



Master Plan for Developmental Services
Workgroup 3 Meeting #5 - Summary
Friday, November 22, 2024
2:00 p.m. – 5:00 p.m. PT
Virtual Zoom Meeting

Attendance

Workgroup Members in Attendance

- Alex Mountford
- Jamie Johnson
- Joyce McNair
- Lauren Loza
- Norma Ramos
- Renu Moon
- Shannon Cogan
- Suad Bisogno
- Teresa Anderson
- Tiffany Whiten
- Tracey Mensch

Facilitators and Workgroup Chairs/Leads in Attendance

- Kelly Kulzer-Reyes (Co-Chair)
- Sascha Bittner (Co-Chair)
- Victor Duron (Facilitator)

Public in Attendance.

65 public attendees attended the meeting via Zoom video conference.

Welcome & Introductions

Victor Duron, the facilitator for Workgroup 3, opened the meeting and welcomed workgroup members and the public. He then reviewed the agenda and discussion topics, and then took attendance.

Future of Developmental Services Campaign (slides 5-9)

Victor introduced Krystyne McComb from DDS who provided an overview of the Future of Developmental Services Campaign. Krystyne invited workgroup members to participate in the program and share their ideas for improving developmental services.

Recap of Priority 1 Recommendations (slides 10-11)

Kelly Kulzer Reyes, co-chair for Workgroup 3, reviewed the existing Priority 1 recommendations and reiterated that the workgroup will have opportunities to review all recommendations before the final meeting. She asked workgroup members to either accept, eliminate or propose changes two additional recommendations for Priority 1. Members shared suggestions and concerns about each draft recommendation.

Draft Recommendations:

- 1) **Updating Federal Occupation Codes.** California should submit to the federal government a specific recommendation for how to update the Standard Federal Occupation Codes so that they accurately reflect careers in disability related fields. This will make it easier for employers and employment service providers to track and attract talent into these careers.
- 2) **Small Business Grants.** Establish a partnership between DDS and DOR to fund grants for entrepreneurs and service providers. These grants would support small businesses that specifically focus on developmental services.

Throughout the discussion, workgroup members emphasized the need for adequate staff, resources and tools to support individuals working in developmental services. They also suggested that California should stay involved in federal conversations affecting IDD workers. Some members felt the draft recommendations were too broad and needed to be more specific. The workgroup agreed to refine these recommendations, with specific members volunteering to update each using feedback from the discussion.

Discuss Draft Priority 2 Recommendations (slide 12-13)

The workgroup reviewed the updated Priority 2 Recommendations and provided suggestions on further improvements. Throughout the discussion, workgroup members emphasized that the current recommendations don't directly address the issue of competitive pay for IDD workers. Some members suggested setting specific wage minimums. They thought this was a higher priority than other job benefits. Workgroup members also supported employer flexibility to ensure that wages and benefits meet specific needs for IDD workers. Sascha, co-chair for Workgroup 3, asked workgroup members to email any additional thoughts to herself and Victor.

Discuss Outcomes of Service Coordinator Focus Group (slide 14-15)

The workgroup reviewed the key themes from the service coordinator focus group organized by the co-chairs. Co-chairs provided their thoughts on the focus group responses and emphasized the need to improve working conditions. They then invited the workgroup members to provide feedback on the key themes to inform Priority 3 recommendations.

Key Themes:

- 1) **Recruitment and Retention Challenges.** Service Coordinators (SCs) high turnover due to low and disparate salaries, and excessive paperwork and frequent system changes, leading to burnout.
- 2) **Role Misalignment and Job Expectations.** SCs find discrepancies between their job expectations and reality, with roles extending beyond coordination to include crisis intervention and legal advocacy.
- 3) **Workload Impact on Service Delivery.** Heavy administrative tasks and large caseloads limit SCs' ability to provide personalized support, impacting client relationships.
- 4) **Staffing and Caseload Issues.** Outdated caseload formulas and high caseloads reduce SCs' ability to offer timely support, especially in complex cases.
- 5) **Need for Specialized Training.** SCs require job-specific training in various areas, but current training is inadequate, leading to high attrition.
- 6) **Desired Incentives and Benefits.** SCs advocate for flexible work environments, recognition programs, and better healthcare and pension benefits to improve retention.
- 7) **Reforms to Improve Service Delivery.** Suggestions include smaller caseloads, redefining SC responsibilities, and flexible service delivery options to reduce administrative burdens and focus on client needs.

Workgroup members supported these key themes and shared personal experiences on the burden that service coordinators face.

Break

Discuss Problem Statement for Priority 3 (slides 17)

The workgroup reviewed the draft problem statement for Priority 3, which addresses unclear roles and responsibilities for service coordinators across regional centers. Victor introduced the universal goal and the problem statement and asked the workgroup if anything was missing. Some workgroup members asked for clarification that Priority 3 includes both training and service

coordinator recruitment. Co-chairs further clarified that the priority addresses discrepancies between service coordinator responsibilities across regional centers and the need for additional training. Workgroup members shared experiences highlighting service coordinators' knowledge gaps and stressed the need for training and cultural competency for families. Victor noted that the problem statement will be updated to make the issue clearer before the next workgroup meeting.

Brainstorm recommendations for Priority 3 (slide 18)

Victor invited the workgroup to help brainstorm ideas for Priority 3 recommendations based on the problem statement and the focus group key themes. The workgroup highlighted key recommendation areas based on the earlier discussion and personal experiences with service coordinators.

Potential Recommendations:

- 1) **Study on Vacancy and Retention Rates.** California should conduct a study of vacancy and retention rates for Service Coordinators (SCs) at all Regional Centers (RCs) to better understand the staffing challenges.
- 2) **New Staffing Position.** There should be a staffing position designed to take on administrative roles for multiple SCs to reduce their workload and bureaucratic burden.
- 3) **Tier System.** The SC role should be modeled into a tier system where the first year of work is more elementary and becomes more complex in later years.
- 4) **Standardized Funding.** RC funding structures should be standardized to avoid major discrepancies in pay and resources across different centers.
- 5) **Core Staffing Formula.** The core staffing formula should be updated to help manage SC caseloads and improve retention.
- 6) **Standardize Processes and Training.** Standardize processes and providing better training for SCs to ensure they can handle their responsibilities effectively.

Sascha noted that the co-chairs will refine these draft recommendations and the workgroup will revisit this at the beginning of the next workgroup meeting.

Review Upcoming Meetings (slides 19 - 20)

Victor outlined the next steps for the workgroup. Co-chairs will review the draft recommendations for Priority 3 and finalize the prior recommendations from priorities 1 and 2. Victor will email Suad, Jamie and Alex to update the first draft recommendation for Priority 1. He will then collaborate with Tracey and Nicole on the second draft recommendation. Additionally, Victor will connect with

Teresa to host a potential information session on the DSP pilot hub to help inform Priority 3 recommendations. Lastly, the co-chairs will plan a DSP focus group to understand their challenges and successes in their roles.

Public Comment

At the end of the meeting, Victor 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](#).