

The background of the slide is a top-down view of a collaborative workspace. It shows several people's hands and arms working on a large table. There are various hand-drawn diagrams and sketches on the table, including a large yellow circle with a lightbulb and three lightning bolts, a blue circle with an eye, a green circle with a computer monitor, and an orange circle with a coffee cup. There are also gears, puzzle pieces, and arrows drawn on the table. The text "INSIDE" is written in the top left, "DESIGN" is written in the bottom center, and "RESEARCH" is written in the bottom left. The overall atmosphere is one of creative collaboration and problem-solving.

MASTER PLAN *for* Developmental Services

Workgroup 3, Meeting 5

November 22, 2024

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.

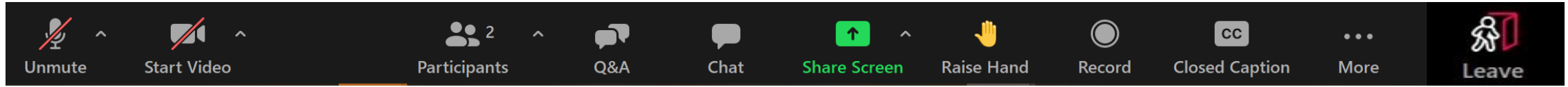


- Materials are available online on the **Master Plan website**.



- Questions? Comments? Email 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

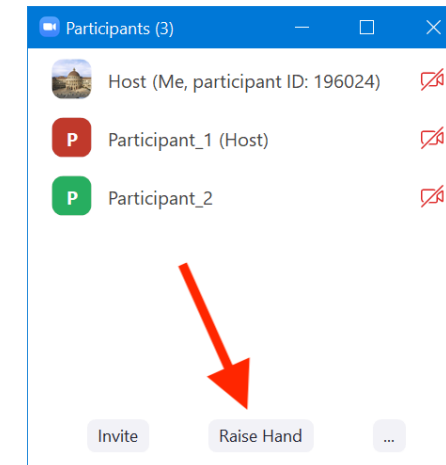
All attendees can type questions/comments in the Q&A for all participants to see. Chat is available for everyone unless it's an accessibility barrier to a member of the committee.

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



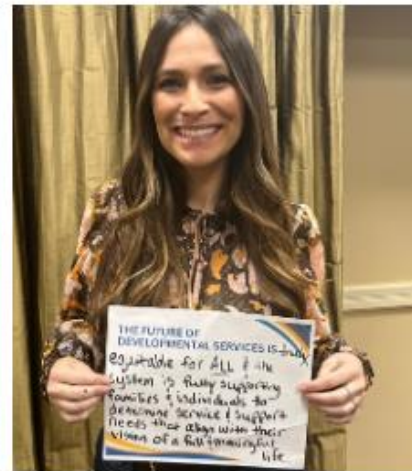
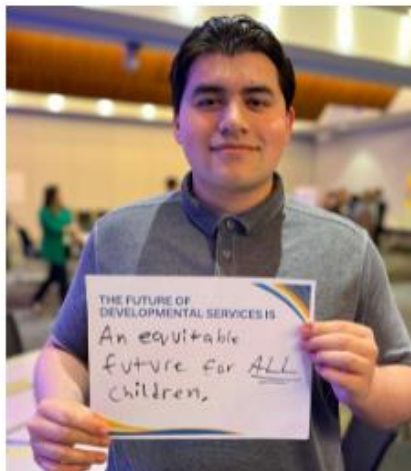
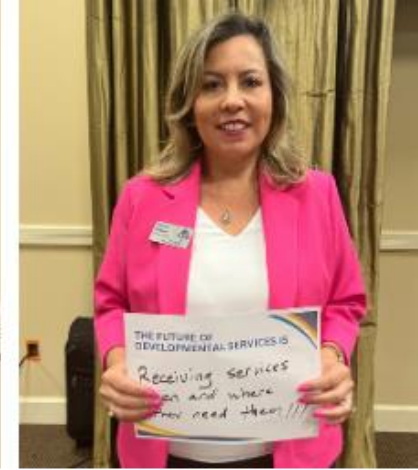
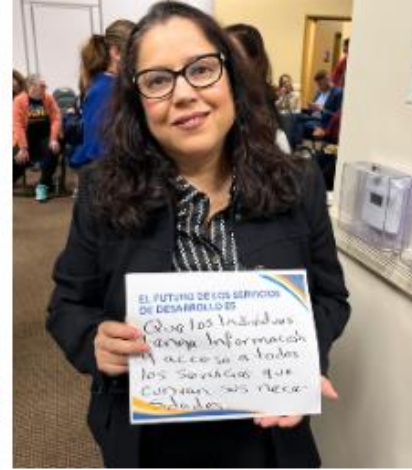
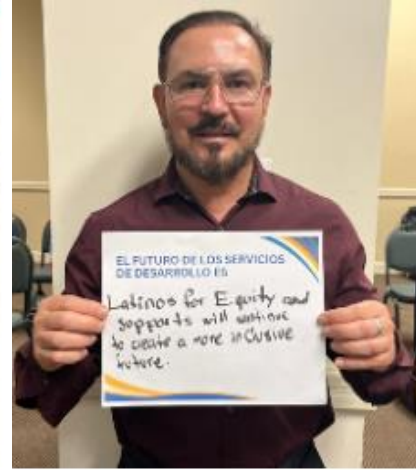
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants



Agenda

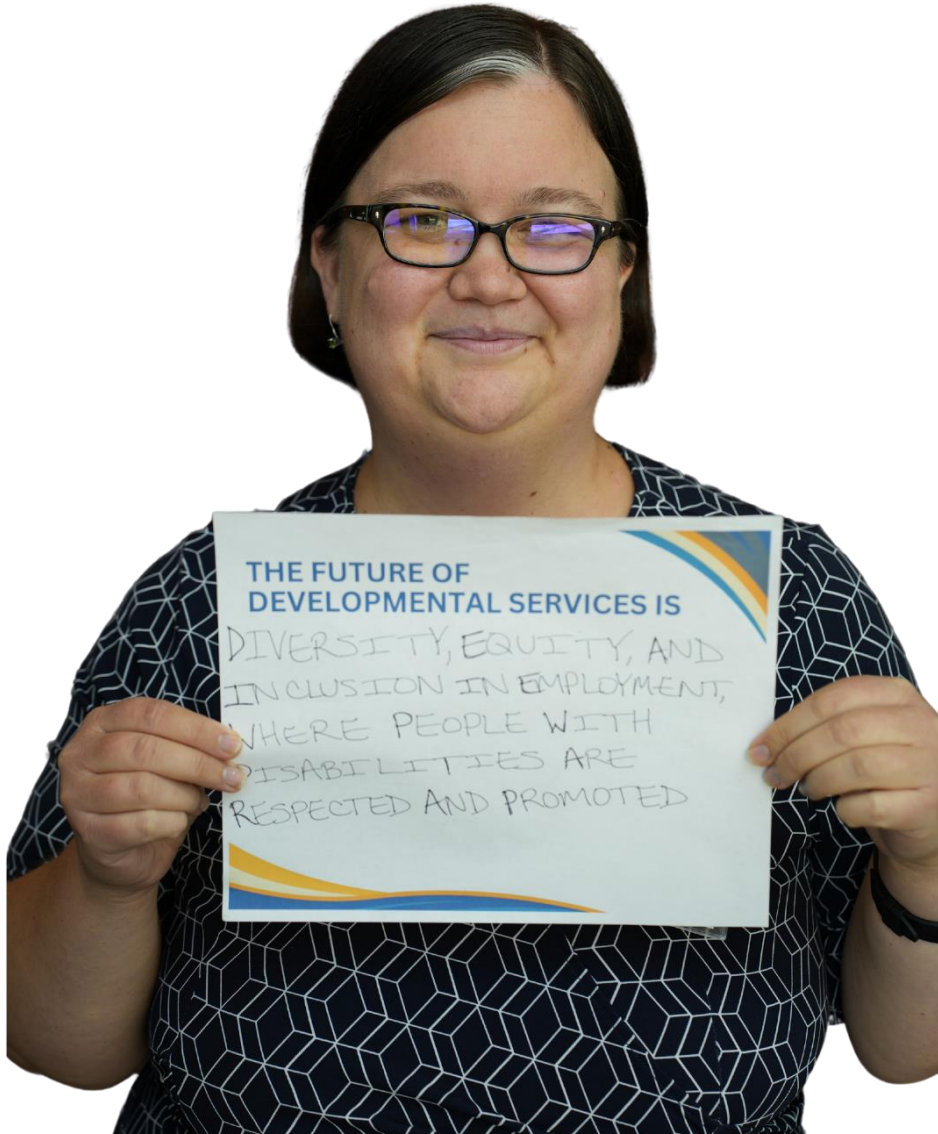
1. Welcome and Introductions
2. Recap of Priority 1 Recommendations
3. Discuss Draft Priority 2 Recommendations
4. Discuss outcomes of service coordinator focus group
5. 10 Minute Break
6. Discuss Problem Statement for Priority 3
7. Brainstorm recommendations for Priority 3
8. Next Steps for Upcoming Meetings
9. Public Comment

Future of Developmental Services Campaign



Join in! #FutureofCalDDServices

Why join #FutureofCalDDServices?



