

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 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 overall atmosphere is one of creative collaboration and problem-solving.

# MASTER PLAN *for* Developmental Services

**Workgroup 3, Meeting 7**

January 31, 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.

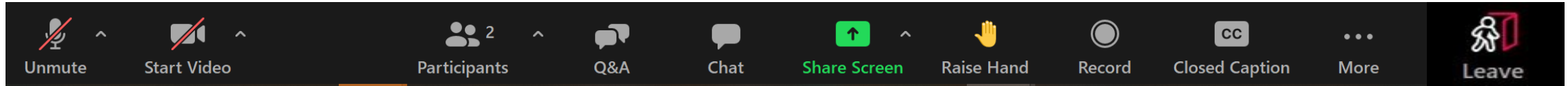


- Materials are available online on the [Master Plan website](https://www.chhs.ca.gov/home/master-plan-for-developmental-services/):  
<https://www.chhs.ca.gov/home/master-plan-for-developmental-services/>



- 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

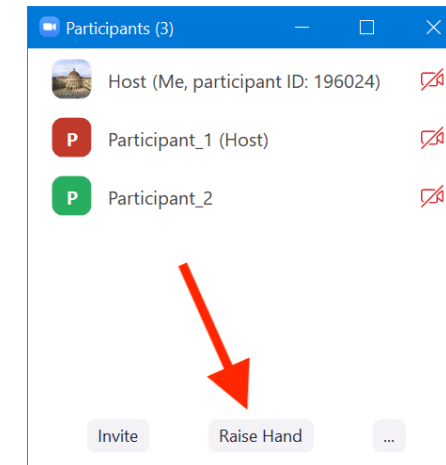
All attendees can type questions/comments in the Q&A for all participants to see. Chat is available for everyone unless it's an accessibility barrier to a member of the committee.

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. Revisit Pending Priority 1 Recommendations
3. Finalize Priority 2 Recommendations
4. 10 Minute Break
5. Overview of DSP Interviews and Study
6. Discuss and Finalize Revised Priority 3 Recommendations
7. Next Steps for Upcoming Meetings
8. Public Comment

# Pending Priority #1 Recommendations

**Priority #1:** Expand career pathways to develop a diverse workforce that reflects the community

## Pending Recommendations for Discussion:

- Updating Occupation Codes vs Updating Rate Models
- Employment Services for People with DD
- Online Job/Provider Matching Service

# Updating Occupation Codes vs Updating Rate Models

Our workgroup discussed a recommendation about updating occupational codes. Some workgroup members felt this would not really address our goals and others were concerned about unintended consequences.

A few workgroup 3 members volunteered to work on this and have provided the following draft recommendation for us to discuss today:

**Suggested Recommendation :** California should update the inputs in the rate models to reflect competitive pay for direct care staff and costs associated with service administration to allow individuals to receive services from a stable, experienced, and knowledgeable workforce.

When this doing, California should also conduct a study of competitive wage compensation for other positions that individuals applying to be DSPs would also apply to.



# Employment Services for People with DD

**Original Draft 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 Approach:**

- This recommendation will be broadened to focus generally on employment services to people with DD.
- It will likely become multiple recommendations to cover multiple topics that have come up, like entrepreneurship and needed services.
- Workgroup 3 members are partnering with other MPDS staff and self-advocates from other workgroups to develop the recommendations.
- We will review them at our February Workgroup meeting

# Online Job/Provider Matching Service

**Original Draft Recommendation:** 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.

**Possible Revision:** Use current online employment tools to promote disability services careers and to match 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 resources like Indeed, LinkedIn, and the DSPCollaborative.

- **What are we hoping to achieve through this recommendation?**
- **How can we further revise this to achieve our desired outcome?**



# Pending Priority #2 Recommendations

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

## Pending Recommendations for Discussion:

- Establishing a Pooled Benefits Program
- Financial Incentives for Joining our Workforce
- Establishing Living Wage Compensation Standards

# Establishing a Pooled Benefits Program

**Current Draft Recommendation:** Create a State sponsored pooled benefits program for people in the SDP program or 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.

**Below are some discussion questions based on our prior conversations about this recommendations:**

- How much of an impact do we think this recommendation will have on priority 2 (competitive pay to recruit and retain a high-quality workforce)?
- Do we still believe that this recommendation can be achieved?
- Do we want to keep working on this recommendation or let it go?

# Financial Incentives Recommendation

*This recommendation was generally supported by our workgroup and in our January committee meeting. We've made some minor revisions based on feedback we received in past meetings.*

*Do workgroup members have other suggestions for finalizing this recommendations?*

## **Revised Recommendation: Financial Incentives for Joining our Workforce**

Create a State-sponsored study with specific recommendations for types of financial incentives that could be provided to people in disability related careers. This could include tax breaks, loan forgiveness, work visas, and housing assistance. Use the results of the study to create an action plan with specific timelines and outcomes for strengthening the fiscal incentives for joining the DD workforce.

