

# **CALIFORNIA DEPARTMENT OF REHABILITATION**

## **Modification to the Vocational Rehabilitation Services Program and Supplement for the Supported Employment Services Program State Plan**

**Program Years 2022 – 2023  
Effective July 1, 2022, through  
June 30, 2024**



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Director**

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#### **a. Input of State Rehabilitation Council**

*All agencies, except for those that are independent consumer-controlled commissions, must describe the following:*

##### **1. Input provided by the State Rehabilitation Council, including input and recommendations on the VR services portion of the Unified or Combined State Plan, recommendations from the Council's report, the review and analysis of consumer satisfaction, and other Council reports that may have been developed as part of the Council's functions;**

The State Rehabilitation Council (SRC) and CDOR partner together to carry out the Rehabilitation Act to maximize the employment and independence for individuals with disabilities. The ongoing collaboration between the SRC and CDOR on the VR Services Portion of the State Plan is an essential component and a result of this partnership.

The SRC and CDOR's Planning Unit meet regularly to review, discuss, and evaluate CDOR's progress in meeting the State Plan and movement towards achieving the goals and priorities. The SRC used the information to provide recommendations for CDOR's consideration to Description i - State Goals and Priorities and Description o. State's Strategies. Together, the SRC and CDOR jointly developed, reviewed, and agreed to the priorities and goals for the VR Services Portion of the 2022 Modification of the Unified State Plan.

The SRC and CDOR finalized modifications of the Consumer Satisfaction Survey (CSS) after a year's worth of review and adjustments. The new survey instrument represents the combined effort of the SRC and CDOR to assess consumer satisfaction and to evaluate the effectiveness of the VR program. The new survey was distributed in early 2021 and the SRC is using the preliminary results to look at how to improve VR services for Californians with disabilities.

The CDOR presented the preliminary results of the 2020 CSS to the SRC in Summer 2021 and will share the final results of the survey with the SRC in early 2022.

The SRC and CDOR continue to develop and conduct the Comprehensive Statewide Assessment (CSA) together. In 2020, the final 2018-2020 CSA report was released and the findings in the report made recommendations for CDOR's consideration. Moving forward to 2021, the SRC and CDOR are jointly conducting the new triennial CSA to determine the rehabilitation needs of individuals with disabilities in California. The SRC meets with CDOR's Planning Unit regularly and has provided feedback on the areas of focus for the CSA topic areas and research goals.

The SRC Annual Report (posted on CDOR's website) provides additional details on the SRC's perspectives and accomplishments. During the past term (October 2019 – September 2021) the SRC adopted seven recommendations. These recommendations were the result of many productive and active discussions between the SRC, CDOR and other stakeholders, and reflect the SRC's efforts to review, analyze and advise CDOR on the performance and effectiveness of California's VR program. The recommendations are as follows:

#### **SRC Recommendation 2020.1 – Recruitment and Retention of VR Counselors**

The SRC recommends that CDOR work to understand the causes, and explore solutions, related to the recruitment and retention of CDOR VR Counselors. Examples: survey the current VR Counselor population, and research best practices from other states and technical assistance organizations.

#### **CDOR Response to SRC Recommendation 2020.1**

The CDOR thanks the SRC for its recommendation regarding the recruitment and retention efforts of CDOR VR Counselors. The CDOR's 2020-2023 VR portion of the State Plan, 2019 State Leadership Accountability Act (SLAA) report, and the 2015-2020 Workforce Strategic Plan support CDOR's efforts towards recruitment and retention strategies for VR Counselors. The 2020-2023 CDOR State Plan shows CDOR has 567 VR Counselor positions and projects 166 VR Counselor vacancies over the next five years. The challenges to the recruitment and retention efforts of VR Counselors listed in the SLAA report were due to high-cost geographical locations of the VR Counselor positions, low pay differentials, and the lack of a robust candidate pool. Further, CDOR's Workforce

Strategic Plan used qualitative analysis and evidence from the VR Counselors' employee exit surveys to identify low pay as the primary cause, besides retirement, why VR Counselors leave their position. VR Counselors have higher salary opportunities for comparable job duties available statewide at the U.S. Department of Veterans Affairs, at universities, or within the private sector.

To help attract and retain VR Counselors, CDOR offers internships, student positions, generous benefits, telework, flexible work schedules, and career advancement opportunities. The CDOR has improved and increased workplace engagement by holding virtual all-staff meetings and added Microsoft Teams for team-based discussion, collaborating, and remote meetings. The CDOR publishes recruitment tools on the intranet and encourages workforce planning as a standing agenda item for district management team meetings. The CDOR understands recruitment and retention require strategic thought and planning and will continue to monitor these efforts.

