



**Master Plan for Developmental Services
Workgroup 3 Meeting #2 - Summary
Monday, September 9, 2024
11:30 a.m. – 2:30 p.m.
Virtual Zoom Meeting**

Attendance

Workgroup Members in Attendance

- Sara Speck
- Shannon Cogan
- Suad Bisogno
- Renu Moon
- Teresa Anderson
- Tiffany Swan
- Norma Ramos
- Jamie Johnson
- Lauren Loza
- Kathleen Barajas
- Joyce McNair
- Alex Mountford

Facilitators and Workgroup Chairs/Leads in Attendance

- Kelly Kulzer-Reyes (Co-Chair)
- Marty Omoto (Equity Lead)
- Victor Duron (Facilitator)

Public in Attendance.

Over 120 public attendees attended the meeting via Zoom video conference.

Welcome and Introductions

Workgroup 3 facilitator Victor Duron welcomed the workgroup members and the public to the meeting. Victor reviewed the agenda and then introduced a workgroup member who was not able to attend the first meeting.

Timeline and Process for Creating “Big” Ideas and Recommendations (slides 5-6)

Victor reviewed the timeline and process for developing recommendations. Victor explained that the workgroup will usually talk about one priority per meeting. He also explained that some meetings will cover more than one priority, and some priorities may take longer than one meeting. Co-chair Kelly Kulzer-Reyes explained that the workgroup meetings will focus on getting big ideas from the group. The co-chairs and facilitator will then use the group's big ideas to develop draft recommendations. The workgroup will then discuss and workshop the draft recommendations. The workgroup's final recommendations will be presented to the Master Plan Committee for feedback and approval.

Finalize Workgroup Priorities (slide 7)

Kelly reviewed the workgroup priorities, which were revised after the last full committee meeting. Workgroup member Suad Bisogno provided feedback on priority #1 to make it more concise. She recommended adding language “create culturally responsive, effective, consistent service.” Members discussed questions around priority #3. Victor commented that the Master Plan will include a glossary for defining terms like “workforce,” which has an expansive definition.

Comments about the definition of “workforce” included:

- Includes people with ID/D
- Includes peer workforce
- Must focus on career pathways to leadership positions (such as director) for people with ID/D

Using the Equity Tool for Priority 1 (slides 8-10)

Victor reminded the group about the Equity Tool and how the tool will be used to develop recommendations. The workgroup talked more about equity for priority 1 and how to “expand career pathways to develop a diverse workforce.” Victor explained the workgroup would also be developing a “problem statement” for priority 1. Victor asked the group to consider where we are now, why are we here, and what information would help answer these questions? Workgroup members provided valuable feedback, noting the following problems:

- **Staffing Problems:** Not enough Direct Support Professionals (DSPs) and high turnover because pay is low and there is not much chance for career growth.
- **Cost and Location Issues:** Difficulty hiring and keeping staff varies depending on how expensive it is to live in different areas.
- **Training and Job Paths:** Not enough training and no clear career paths for DSPs. Insufficient training on safety and working with people with different needs.
- **Job Information:** People do not know enough about job opportunities, what the jobs involve, or how to get trained. One workgroup member offered to assist the workgroup in obtaining data on workforce availability in different demographic areas including data on internship programs in sectors like Behavioral Health.
- **Program and Policy Gaps:** Existing support programs and policies are not working well or are missing.
- **Pay and Job Image:** Low pay and the jobs are seen as temporary rather than long-term careers.
- **Finding Workers:** Hard to find and hire qualified people, and there is not a good system to connect them with families needing help.
- **Budget Issues:** Not enough money to pay staff well or offer good support. This is particularly true in areas with high-income zip codes.

- **Worker Input:** Need to listen to workers who are actually doing the job to solve practical problems.
- **Self-Determination Challenges:** Hard to find DSPs for self-determination programs and need better ways to find and connect with them.
- **Language Barriers:** Problems with language and accessibility, including a need for better translation services.

Break (10 minutes)

Brainstorm Priority 1 “Big Ideas” (slides 12-15)

Kelly explained there were two big ideas which had come out of the workgroup discussion and public comment during the last workgroup meeting. She said the questions to be thinking about are, “what needs to be part of the ‘big’ idea to make it work” and “are there tools that need to be developed” and “is there information we need to make our ‘big’ idea great?”

During the meeting, the workgroup discussed ways to improve services for people with disabilities. Victor started by suggesting there might be new kinds of information we should collect to better understand and meet needs. He proposed that regional centers, health agencies, or labor agencies could track and share this information to help everyone stay informed.

Kelly then introduced two big ideas. The first idea was about improving training and jobs for Direct Support Professionals (DSPs). These are people who help individuals with disabilities. She suggested looking into how we can keep DSPs by offering good pay and support, especially in tough or remote areas. There is also a need to make sure DSPs get the right training to do their jobs well and keep everyone safe.

The second idea was about getting more diverse people interested in working in developmental services. Kelly asked how we could make these careers more appealing and accessible to people from different backgrounds.

Victor then asked for other ideas. Alex spoke about challenges with getting the right services for people with behavioral needs. He pointed out that sometimes new service rates do not match what is actually needed, which can cause problems. Kelly agreed, noting it is important to make sure higher-level services are available and properly funded.

Teresa raised questions about whether the discussion was about large service providers or individual DSPs. She stressed the need for fair rates that match the level of service provided. She noted the difficulty of finding staff for complex cases. She suggested making sure that payment systems support proper training and help for DSPs. Another workgroup member added the need to reimburse providers for the time spent in training.

Kelly also talked about the idea of creating apprenticeship programs similar to those in community colleges. Suad supported this and suggested having different pay rates based on the complexity of the job and the training needed.

Jamie suggested having a community liaison to connect with big companies for job opportunities. He mentioned that while some companies have programs for people with disabilities, they often only offer lower-level jobs. Jamie proposed finding ways to offer more specialized job opportunities, like in video game design or music.

Victor asked about the role of job agencies in helping people with disabilities find work. Teresa said that while some job agencies do exist, it is important to make sure they provide good training and support. Norma suggested using platforms like Care.com or forming a new agency to help with job placements.

Kelly emphasized the need for better marketing to promote careers in developmental services and reduce stigma. Shannon agreed, saying that different messaging could help normalize these careers. Jamie added that grants could help service providers create their own businesses and hire people with disabilities.

Renu suggested creating a non-profit or agency to help with job placement and self-determination. She also proposed using local media and schools to raise awareness and connect people with available services.

The meeting ended with a focus on exploring self-employment and micro-enterprises as a new area of interest. Suad mentioned the importance of competitive wages and integrating people with disabilities into diverse work settings. Teresa highlighted the need for better job coaching and making micro-enterprise opportunities more accessible. Another workgroup member suggested looking into Federal policy change by addressing shortcomings of the Standard Federal Occupational Code (the federal standard used to classify workers into the specific category that best matches their job) which may contribute to hiring delays.

Workgroup members generated many ideas and steps to improve services and job opportunities for people with disabilities, setting the stage for future discussions and actions.

Review Upcoming Meetings (slides 16 - 17)

Kelly Kulzer-Reyes reviewed the upcoming workgroup meeting dates through February of 2025. Kelly also noted that workgroup members should feel free to reach out to her, Victor, Sascha, and Marty if members did not get a chance to share their ideas during the meeting.

Public Comment

At the end of the meeting, Victor Duron supported a 30-minute public comment period. A summary of public comments is included in the Public Comment summary document which is available with other meeting documents [here](#).

Meeting Materials:

- Discussion PowerPoint and other meeting documents on the [Master Plan web page](#).