

The background of the slide is a top-down view of a collaborative workspace. Several people's hands and arms are visible, engaged in various activities. One person in a red and white checkered shirt is pointing towards a central yellow circle containing a lightbulb icon with three lightning bolts. Another person is writing on a notepad, and another is using a pen to draw on a green circle containing a computer monitor icon. There are also coffee cups, star stickers, and various hand-drawn icons like gears, puzzle pieces, and a magnifying glass scattered around. Dashed lines and arrows connect different elements, suggesting a flow of ideas and collaboration. The words "INSPIRE", "DESIGN", and "RESEARCH" are written in chalk-like font around the workspace.

MASTER PLAN *for* Developmental Services

Workgroup 3, Meeting 8

February 28, 2025

Housekeeping



- Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta “Interpretación”. Luego haga clic en “Español” y seleccione “Silenciar audio original”.



- ASL interpreters have been “Spotlighted” and Zoom, automatic closed captioning is active.



- This meeting is being recorded.

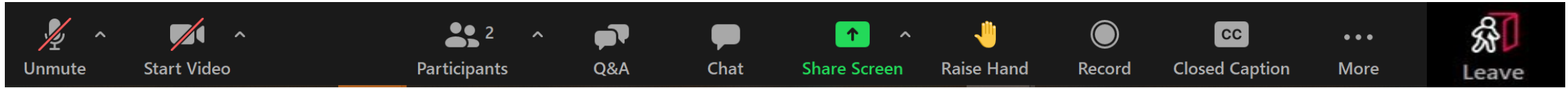


- Materials are available online on the [Master Plan website](https://www.chhs.ca.gov/home/master-plan-for-developmental-services/)
(<https://www.chhs.ca.gov/home/master-plan-for-developmental-services/>)



- Questions? Comments? [Email DSMasterPlan@chhs.ca.gov](mailto:DSMasterPlan@chhs.ca.gov)

Zoom Instructions



Committee members can unmute their mic when it's their turn to speak

Committee members can turn their webcams on/off

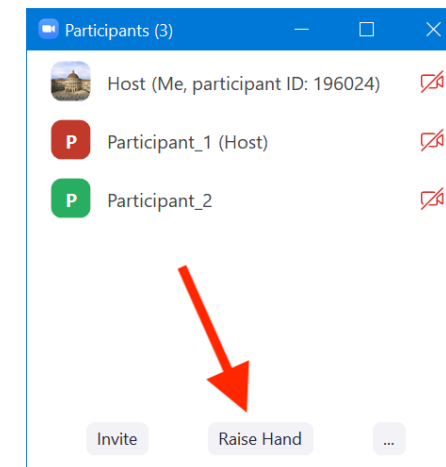
All attendees can type questions/comments in the Q&A for all participants to see. Chat is available for everyone unless it's an accessibility barrier to a member of the committee.

Raise your hand when you want to speak
You may need to click on "Participants" and a new window will open where you can **"Raise Hand"**

Use the "leave" icon at the far right of the Zoom toolbar to leave the webinar at the end of the meeting



- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants



Agenda

1. Welcome and Introductions
2. Review of Master Plan Next Steps
3. Final Review of Priority 1 Recommendations
4. Final Review of Priority 2 Recommendations
5. 10 Minute Break
6. Final Review of Priority 3 Recommendations
7. Review and Discuss Employment Recommendations
8. Acknowledgements
9. Public Comment

DDS Master Plan Deliverable Timeline



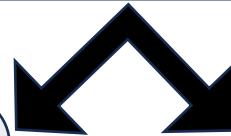
The DDS Master Plan will incorporate workgroup, committee member and public participant feedback, with a final draft targeted for completion by March 31st.

Step 1: Finalizing Workgroup Recommendations

Workgroup Members will complete their recommendations **by the first week of March**

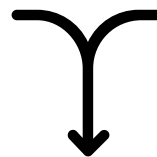


Workgroups will create **two categories** of recommendations:



Recommendations members agree should be in the Master Plan without changes

Or



Recommendations members agree **need more discussion** by the Committee

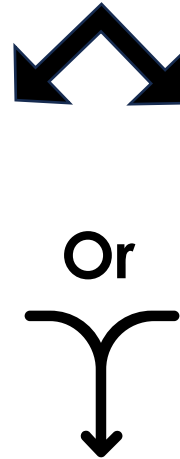


Thank you, workgroup members! They have completed their jobs at this point!