#### **SRC Recommendation 2020.2 – Impact of Assembly Bill (AB) 5**

The SRC recommends that as CDOR develops the department's state fiscal year 2021/22 budget, to consider the impact of AB 5 as it relates to the availability of individual service providers (ISPs) and other contractors (e.g., CDOR provide ISPs with assistance they may need in order to comply with AB 5). Note: AB 5 refers to California Assembly Bill 5 Worker status: employees and independent contractors (2019 – 2020). Effective January 1, 2020, AB 5 entitles many wage-earners who were previously considered independent contractors to be classified as employees with protections.

#### **CDOR Response to SRC Recommendation 2020.2**

The CDOR appreciates this recommendation and is working to fully implement Assembly Bill 5 (Gonzalez, Statutes of 2019, Chapter 296). It is CDOR's policy to use Community Rehabilitation Programs (CRPs) and existing community resources to meet the service needs of our consumers with CRPs being the primary and preferred providers. In some situations, CRPs may not offer the VR services needed by a consumer, or a CRP may not be available to provide timely services needed by consumers in a specific geographic area of the state. In such situations, CDOR has

previously provided services through ISPs who worked as individual contractors, which is problematic under Assembly Bill 5. The CDOR has significantly decreased the number of ISPs used; is providing employment services directly; and is implementing plans to contract for additional service delivery categories that were historically provided by ISPs. As with all service delivery decisions, CDOR will develop a fiscal analysis of proposed approaches to ensure effective fiscal planning.

### **SRC Recommendation 2020.3 – Increase Outreach about CDOR Services**

The SRC recommends CDOR address the decline in new applications for CDOR services since COVID-19 by increasing knowledge of and engagement in CDOR services through collaborative communications efforts (i.e., social media, email, and website) with other state agencies and organizations (e.g., Employment Development Department (EDD), California Department of Education, and with [Listos California](#).) Note: Listos is helping California respond to COVID-19.

### **CDOR Response to SRC Recommendation 2020.3**

The CDOR appreciates the SRC's suggestions to address the decline in new applications through collaborative communication efforts. Collaboration of messages and website content with like-minded agencies and organizations continues to be a large part of CDOR's communication strategy.

In 2020, CDOR extended its social media audience reach by 30% and more than 100% in post engagements (the number of times people liked, reacted, commented, or shared CDOR's social media posts). The CDOR collaborated with the EDD, the California Department of Aging, Listos California, the California Foundation for Independent Living Centers, the State Independent Living Council (SILC), and The Arc of California on joint social media campaigns such as the Americans with Disabilities Act 30<sup>th</sup> anniversary, National Disability Employment Awareness Month, and ongoing emergency response communication efforts. Further collaboration is planned with other entities such as the State Council on Developmental Disabilities and the California Transition Alliance.

To help drive interested individuals to CDOR's website, educational institutions, workforce development boards, and partners provide links from their website to the CDOR website. These partners include school districts, offices of education, community colleges, universities, the Anaheim Workforce Connection, Disability Benefits 101, County of Marin Health and Human Services, San Mateo County Health, and Vision Aware. Future work includes plans for CDOR to increase its outreach to foster care youth and justice-involved individuals.

### **SRC Recommendation 2020.4 – Eliminating Racial and Ethnic Disparities**

The SRC recommends CDOR integrate ongoing mechanisms throughout its operations to eliminate racial, ethnic, and cultural disparities (to include identification, data analysis, stakeholder review, training, and performance of services).

### **CDOR Response to SRC Recommendation 2020.4**

The CDOR appreciates this recommendation and is addressing racial, ethnic, and cultural disparities. Looking inward, CDOR established the Diversity, Equity, and Inclusion (DEI) team to develop the department's DEI vision, goals, and objectives for state fiscal year 2020-21. This team will work to build CDOR's internal capacity to support long term DEI efforts and develop an initial set of strategies to be implemented by CDOR. The CDOR has supported managers' participation in implicit bias and cultural competency trainings. Employees have united through the work of the African American and Asian Pacific Islander taskforces and established the Latinx taskforce.

The majority of CDOR CRPs are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). The CARF is committed to diversity and cultural competence in all CARF activities and associations and has an eight-module webinar available to its members to support ongoing development.