This is another way for you to make your voice heard!

The Future of Developmental Services is being planned by Californians for Californians.

How to Join #FutureofCalDDServices

1. Get the Campaign Form. (Scan the QR code and print)
 - If you don't have a printer, you can also use a blank sheet of paper.
2. Get a dark colored marker or Pen.
3. Write one thing on the paper that you would like to see happen for Developmental Services. **What do you think would make California's services better for everyone?**



How to Join #FutureofCalDDServices

4. Ask someone to take your photo or take a selfie of you holding the campaign form.
5. Sign a consent form at the QR code. This says it's ok for DDS to use your image online.
6. There are two ways to submit your photo and consent form to DDS.
 - Email your photo and consent form to pio@dds.ca.gov.
 - By Phone: Upload your photo and signed consent form on the [DDS website](#).



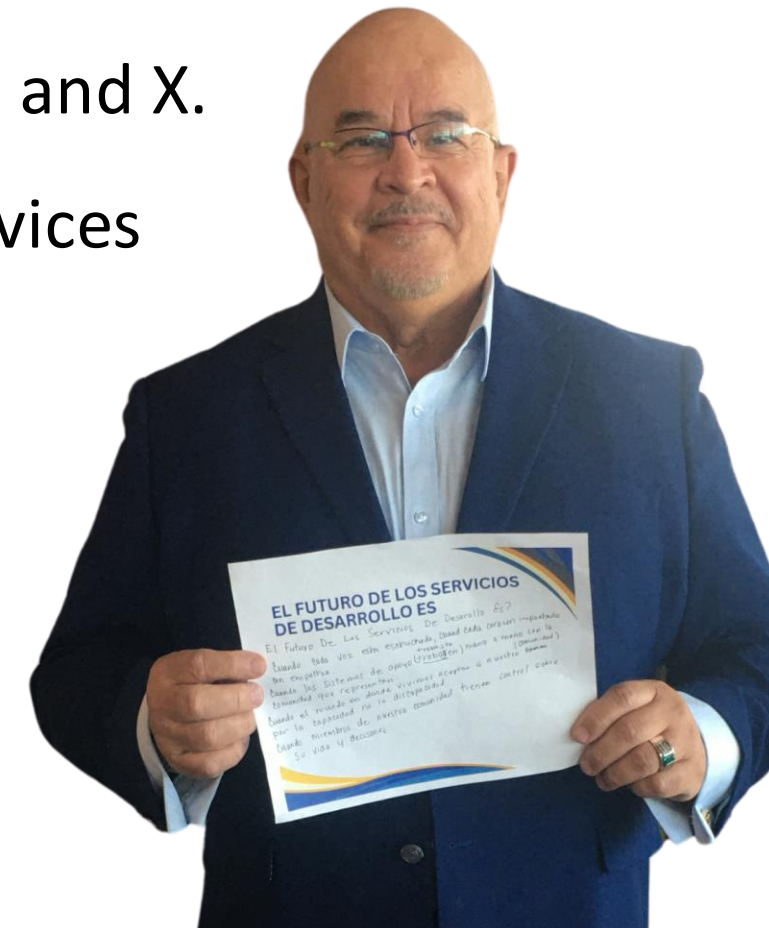
Where will you see this campaign?

The photos will be shared by DDS on:

- The Master Plan website and the Department's website
- DDS Social Media Accounts: Facebook, Instagram and X.

Find the photos with the hashtag: #FutureofCalDDServices

We can help you participate in this campaign! Email us at pio@dds.ca.gov



Priority #1 Recommendations

Recommendation A: 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 could begin as a pilot through a partnership with a community college and their local regional center.

Recommendation B: Launch a state sponsored awareness campaign featuring major employers to increase interest in disability-related careers and reduce stigma about disability. This campaign should reach culturally diverse and underserved communities and youth in middle and high school.