Step 2: Co-Chairs Review Recommendations

Co-chairs will meet to review both categories of recommendations. They will have two options for the recommendations

Move a recommendation into the **category for inclusion in the final Master Plan**



Move a recommendation in the **“needs more discussion” category** for the Stakeholder Committee to discuss on March 19th



Recommendations will then be shared with the Committee and Discussed on March 19th

Step 3: Stakeholder Committee Reviews Recommendations and the Draft Master Plan

On March 12th, Committee members will receive a plain language draft of the Master Plan with all workgroup recommendations.



On March 19th, the Committee will review the draft Master Plan and the recommendations from the co-chairs as needing more discussion



The Committee will decide which of these recommendations should be **included in the final Master Plan**

If the Committee decides recommendations need more discussion, **co-chairs will discuss** them on March 21st

Self-advocates on the Committee will have the option to join information sessions to review recommendations before the committee meeting on March 19th

Step 4: Finalizing Recommendations and the Master Plan

On March 21st, workgroup co-chairs and facilitators will review the recommendations the Committee indicated need more discussion. At the end of the meeting, there will be two categories of recommendations

Recommendations that will be included in the Master Plan

Recommendations will be included in the Master Plan for Developmental Services. The Committee will be notified of these additions.

Recommendations that will not be included in the Master Plan

Recommendations that are not included in the Master Plan will still live on the CalHHS Master Plan website in a separate document. The Committee will be notified and there will be a process for statements from Committee members who do not agree with the final decisions.

Moving Recommendations From Workgroups to Master Plan Topics



- Workgroups were created to develop recommendations for the Master Plan.
- Some workgroups made similar recommendations on the same topics.
- We are organizing recommendations into topic areas to-make the Master Plan clearer
- This helps organize recommendations without forcing them into a specific workgroup

Overview of Priority #1

Priority #1 Goal:

Expand career pathways to develop a diverse workforce that reflects the community

Priority #1 Problem Statements:

Many people, especially from immigrant and minority communities, do not know about careers connected to disability. There is not enough information for how to get a career in disability services. Traditionally, the disability field has not been treated as a profession; it is often viewed as a temporary job with low pay and challenging work situations.

Priority #1 - Recommendation #1

Paid Internship Programs

Create a partnership between the State, community colleges, and employers to establish a paid internship program to help people start their careers in disability services. This would be in addition to the pre-internship program, known as the PIP, and would be available to everyone interested in a career in disability services. This could begin as a pilot through a partnership with a community college and their local RC.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Priority #1 - Recommendation #2

Partnership with Community College System

The state should work with the community college system to provide training and Career and Technical Education (CTE) programs for disability services careers. The programs should include an apprenticeship and competency-based education to ensure that students in the program get the skills they need to be successful as disability services providers. These programs would provide easy to access low-cost/no cost training opportunities. The state could begin by identifying a lead person at DDS to work with a community college willing to sponsor this effort or expand existing similar programs.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Priority #1 - Recommendation #3

Marketing and Awareness Campaign

Launch a state sponsored awareness campaign featuring major employers to increase interest in disability-related careers, highlight people with DD in successful careers, and reduce stigma about disability. This campaign should reach culturally diverse and underserved communities and youth in middle and high school.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Priority #1 - Recommendation #4

Online Job Matching Hubs

DDS and Regional Centers should create regional plans for using existing employment tools to promote disability services careers and to match people looking disability services careers with organizations and individuals that are looking to hire. This should include expanding and enhancing state sponsored online tools, like the DSPCollaborative and CalJobs. It should also include more partnerships with private industry resources like Indeed and LinkedIn.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Overview of Priority #2

Priority #2 Goal:

Provide living wages and employment supports to recruit and retain a high-quality workforce that includes people with developmental disabilities.