The CDOR is collecting, analyzing, and sharing data on consumer demographics to learn more about the consumers served or who are potentially unserved or underserved. The CDOR conducts a triennial CSA to identify unserved or underserved communities and strategies to serve

them. The CDOR has entered into demographic data sharing agreements with the EDD and nationally with VR agencies. The CDOR is contracting with San Diego State University to analyze consumer demographic data and employment outcomes. The CDOR's support of these data endeavors and diversity, equity, and inclusion efforts will further the department's commitment to the pursuit of employment, independence, and social equity.

### **SRC Recommendation 2021.1 – Plain Language for Financial Participation and Loaned Property Regulations**

The SRC recommends CDOR materials (informational handouts to consumers, website content, staff resources and training) related to financial participation and loaned property regulations are developed with plain language and examples to ensure understanding by staff, consumers, and the public, reassuring that access to needed services will continue in an equitable and fair manner.

### **CDOR Response to SRC Recommendation 2021.1**

The CDOR agrees with this recommendation. The CDOR is required by Government Code section 6219 to write each document it produces in plain, straight forward language, avoiding technical terms as much as possible, and using a coherent and easily readable style. The CDOR will develop consumer informational handouts, website content, resources, and training materials related to financial participation and loaned property regulations, when approved, consistent with the requirements of Government Code section 6219. The intent of the information is to ensure consumers, staff, and interested stakeholders understand how the regulations are applied, are given examples, and know who to contact for questions or concerns. The CDOR will keep the SRC involved as an active partner to provide input as these products are developed.

### **SRC Recommendation 2021.2 – Virtual Delivery Services Project and Student Assistant and Peer Mentorship Project**

The SRC recommends CDOR assess the Virtual Delivery Services Project and Student Assistant and Peer Mentorship Project in terms of:

- Analyzing performance outcomes of these projects.
- Consideration for statewide implementation in all CDOR Districts.



### **CDOR Response to SRC Recommendation 2021.2**

The CDOR appreciates the recommendation of the SRC and agrees that an evaluation to determine the efficacy of these programs is important to support the possible broad implementation of the two programs. The CDOR sees the value and innovation that the two service delivery projects, Virtual Delivery Services and the Student Assistant and Peer Mentorship Project, have brought to CDOR Inland Empire District. Both projects ensured continuing VR services and CDOR Student Services (pre-employment transition services) to consumers and students, respectively, during the COVID-19 pandemic.

Both projects are tracking their utilization and impact through established performance measures, including cost, goals, and outcomes. This information will help CDOR analyze the extent to which the projects are achieving the intended results to inform CDOR's consideration for statewide implementation of both projects to all CDOR districts. The CDOR plans to evaluate and start making decisions on changes, including expansion during and through State Fiscal Year 2021-2022.

### **SRC Recommendation 2021.3 – VR Connections Project - Stakeholder Input, Response, and Accessibility**

The SRC recommends that the VR Connections Project staff:

- 1) Provide meaningful opportunity for stakeholder input (including vendors, consumers, and CDOR staff);
- 2) Respond to stakeholder input to ensure that VR Connections provides an effective and efficient platform for all users; and
- 3) Ensure that the VR Connections Project meets Americans with Disabilities Act (ADA) accessibility requirements.

### **CDOR Response to SRC Recommendation 2021.3**

The Vocational Rehabilitation Connections Portal is an online portal that will enhance collaboration, business processes, and service delivery. Once fully implemented, the portal will help CDOR consumers and vendors save time and increase efficiency and accuracy by automating tasks.

Implementation of the VRC Portal began in January 2021 and will continue to expand to serve the needs of CDOR consumers, vendors, and staff. The CDOR concurs with this SRC recommendation and has initiated actions to facilitate stakeholder input throughout the VR Connections Project and

deliver an effective and efficient platform for all users that meets all accessibility requirements.

In May 2021, the VR Connections Project team administered a survey to vendors, consumers, and staff to assess overall satisfaction and gather feedback on how current features can be improved. Survey results indicate overall VR Connections satisfaction was rated from 1 to 5, with “1” being least satisfied and “5” most satisfied. Initial survey results revealed a vendor satisfaction rating of 3.9 out of 5, consumer satisfaction rating was 4.2 out of 5, and staff satisfaction rating was 3.5 out of 5. In July 2021, a second set of surveys was sent to vendors, consumers, and staff to collect information for future VR Connections development including a solicitation for stakeholder participation in upcoming design sessions, with additional surveys planned throughout the life of VR Connections. As noted, in combination with the ongoing stakeholder surveys, and to inform future VR Connections features prior to final design and implementation, CDOR is incorporating stakeholder feedback through vendor and consumer participation in design sessions.

