

The background of the slide is a top-down view of a collaborative workspace. It features a large, hand-drawn yellow circle in the center containing a lightbulb with three lightning bolts, symbolizing an idea or innovation. Surrounding this central circle are various other hand-drawn elements: a magnifying glass, a puzzle piece, a gear, a lightbulb, a coffee cup, a notepad, a star, a red circle, a green circle, a blue circle, and a red circle. Dashed lines connect these elements, suggesting a flow of ideas or a process. The overall aesthetic is creative and collaborative.

MASTER PLAN *for* Developmental Services

Workgroup 3, Meeting 6

December 20, 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.

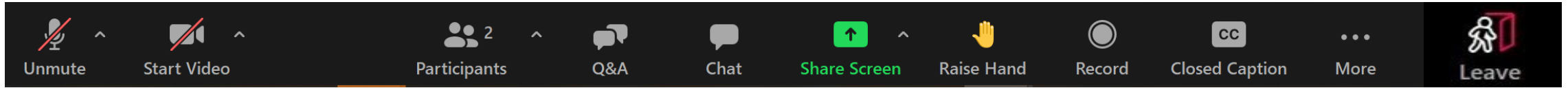


- Materials are available online on the [Master Plan website](https://www.chhs.ca.gov/home/master-plan-for-developmental-services/):
<https://www.chhs.ca.gov/home/master-plan-for-developmental-services/>



- 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

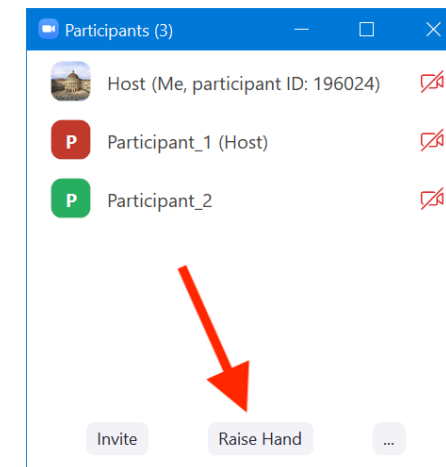
All attendees can type questions/comments in the Q&A for all participants to see. Chat is available for everyone unless it's an accessibility barrier to a member of the committee.

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



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- Some Zoom features are not available for telephone-only participants



Agenda

1. Welcome and Introductions
2. Review Priority 2 Recommendations
3. DSP Collaborative Overview and Discussion
4. 10 Minute Break
5. Planning for DSP Focus Group
6. Discuss Draft Priority 3 Recommendations
7. Next Steps for Upcoming Meetings
8. Public Comment

Priority #2 Revised Recommendations

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 **highly compensated** leadership positions at Regional Centers, **State Departments, and the State Legislature.**

Recommendation B: Early Career Outreach

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 and get exposure to disability services careers.**

Priority #2 - Addressing Compensation (1/2)



Recommendation: 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.

- Based on our last conversation, do we want to drop this recommendation and instead work on recommendation that are more directly focused on higher pay?

Recommendation: 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.

- Based on our last conversation, how could we expand this recommendation to make it include a focus on achieving higher pay?

Priority #2 - Addressing Compensation (2/2)



Recommendation: 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.

- Based on our last conversation, how might we modify this recommendation to emphasize good pay for people with developmental disabilities?

Recommendation: Establish Living Wage Compensation Standards

Conduct a study of wages to make recommendations on what should be the minimum pay for people in disability careers. These recommendations can be used to set new minimum wages through statute or contract requirements.

- This draft recommendation is based on feedback from our last conversation. What are your thoughts on this recommendation?

DSP Collaborative Presentation & Discussion



We will now participate in a short presentation on the DSP Collaborative. This initiative is a website that helps employers recruit Direct Support Professionals (DSP) and helps DSPs find employment.

This presentation will help us think about our recommendation for creating a “provider hub”. After hearing this presentation and reflecting on our draft recommendation below, what are your thoughts on whether to keep, change, or remove this draft recommendation?

Draft Recommendation: Web Based Provider Hub

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.

BREAK

10 Minutes

Direct Support Professionals Focus Group



Our workgroup discussed organizing a focus group with direct support professionals from across the state. We want to get their input for our workgroup recommendations. To help us organize this focus group, we need to brainstorm about the following questions:

1. What information already exists about the needs of DSPs?
2. What do we want to learn from them and what questions should we ask to make sure we get the right information?
3. Who do we want to invite to the focus group and who can help us make those connections?
4. How do we make sure that the people we invite to the focus group represent a diversity of communities across the state?

Review of Priority #3

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

Revised Problem Statement(s): 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.

Draft Recommendations: Priority #3 (1/3)

Recommendation A: Study on Vacancy and Retention Rates

California should conduct a study of vacancy, pay, and retention rates for Service Coordinators (SCs) at all Regional Centers (RCs). The results of this study should be used to create recommendations and requirements for RCs to support better recruitment and retention of SCs.

Recommendation B: Tiered Service Coordinator Development

The SC role should be modeled into a tier system where the first year of work is focused on the most basic skills and gets more complex each year. This would help support SCs and the people they serve by helping new SCs get good at the basics and not feel overwhelmed and give the most complex work to the most experienced SCs.

Draft Recommendations: Priority #3 (2/3)

Recommendation C: Administrative Support Staffing

There should be a staffing position at RCs that assigned to support multiple SCs with processing paperwork. These could be less expensive staff or interns, and they would free up SCs to focus on building relationships with individuals and families and spending more time providing services.

Recommendation D: Update Staffing and Caseload Formula

There should be an independent study of RC caseload sizes and staffing ratios. 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.

Draft Recommendations: Priority #3 (3/3)

Recommendation E: Establish Consistent and Clear SC Authority

DDS 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.

Recommendation F: Resolving SC Conflicts of Interest in Roles

Update the required roles and responsibilities of the SCs to resolve conflicts of interest in their responsibility to inform and provide services to consumers versus the pressure to enforce limitations on services that can be provided.

NOTE: *Workgroup 1 has been working on a similar recommendation so we may decide to discuss and provide input to Workgroup 1 for their recommendation.*

Other Ideas for Priority 3 Recommendations?

Our Next Steps

1. At our next meeting, we will finalize our Priority 3 recommendations and outcomes from the DSP focus group.
2. We are holding a presentation on DSP Pilot Hub to inform our recommendations. **Are there other presentations or informational sessions we should be considering?**

Upcoming Workgroup Meetings



- 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, January 8, 2025

10:00 a.m. – 3:30 p.m.

Location: Virtual Meeting – Zoom; In-Person – 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/):

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