Priority #2 Problem Statements:

People don't get paid and don't get enough benefits to want to stay in the field. They are forced to find other jobs, even when they don't want to change careers. There are not enough opportunities for training and promotions. People with developmental disabilities are not encouraged and supported to seek jobs in this field.

Priority #2 - Recommendation #1

Leadership Academy

DDS, DOR, and HHS should work together to create an annual State Leadership Academy to support employment for people with developmental disabilities to work in well paid leadership positions at Regional Centers, State Departments, and the State Legislature. This leadership academy should prepare its participants for how to be leaders in public service and should include ongoing mentorship and an internship placement with the state, legislature, or a regional center upon completion of the program.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Priority #2 - Recommendation #2

Early Career Outreach

The State should collaborate with the CA Department of Education and launch a curriculum for middle and high school students, including students with disabilities, to learn about disability history, the abilities and contributions of people with disabilities, and get exposure to disability services careers. This should also include information and career guidance for students who are interested in disability related careers.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Priority #2 - Recommendation #3

Alternative Benefits Programs

Create a directory of benefits programs that people in disability related careers could access if they do not receive benefits through their employer. This would be particularly helpful for people who are self-employed or employed through the Self-Determination Program. The benefits could include healthcare benefits, retirement programs, and other savings and insurance programs. The State could also explore creating new state sponsored or pooled benefits programs where there are any benefits gaps.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Priority #2 - Recommendation #4

New Financial Incentives

Create a State-sponsored study with specific recommendations for types of financial incentives that could be provided to people in disability related careers including tax breaks, loan forgiveness, work visas, and housing assistance. Use the results of the study to create an action plan with specific timelines and goals for improving the financial incentives for people going into disability related careers.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Priority #2 - Recommendation #5

Wage Standards for Vendors

Create a State-sponsored study of wage differences across vendors, identify who offers the highest wages, how that impacts their outcomes, and how they can offer higher wages. This study should include factors like pay differentials for special skills, duties, and cost of living, and should also include a comparison to wages paid to staff in the Self-Determination Program. This study should also analyze how vendors use increases to vendor rates, including how much goes to their service delivery staff. The results of the study should be shared with the public and the boards of directors of vendor organizations. Boards can use this information and recommendations from the study to instruct their organizations on how to improve their wages and compensation for their staff.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Priority #2 - Recommendation #6

Update the Vendor Rate Models

California should update the factors it uses determine how much to pay direct support professionals (DSPs). This is known as the vendor rate model. The goal of an updated vendor rate model is to reflect competitive pay for DSPs and the costs associated with service administration. California should also conduct a study of what are the competitive wages and the required skills and qualifications for other types of jobs that individuals applying to be DSPs would also apply to. This will further help make sure that the vendor rate model is paying DSPs a competitive wage. After this update is complete, the State should make a commitment to periodically updating the vendor rate model to ensure that it continues paying competitive wages in the future.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Priority #2 - Recommendation #7

Flexible Benefits and Financial Supports

The state should create guidance for employers, particularly RCs and their vendors, on how to offer flexible benefits for employees with developmental disabilities who also get public benefits. DDS, work incentive planning experts, and individuals with lived experience can inform the best practices to be shared with employers, including benefits planning, financial planning, and use of CalABLE and other similar programs, to provide people with good compensation benefits without negatively impacting their eligibility for other public benefits.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

BREAK

10 Minutes

Overview of Priority #3

Priority #3 Goal:

Create clear roles and responsibilities for service coordinators to deliver culturally-responsive, effective, and consistent services.

Priority #3 Problem Statements:

Service coordinator roles and caseload sizes vary widely across Regional Centers. Their responsibilities shift often and expand over time in unexpected ways. More training and manageable caseload sizes are needed for service coordinators to best support individuals and families from all communities.