Accessibility is a requirement and philosophy of CDOR, including for the VR Connections Project. The VR Connections Project team ensures accessibility standards are met by adhering to California Government Code sections 7405 and 11135, and Web Content Accessibility Guidelines. The VR Connections Project team includes the input of assistive technology (AT) users throughout the development and testing of features to confirm accessibility for all AT users.

The VR Connections Project team will ensure accessibility standards continue to be met and will engage, listen, and respond to stakeholders through surveys, design review sessions, and the [VRConnections@dor.ca.gov](mailto:VRConnections@dor.ca.gov) inbox.

**b. Request for Waiver of Statewideness**

*When requesting a waiver of the statewideness requirement, the designated State unit must identify the types of services to be provided by the program on a non-statewide basis. The waiver request must also include written assurances that:*

**1. A local public agency will provide the non-Federal share of costs associated with the services to be provided in accordance with the waiver request;**

**Request for Waiver of Statewideness.** The CDOR requests a continuation of its waiver of statewideness for third-party cooperative arrangements (referred to in California as Cooperative Agreements or Cooperative Programs) with local educational agencies (LEAs), public higher education agencies, and county human services agencies. These arrangements between CDOR and local public agencies are designed to increase the availability and quality of VR services which assist consumers to achieve competitive integrated employment. Although cooperative agreements exist in each CDOR district, CDOR does not have sufficient staff or budget authority to contract with every potential cooperative partner in the state. In geographic areas where a cooperative agreement is not available, individuals in any area of the State can apply for VR services at any local CDOR field office at any time.

Cooperative agreements include the following required federal assurances:

- Local funds used as match are verified as non-federal monies. The non-federal share of funds are made available by the local public agencies to CDOR and are either paid through a cash match contribution or reported as certified expenditures of redirected agency staff time to provide a unique pattern of VR services exclusively to CDOR applicants and consumers, or potentially eligible students with disabilities. Each cooperative agreement identifies the type and amount of match to be provided by the local public agency.
- The types of VR or CDOR Student Services provided to CDOR applicants and consumers, or potentially eligible consumers by the local public agency or associated vendor are identified by the VR Counselor.

- An authorizing case note is issued by CDOR to the local public agency or associated CRP, which designates the specific type of VR or CDOR Student Services to be provided to CDOR applicants and consumers or potentially eligible consumers.
- The services provided are for CDOR applicants and consumers, or potentially eligible students with disabilities, and are new services that have a VR focus or existing services that have been modified, adapted, expanded, or reconfigured to have a VR focus, and that are not customary services the local public agency is legally mandated to provide. The services included in each cooperative agreement are based on the local needs of CDOR applicants and consumers and the local public agency.
- Program expenses for cooperative agreement services are under the administrative supervision of CDOR through the cooperative agreement.
- Each cooperative program and CDOR District establish a mutual referral system for individuals to apply for VR services.
- The requirements of the VR Services Portion of the Unified State Plan will apply to all services provided to CDOR applicants and consumers under the cooperative agreement, including the Order of Selection identified in the response for Description (m) – Order of Selection.

The CDOR administers VR services through the following cooperative programs for which the waiver of statewideness is requested. Through these agreements, the participating cooperative program provides one or more new or expanded VR services to CDOR applicants and consumers, or potentially eligible students with disabilities.

### **Transition Partnership Programs**

The CDOR administers 102 cooperative programs, known as Transition Partnership Programs (TPPs) with LEAs, County Offices of Education (COEs), or Special Education Local Plan Areas (SELPAs) providing CDOR Student Services and VR services to potentially eligible and eligible students with disabilities in hundreds of individual schools. The goal of the TPPs is to serve high school students with disabilities, including physical, blind, deaf, intellectual, developmental, and behavioral health disabilities

(mental health and/or psychiatric disabilities) by facilitating the effective transition from school to meaningful competitive integrated employment.

As of July 1, 2020, all of the 102 TPP contracts have transitioned to a new CDOR Student Services design that further identifies the provision of CDOR Student Services to accurately report to RSA both fiscal 15% spending and CDOR Student Services delivery. Currently, all TPP contracts are providing CDOR Student Services to students with disabilities in the potentially eligible and VR case type.