Recommendation C: Create an online hub that matches people looking for jobs in disability services with organizations and individuals that are looking to hire people in disability services. This could be a state created system or through a partnership with private industry.

Priority #1 Recommendations – Drop them or Adopt and Adapt them?

The following two recommendations were also considered for priority 1. Based on our discussion in October, we should decide whether we want to drop these or if some member(s) of our workgroup would like to adopt either of them and work on them further.

Recommendation: 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.

Recommendation: Establish a partnership between DDS and DOR to fund grants for entrepreneurs and service providers to support small businesses that specifically focus on developmental services.

Revised Draft Recommendations: Priority #2



Priority #2: *Provide competitive pay and employment supports to recruit and retain a high-quality workforce that includes people with developmental disabilities.*

Recommendation A: Leadership Academy

Create a State Leadership Academy to support employment for people with developmental disabilities to work in leadership positions at Regional Centers, State Departments, and the State Legislature.

Recommendation B: Pooled Benefits

Create a State sponsored pooled benefits program that people in disability related careers, including people who are self employed, could access if they do not receive these benefits through their employment. This could include healthcare benefits, retirement programs, and other savings and insurance programs.

Revised Draft Recommendations: Priority #2



Recommendation C: Early Career Outreach

Connect with the California Department of Education and launch a pilot program for middle and high school students, including students with disabilities, to explore and get exposure and work experience in disability services careers.

Recommendation D: Financial Incentives

Create a State-sponsored study that will produce specific recommendations for types of financial incentives that could be provided to people in disability related careers. This could include tax breaks, loan forgiveness, and housing assistance.

Recommendation E: Flexible Benefits and Financial Supports

To recruit people with developmental disabilities into the workforce, employers, particularly RCs and their vendors, should offer flexible benefits that complement their public benefits to meet their needs. This should include benefits planning and financial planning, particularly to support people who are new to employment.

Service Coordinator Focus Group Feedback (1/2)



Workgroup 3 organized a Service Coordinator focus group on November 1st, 2024, to get their input on the challenges they face. The purpose of this focus group was to help workgroup 3 think about some of the recommendations we need to develop for Priority 3. Key themes from the focus group include:

- 1. Recruitment and Retention Challenges, including Pay Discrepancies and Heavy Bureaucracy.**
- 2. Discrepancy Between Job Expectations and Reality, including Taking on Roles Beyond Service Coordination.**
- 3. Workload, especially Administrative Work, and How it Impacts Quality Service Delivery to Clients and Families**

Service Coordinator Focus Group Feedback (2/2)



- 4. Outdated Caseload Formulas and Bad Caseload Data**
- 5. Need for More In-depth Training including Specialized Training like Justice Impacted, Self Determination, Crisis Intervention, etc.**
- 6. Better Incentives and Benefits, including Flexible Schedules, Retention and Performance Bonuses, Dependent Healthcare Benefits, and Consistent Compensation across Regional Centers.**
- 7. Reforms to Improve Service Delivery including Smaller Caseloads, Specialized Caseloads, and Flexible Service Delivery Options**

BREAK

10 Minutes

Draft Problem Statement for Priority #3

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

DRAFT Problem Statement(s): Service coordinator roles are unclear and vary across Regional Centers. Their responsibilities shift constantly. More training and support is needed for service coordinators to understand how to best support individuals and families.

Discussion: Is anything missing from our problem statement(s)?

Draft Recommendations for Priority #3

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

Draft Recommendation: As a group, we will brainstorm possible recommendations for priority 3. Consider our problem statement, your own experiences, and the feedback from our SC Focus group to help you think of possible recommendations.

Example: *The State should conduct a study of vacancy and retention rates for Service Coordinators at all Regional Centers. Then State could create a list of the best practices and possible new requirements modelled after the RCs that are most successful at hiring and keeping their SCs.*

Our Next Steps

1. At our next meeting, we will review some draft recommendations for Priority 3 and will finalize our prior recommendations from Priorities 1 and 2.
2. We held a presentation on workforce employment services from DOR and DDS and conducted a SC Focus group. **Are there other presentations or informational sessions we should be considering?**

Upcoming Workgroup Meetings



- Friday, December 20, 2024 – 11:00 to 2:00pm
- Friday, January 31, 2025 – 2:00 to 5:00pm
- Friday, February 28, 2025 – 12:00 to 3:00pm

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, December 11, 2024

10:00 a.m. – 3:30 p.m.

Location: Virtual Meeting Only – Zoom

For more information visit the **Master Plan website**.

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