Priority #3 - Recommendation #1

SC Wages, Recruitment, and Vacancy Study

California should conduct a study of vacancy, pay (including benefits), and retention rates for Service Coordinators (SCs) at all Regional Centers (RCs). This should include existing data that is already collected to compare wage ranges across the regional centers and look at how they align with retention and performance outcomes for SCs. The results of this study should share with RC Boards and the public, and can be used to create recommendations and requirements for RCs to support better recruitment, compensation, and retention of SCs.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Priority #3 - Recommendation #2

Administrative Support Staffing

There should be a staff position at RCs that is assigned to support multiple SCs with processing paperwork. These support staff would allow SCs to focus on building relationships with individuals and families and spending more time providing services. The support staff role needs to account for mandated service coordinator duties. This role would also provide another opportunity for people interested in disability-related careers.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Priority #3 - Recommendation #3

Update Staffing and Caseload Formula

There should be an independent study of RC caseload sizes and staffing ratios, including for all specialized caseload types. This independently conducted study would be used to update and modernize requirements for caseload sizes, caseload types, and staffing ratios for roles like SCs and client advocates assigned to RCs. The results of this study should be used to update statute on the service coordinator caseload formula, funding formulas for regional centers to support the new caseload and staffing levels, and consequences for failing to meet caseload requirements.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Priority #3 - Recommendation #4

Consistent and Clear SC Authority

DDS, with stakeholder input, should establish and enforce clear and consistent rules about the decision-making authority of service coordinators. This would empower SCs to serve families, reduce delays in services, and streamline processes. This would also help address the conflicts of interest in the SC role to inform, advocate for, and provide services to consumers versus the pressure to enforce limitations on what services may be provided.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Employment Services for People with DD

Background: Workgroup 3 began drafting a recommendation on providing employment services and supports for people with DD. This recommendation was focused on employment in the disability services workforce, but we decided this should be expanded to all types of employment.

Revised Approach:

- Workgroup 3 member Tracey Mensch volunteered to take the lead and worked with the team to provide input on employment recommendations.
- Employment recommendations were developed with input from all workgroup self-advocates.
- We are bringing them back to the rest of the workgroup for final review and input before sending them to the co-chairs and full committee.

Employment Recommendation #1

Services for People to Create and Run their own Business

DOR and Regional Centers should work together to create a program that helps consumers successfully start and run their own business. This program should provide step-by-step training on the requirements to start a business, manage money and benefits, find customers, and do important things like pay taxes. The program should also include finding people a mentor who is experienced at running a business to provide them with frequent check-ins, advice, and help answer questions.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Employment Recommendation #2

Excellent Partnerships for Providing Employment Services

DOR and Regional Centers should work together on how they provide employment services so that people get excellent service from both programs. They can do this by having designated DOR liaisons for each regional center who can work together with the service coordinator on helping people achieve their employment goals. They should also work together to help young people who are still in school and so they can learn about employment options, start thinking about their future employment goals, and include employment goals in their IEP.

- ✓ **Is this recommendation ready to go in the Master Plan?**
- ✓ **Does the full committee need to discuss this further?**

Acknowledgments

THANK YOU FOR YOUR INCREDIBLE WORK

- Appreciation from Leadership of DDS and HHS
- Workgroup 3 Team Photo!

Public Comment

Public comment period will be limited to no more than 30 minutes.

If you want to make public comment regarding the topics of this meeting, please raise your hand and we will call on you in the order shown in Zoom.

At 2 minutes you will be asked to complete your thought to ensure everyone who wants to has a chance to speak.

Please let us know if you need additional time as a disability related accommodation to make your comment.

If you prefer to send comments in writing, email them to DSMasterPlan@chhs.ca.gov, or post them in the Zoom Q&A

Thank you!

We look forward to seeing you at the next **Master Plan Committee** meeting.

Wednesday, March 19, 2025

9:00 a.m. – 3:30 p.m.

Location: In-Person Location – CA Lottery 700 North 10th Street,
Sacramento, CA 95811

For more information visit the [Master Plan website](https://www.chhs.ca.gov/home/master-plan-for-developmental-services/)
(<https://www.chhs.ca.gov/home/master-plan-for-developmental-services/>)

Email us your input at: DSMasterPlan@chhs.ca.gov