The LEA or SELPA will refer potentially eligible and eligible students with disabilities ages 16 through 22 who can benefit from CDOR Student Services and VR services to CDOR. The assigned VR Counselor will then open a case and work in partnership with the student to complete a CDOR Student Services Request (DR 203) and Student Services Plan (DR 205) for potentially eligible students or an Individualized Plan for Employment (IPE) for students accepted as VR consumers as early as possible, but at the latest before the student leaves school. Through the cooperative agreement, the participating LEAs, COEs, or SELPAs provide one or more new or expanded VR service to students.

These services conform to the definition of Pre-Employment Transition Services required by the Workforce Innovation and Opportunity Act (WIOA) and contain the following key features: job exploration counseling; work-based learning experiences; counseling on post-secondary opportunities; workplace readiness training; and instruction in self-advocacy. These services, in addition to others provided on an individual basis are intended to ultimately result in competitive integrated employment.

Through meetings, presentations, and school events (i.e., back-to-school nights, etc.), CDOR Student Services staff continue to collaborate with local schools, districts, and LEAs to promote, coordinate and provide CDOR Student Services.

The CDOR Executive Staff met with SELPA Directors in March 2019 to discuss benefits and facilitation of coordinating and collaborating on the provision of CDOR Services. The topics discussed included:

- Exchange of contact information of CDOR District Administrators and SELPA Directors.
- Utilization of the Education Training Catalog as a tool to support local partnerships.
- Clarification of the differences between CDOR and California Department of Education (CDE) Interagency Agreement Appendix A and the Competitive Integrated Employment (CIE) Blueprint Local Partnership Agreement (LPA).
- Leveraging resources between SELPA and CDOR. (This involves ongoing conversations on WIOA / Individuals with Disabilities Education Act (IDEA) Crosswalk. The intent of the crosswalk is to support student outcomes and improve CDE and CDOR performance by understanding how the agencies align, the potential impact on shared student data, timelines, and priorities.)

The CDOR districts are leveraging the CDOR and CDE Interagency Agreement (IA) Appendix-A template to develop local Memorandums of Understanding or Interagency Agreements, where appropriate, to facilitate the provision of CDOR Student Services in secondary schools. The template is an appendix of the state-level Interagency Agreement and defines the policies and procedures that LEAs and CDOR districts will use to facilitate a smooth transition from secondary education to postsecondary employment-related activities and competitive integrated employment for students with disabilities. The agreement will define the responsibilities of LEAs and CDOR districts, provide for efficient and effective utilization of resources, minimize duplication, and provide a foundation for continuous, effective working relationships between LEAs and CDOR districts.

### **WorkAbility II Cooperative Programs**

The CDOR administers two WorkAbility II cooperative programs with LEAs, Adult Schools, or Regional Occupational Programs. The goal of the WorkAbility II is to assist adult and out-of-school youth and adults with disabilities to obtain competitive integrated employment. The VR services provided include vocational assessment, employment preparation and vocational instruction, job development, placement, and job retention, and short-term supports.

**WorkAbility III Cooperative Programs**

The CDOR administers 14 WorkAbility III cooperative programs with community colleges. The goal of the WorkAbility III is to assist community college students with disabilities to obtain competitive integrated employment. The VR services provided include vocational assessment, employment preparation, job development, placement, and job retention services.

**WorkAbility IV Cooperative Programs**

The CDOR administers five WorkAbility IV cooperative programs with the California State University or University of California. The goal of the WorkAbility IV is to assist college students with disabilities to obtain competitive integrated employment. The VR services provided include internships, employment preparation, job development, placement, and job retention services.

**Mental Health Cooperative Programs**

The CDOR administers approximately 10 mental health cooperative programs with county mental health agencies. The goal of the mental health cooperative programs is to assist individuals with behavioral health disabilities live independently in the community through obtaining successful competitive integrated employment. The VR services provided may include vocational assessment, personal vocational and social adjustment, work adjustment, employment preparation, job development, placement, and job retention services, as well as short-term supports.

**c. Cooperative Agreements with Agencies Not Carrying Out Activities Under the Statewide Workforce Development System.**

*Describe interagency cooperation with and utilization of the services and facilities of agencies and programs that are not carrying out activities through the statewide workforce development system with respect to:*

**1. Federal, State, and local agencies and programs;**

**Cooperation with Agencies Not Carrying Out Activities Under the Statewide Workforce Development System.** The CDOR works cooperatively with the following state and local agencies that do not carry out activities under the statewide workforce investment system, through Cooperative Agreements, Memorandum of Understandings, Interagency Agreements, or grants:

**California Association of Student Financial Aid Administrators**

Memorandum of Understanding: Guidelines for Joint Financial Support – establishes guidelines for the joint financial support of CDOR student consumers to achieve their educational goals, eventually leading to employment. This Memorandum of Understanding supports students enrolled in the California postsecondary setting with a financial aid office on campus.

