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|  | Gavin Newsom  Governor  State of CA Seal  State of California Health and Human Services Agency |
| DOR Community Resources Development Section 721 Capitol Mall, Sacramento, CA 95814  Revised: July 22, 2025 |  |

# Department of Rehabilitation Community Rehabilitation Provider Code of Conduct

The Department of Rehabilitation (DOR) has the responsibility to ensure its programs’ compliance with all applicable state and federal regulations and all applicable state policies, especially those put in place to protect the rights and security of consumers. Furthermore, DOR has an obligation to ensure services provided to, or procured on behalf of, consumers are effective, provided timely, and support the consumer in their successful completion of their individualized plan for employment. Therefore, DOR may select which Community Rehabilitation Providers (CRP) it uses and which CRP it discontinues using. The criteria by which we make these decisions, in addition to performance, include, but are not limited to the following:

1. The CRP complies with all applicable state and federal requirements, including maintaining good standing with all applicable licensing, registering, or accrediting entities.
2. The CRP provides necessary and required services consistent with a consumer’s individualized plan for employment or student services plan.
3. The CRP meets all obligations and requirements for services they have been authorized to provide.
4. The CRP agrees to the State’s and DOR’s terms and conditions as noted in the authorizing documents, or as noted in any contract or agreement authorizing the provider to do business with the State.
5. The CRP does not seek additional payment from a consumer or another program, or adds non-monetary conditions or obligations for a consumer for the services authorized by DOR, unless the conditions are fair and reasonable and pre-approved by DOR.
6. The CRP consistently treats the public, consumers, and DOR staff in a professional, courteous and respectful manner.
7. The CRP does not owe any funds to DOR, or to any other state entity, unless they have made arrangements to reimburse the State and or make good faith efforts to work with the applicable state agency.
8. The CRP has a demonstrated track record of success, or at a minimum, does not have a demonstrated lack of success (i.e., high failure or drop-out rates).
9. When a significant complaint against the CRP is raised by a consumer or stakeholder, we may suspend engagement with the service provider until such time as a determination of the validity of the complaint is made. If the complaint is determined to be valid, we may require the service provider to demonstrate to DOR’s satisfaction the cause of the complaint is fully remediated before restarting engagement with the provider.
10. The CRP accepts a consumer has the ability to select their provider of choice and will be informed of provider options and DOR’s experiences with those providers.
11. The CRP does not act as a representative for the individual being served mainly or predominantly in furtherance of the provider’s own business interest.
12. The CRP has reviewed the DOR invoicing guidelines using this link - [https://www.dor.ca.gov/Home/InvoicingGuidelines](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.dor.ca.gov%2FHome%2FInvoicingGuidelines&data=05%7C02%7CAmy.Stahl%40dor.ca.gov%7Cf32c055e7db94d55706a08dcf2c18ea1%7C19ed70549d9743c792b16781b6b95b68%7C0%7C0%7C638652160338244034%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=G%2FWAQMVOZ9b8C9lFiBG5yFy6FeN1VmI6%2FR4C5rUNvA4%3D&reserved=0)
13. The CRP has received and read the Community Rehabilitation Provider Guide to Certification and Vendorization included in the application packet.
14. The CRP understands the Community Resources Development (CRD) Specialist is the lead certifying Official and failure to provide all necessary documentation or attempts to circumvent the process and procedures may delay their application.
15. The CRP agrees to interact with DOR staff and DOR consumers with integrity and in an ethical manner. Furthermore, the CRP will act in a truthful and accountable fashion during the application, vendorization, certification, and/or accreditation processes and when providing services to DOR consumers. Failure to comply may result in the CRP’s application being rejected and/or delayed or the CRP’s certification being terminated.
16. Under California law, anyone who attempts to cause action or inaction on the part of public officer or employee by way of making threats is punishable under Penal Code Section 71 (PEN § 71).

I have received, read, and understand the Community Rehabilitation Provider Vendor Expectations and the CRP Guide to Certification and Vendorization and agree to comply with the above. Failure to comply with the expectations may result in my application and agency being delayed, denied, suspended and/or terminated to work with the DOR.

CRP Agency Name:

Last Name of Person Completing Form:

First Name of Person Completing Form:

Position/Title of Person Completing Form:

Email:

Phone:

Date Completed and Returned to [crdcertificationdesk@dor.ca.gov](mailto:crdcertificationdesk@dor.ca.gov) : Click or tap to enter a date.