# Living Wage Standards Recommendation

*This recommendation was generally supported by our workgroup and in our January committee meeting. We've made some minor revisions based on feedback we received in past meetings.*

*Do workgroup members have other suggestions for finalizing this recommendations?*

## **Revised Recommendation: Establish Living Wage Compensation Standards**

Launch a study of wage differences across regional centers and across vendors. The study should be conducted by an impartial organization that is selected by an independent review committee. The study will identify who offers the highest wages, how wages track with outcomes, and gather best practices to advance competitive wages. The results would be shared with all 21 regional centers' boards of directors. Boards can use this information to instruct regional centers on how to improve their wages and reduce disparity in compensation.

# BREAK

10 Minutes

# DSP Workforce Shortage Report



The California Policy Center for Intellectual and Developmental Disabilities recently published a report on the shortage of DSP workers and the impact of this shortage on different groups including:

- Individuals with developmental disabilities and their families
- Individuals working in the DD system, including other DSP workers
- Regional centers and the DD system as a whole

The report also includes several recommendations for improving the workforce shortage including:

- Better wages and career development opportunities
- More career pathways such as internships and DSP University
- Greater awareness of the DSP profession and its importance

Download the report at: [www.cpcidd.org/reports/dsp-workforce-crisis](http://www.cpcidd.org/reports/dsp-workforce-crisis)



## Priority #3 Revised Recommendations

**Priority #3:** *Create clear roles and responsibilities for service coordinators to deliver culturally-responsive, effective, and consistent services.*

- We have developed 6 draft recommendations for priority 3. We will spend the rest of our meeting reviewing these draft recommendations and doing our best to finalize them.
- These recommendations have been revised since our last meeting based on our workgroup conversation and input at our last Stakeholder Committee meeting on January 8<sup>th</sup>.

## Priority #3 Recommendation: Vacancy and Retention Rates

### **Recommendation 1. 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.

- Is this recommendation clear and actionable?
- Does it support the goals of priority 3?
- Do you have suggestions for improving it?

## Priority #3 Recommendation: Administrative Support for SCs

### **Recommendation 2. Administrative Support Staffing for Service Coordinators**

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 clear and actionable?
- Does it support the goals of priority 3?
- Do you have suggestions for improving it?

## Priority #3 Recommendation: Clarifying SC Authority

### **Recommendation 3. Establish 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 clear and actionable?
- Does it support the goals of priority 3?
- Do you have suggestions for improving it?

## Priority #3 Recommendation: Staffing and Caseloads

### **Recommendation 4. 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. The results of this study should inform updates to the service coordinator caseload formula.

- Is this recommendation clear and actionable?
- Does it support the goals of priority 3?
- Do you have suggestions for improving it?

## Priority #3 Recommendation: Career Technical Education (CTE) Program

### **Recommendation 5. Create a CTE Program for Disability Service Workforce**

Work with the community college system to establish and provide training and Career and Technical Education (CTE) for on-going training for the disability service workforce and to provide low-cost/no cost training opportunities. Begin by identifying a point person at DDS and a community college to sponsor this effort and create a plan and timeline for statewide implementation.

- Is this recommendation clear and actionable?
- Does it support the goals of priority 3?
- Do you have suggestions for improving it?



## Priority #6 Recommendation: Supporting the Service Coordinator Role (1 of 2)

Below are two versions of recommendations that we have drafted based on our discussions about how SC's often have too much on their plate and don't always have clarity on what they should focus on:

**Recommendation:** The SC role should be tiered so the first year of work is focused on the most basic work and gets more complex each year. This would help new SCs get good at the basics and help service recipients by giving the most complex work to the most experienced SCs.

**Recommendation:** Conduct a disability-centered job task analysis of service coordinator responsibilities. Gather all descriptions, expectations, and mandated requirements of service coordinators from all regional centers, state and federal sources. Determine whether the required tasks continue to be appropriate for service coordinators to provide. Include input from service coordinators, ARCA, people with disabilities served by RCs, DDS, and other stakeholders. Once the job task analysis is complete, address needed state and federal revisions to service coordinator roles and responsibilities to ensure all tasks are still reasonable.

## Priority #6 Recommendation: Supporting the Service Coordinator Role (2 of 2)

As a group, we discussed several versions of recommendations like these about the role of the SC and how we can support them in their role. This led to a rich conversation and lots of good questions including:

- Do we all agree on what an SC does and should do?
- Are there required SC tasks that are outdates and should be revisited?
- Are there things that SCs currently don't do that they should be doing?

*Considering these questions and the draft recommendations on the previous slide, let's discuss how we might craft a recommendation that addresses these issues.*

*If we run out of time, we can have some volunteers from our workgroup continue working on this and propose a new draft for the group.*

## Our Next Steps

- Our final Workgroup 3 meeting is on Friday, February 28, 2025 – 12:00 to 3:00pm. At this meeting we will:
  - Review all recommendations across all our priorities a final time.
  - Identify which recommendations we support the most and feel the committee can adopt as written.
  - Identify which recommendations we advise the committee to discuss further and any issues for them to consider.
  - Review the next steps in the overall Master Plan process.
  - Celebrate our excellent work!!!

## 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](mailto: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, February 12, 2025

9:00 a.m. – 3:30 p.m.

Location: Virtual and in-person at Ed Roberts Campus, 3075 Adeline St,  
Berkeley, CA 94703

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](mailto:DSMasterPlan@chhs.ca.gov)