**California State University (CSU)**

Memorandum of Understanding: Service Commitment for CSU Students who are CDOR Consumers – details the commitment of the CSU and CDOR to work cooperatively to provide services to eligible CSU students who are CDOR consumers with disabilities.

**California Community Colleges Chancellor's Office**

A Memorandum of Understanding between CDOR and the California Community Colleges that provides the framework to work cooperatively to improve services to the consumers of both programs. The agreement establishes processes for information sharing and service provision by



each program. This partnership results in more comprehensive, complete, and timely services for consumers of both programs.

### **The Regents of the University of California (UC)**

Memorandum of Understanding: Service Commitment for UC Students who are CDOR Consumers – details the commitment of the UC and CDOR to work cooperatively to provide services to eligible UC students who are CDOR consumers with disabilities.

### **California State Controller's Office**

Interagency Agreement 1: Claim Processing – expedites services to process claim schedules containing vendor invoices for goods and services provided to CDOR staff and consumers to ensure timely payment for continuance of services and compliance with the California Prompt Payment Act.

Interagency Agreement 2: Employee Leave System – provides CDOR Human Resource staff access and use of the State Controller's Office California Leave Accounting System for CDOR employees to perform a variety of functions necessary to accurately record and track leave system eligibility, balances, state service credits, and leave benefit activity.

Interagency Agreement 3: Human Resource Reports – provides CDOR Human Resource staff access and use of the Management Information Retrieval System to generate pre-written reports or create ad hoc reports on CDOR employee employment history, payment history, employer-sponsored deductions, and position inventory.

### **California Department of General Services**

CDOR Purchasing Agreements – The California Department of General Services oversees the statewide contracts for purchasing where agreements establish a pre-qualified list of vendors and simplify the purchasing process. Leveraged Procurement agreements are available to all State of California governmental entities, including CDOR, that expend public funds for the acquisition of both non-IT goods and services and IT

good and services which have been assessed to be fair, reasonable, and competitive.

Interagency Agreement 1: CDOR Applicant and Consumer Mediation Assistance – the California Department of General Services, Office of Administrative Hearings mediators assist applicants and consumers who request mediation to explore options for mutual resolution of a dispute in a timely, non–confrontational manner. Through mediation, the parties (applicant or consumer and CDOR) have the opportunity to engage in a discussion facilitated by an objective mediator about CDOR regulations and policies in relation to the individual’s request. At the request of consumers and applicants, the California Department of General Services, Office of Administrative Hearings also provides fair hearing services to review determinations made by CDOR that affect application for or provision of VR services or CDOR Student Services.

Interagency Agreement 2: Business Enterprises Program Fair Hearing Services – the California Department of General Services, Office of Administrative Hearings provides fair hearing services for CDOR Business Enterprise Program vendor appeals.

Interagency Agreement 3: Business Enterprises Program Insurance Management – the California Department of General Services, Office of Risk and Insurance Management provides management of the Business Enterprises Program statewide insurance program funded from food service vending machine locations.

### **California Department of Health Care Services Information Exchange**

Interagency Agreement: Verification of CDOR Applicant’s Benefit Status – used by CDOR to verify an applicant’s Supplemental Security Income or Social Security Disability Insurance benefit status to assist in determining eligibility for CDOR services including application of the presumptive eligibility rules for Supplemental Security Income or Social Security Disability Insurance beneficiaries in accordance with Title I of the Rehabilitation Act.

## **California Department of Developmental Services: Individuals Eligible for Home and Community Based Waiver Programs**

The CDOR has a formal agreement with the California Department of Developmental Services (DDS), California's State agency responsible for administering the Home and Community Based Services waiver for the State Medicaid plan under Title XIX of the Social Security Act (42 U.S.C. 1396 et seq.). The DDS has the primary responsibility to provide services and supports for individuals with intellectual disabilities and developmental disabilities (ID/DD), including extended services, or individuals with the most significant disabilities who have been determined to be eligible for home and community-based services under a Medicaid waiver, Medicaid State plan amendment, or other authority related to a State Medicaid program period.

## **California Employment Development Department (EDD)**

Interagency Agreement: Provides CDOR with confidential EDD wage and employer information to verify CDOR consumers' cases can be closed as employed and conducting federally required evaluation of the federal VR program.

