes

12/5/24: From Joe Xavier, for the SRC to consider in 2025: How do we work in California so that more people leave DOR services with a job, and keep that job?

## Changes in Federal Administration

12/5/24: How will the upcoming change in federal administration and changes to the Deferred Action for Childhood Arrivals (DACA) policies impact DOR and the Department’s current policies?

## 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.
* 12/5/24: Suggestion to have “town hall” meetings with the community to explore barriers to accessing services. Use the feedback received through community engagement to develop recommendations.

## 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.