## **California Department of Technology Services**

Interagency Agreement: Data Processing – provides CDOR data processing services.

## **California Office of Systems Integration**

Interagency Agreement: Formalized Governance – CDOR reimburses Office of Systems Integration for the proportional share of costs for on-going formalized governance, project assessment and strategic architecture services for delegated and non-delegated information technology projects.

## **California Public Utilities Commission**

Interagency Agreement: Pilot project, started July 1, 2020, and will run through June 30, 2022, to provide speech generating devices to individuals with speech disabilities through a network of community partners.

### **Independent Living Centers**

Grant 1: Statewide Grants: Administration and Oversight of Independent Living Services – Title VII Rehabilitation Act funds, state general funds, and state Social Security Reimbursement funds are used to administer CDOR's Independent Living program and monitor 28 Independent Living Centers that provide federally required services, including information and referral, independent living skills, advocacy, peer support, transition and diversion, housing, personal assistance, and AT services to individuals with disabilities.

Grant 2: Provision of Independent Living Services – Assembly Bill 204 grants that are issued to non-profit Independent Living Centers provide a wide range of person-centered, peer driven, community-based independent living services for individuals regardless of type of disability, age, and income level to achieve social and economic independence. Core services provided include peer counseling, information and referral, advocacy, personal assistance, housing assistance, independent living skills training; and other services and supports such as AT, transportation, job development, mobility assistance, and communication.

As a core service, Independent Living Centers provide transition and diversion services. Transition services assist individuals transitioning from nursing homes and other institutions to home and community-based living. Transition services also include youth transition for individuals with significant disabilities to transition out of high school into postsecondary education, independent living, and employment. Diversion services provide assistance to consumers who are at risk of entering institutions or going into higher levels of care so that they may remain living in the community.

Grant 2: State Plan for Independent Living 3: Independent Living Transition and Diversion Grants – Title VII B of the Rehabilitation Act grants funds used to assist Independent Living Centers with the one-time costs associated with assisting people with disabilities of all ages to transition from institutional settings to community settings, to remain in the community when at risk of entering institutionalization, and for youth with disabilities to transition to postsecondary life.

Grant 3: State Plan for Independent Living Tier Augmentation Grants – Title VII B of the Rehabilitation Act grants funds used to create an equitable base funding level for Independent Living Centers and to build capacity for transition services, community organizing, and targeted outreach to underserved communities.

Grant 4: Systems Change Grant: In partnership with the State Independent Living Council (SILC), CDOR funds a Systems Change Grant through Title VII B of the Rehabilitation Act. The Grant, issued on January 1, 2021, through June 30, 2023, granted one non-profit agency the award to administer the Systems Change Network Hub program that funds the maintenance, coordination, and continued development of an existing systems change network focused on independent living issues affecting persons with disabilities.

## **Traumatic Brain Injury**

Grant 1: Traumatic Brain Injury (TBI) Program – State General Fund used to sustain network of six community service provider TBI sites to assist individuals with TBI by providing supportive living, community reintegration, vocational supportive services, information and referral and public and professional education. The CDOR also coordinates TBI services and Technical Assistance through TBI site partners and provides information and best practices related to TBI consumers to Independent Living Centers and the TBI service network.

Home and Community Based Services Spending Plan TBI Grant – Through funding from the American Rescue Plan Act and Department of Health Care Services (DHCS), CDOR is expanding its TBI program to serve unserved and underserved populations through a network of

services and supports for individuals with TBI, their families, and caregivers. The funding will go to six existing sites and fund up to six new sites. The grants are expected to start June 1, 2022, and end March 31, 2024.

### **Vocational Rehabilitation Services**

Demand Side Employment Initiative (DSEI); also known as Disability Employment Program: Through funding from the State under a joint budget change proposal with DDS, CDOR is initiating a targeted marketing campaign and incentivizing employers to hire individuals with disabilities through technical assistance, contracts, or grants to make workplaces accessible, develop industry-recognized work-based learning opportunities, and support training for managers and human resources professionals. The grant started on July 1, 2021 and will end June 30, 2024.

### **State Independent Living Council**

Interagency Agreement: State Independent Living Council Operation – Title VII B, Rehabilitation Act funds used to operate the SILC and provide SILC funds for various sub-grants and contracts necessary to carry out objectives of the State Plan for Independent Living by programs for people with disabilities.

### **Older Individuals who are Blind**

Grants: The Older Individuals who are Blind Program Administration and Services – Title VII, Chapter 2 Rehabilitation Act funds used to administer and monitor the delivery of local Older Individuals who are Blind program services to visually impaired individuals age 55 and older to assist them to live independently, including funding 18 organizations to provide training in low-vision assistance, adaptive equipment, orientation and mobility, communication, daily living skills, self-advocacy, adjustment counseling, and transportation skills services to eligible individuals.

### **California Human Resources (CALHR)**

Interagency Agreement: Exam Access – Selection System provides CDOR computer access to conduct departmental civil service examinations, as well as process and maintain civil service eligible lists and certification lists.

### **Ticket to Work and Self-Sufficiency Program**

The CDOR actively coordinates with the Ticket to Work and Self-Sufficiency Program. Ticket to Work is a voluntary work incentive program for Social Security Disability Insurance or Supplemental Security Income beneficiaries between the ages of 18 and 64 who are interested in going to work. The Ticket to Work Program provides beneficiaries with access to VR, training, and placement services, job retention services, as well as other services and support. Beneficiaries can use their ticket to obtain employment services and support from CDOR or they can take their ticket to an approved service provider called an Employment Network. A ticket cannot be assigned to an Employment Network and in-use with CDOR at the same time.

The CDOR's Work Incentives Planners and VR Counselors have an active role in the Ticket to Work program. The CDOR's Work Incentives Planners verify ticket status, provide information as needed, and facilitate referrals to Employment Networks at case closure. VR counselors distribute CDOR's Ticket to Work fact sheet at intake, verify the ticket status prior to approving the IPE, and facilitate sequential services.

### **California Work Incentives Planning and Assistance (WIPA) Projects**

Memorandum of Understanding: An agreement between CDOR and the seven California WIPA projects to improve coordination of work incentives planning services delivered to individuals receiving Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI). The Memorandum of Understanding (MOU) provides guiding principles for collaboration, information sharing and referrals between the CDOR and the WIPA projects.

The WIPA projects are organizations funded by the Social Security Administration to provide community-based work incentives planning services to SSDI/SSI beneficiaries. The WIPA projects are important

CDOR partners working in cooperation to provide information SSDI/SSI beneficiaries need to make an informed choice about work and benefits for a successful transition to work and increased job retention.

### **Coordination with the State Agency Responsible for Providing Mental Health Services**

In California, the State agency responsible for administering state and federal funding to county mental health services providers is DHCS. The CDOR developed a MOU with DHCS to establish a framework for collaboration between CDOR and DHCS to provide local technical assistance and support to strengthen existing CDOR Mental Health Cooperative Programs or to develop new patterns of VR services available to individuals living with significant mental health disabilities. The MOU expired in May 2021. The CDOR has initiated enhanced collaborative efforts with DHCS to meet the intent of the previous MOU, with the goal of ensuring that consumers have access to a comprehensive, coordinated, and quality service delivery system.

### **Disability Related Services**

The CDOR has Interagency Agreements with the following state and local government entities for disability related services. The Agreements further the mission of CDOR toward the employment, independence, and equal access for individuals with disabilities. The agreements provide physical, digital and communication accessibility expertise for state government entities, businesses, and consumers, guidance to public organizations and businesses on their responsibilities and the requirements of accessibility for persons with disabilities, and specific information and links on the major laws, regulations, resources, and referrals regarding disability access and rights in California for public entities, citizens, employers, businesses, and other interested persons.

#### **Document remediation**

- California Workforce Development Board

#### **Program access**

- California Secretary of State – polling places, voting centers, voting



systems

- California State Lottery – retailers

### **Document accessibility training**

- Department of Technology
- Department of General Services
- State Controllers' Office
- Office of Environmental Health Hazard Assessment
- California Energy Commission
- Air Resources Board
- Department of Transportation
- Franchise Tax Board
- Department of Conservation
- Department of Industrial Relations
- California State Teacher's Retirement System
- Department of Fish and Wildlife
- California Workforce Development Board
- Employment Development Division

## **2. State programs carried out under section 4 of the Assistive Technology Act of 1998;**

The CDOR is the designated state entity for the provision of the Assistive Technology (AT) Act services and, as such, does not require additional agreements to coordinate AT Act and VR services. For additional information on State programs carried out under section 4 of the AT Act, refer to the response for Description (o) – State's Strategies, specifically the information under the following header: "How a broad range of AT services and AT devices will be provided to individuals with disabilities at each stage of the rehabilitation process; and on a statewide basis."

The AT Act / AT Hub grant concluded its previous three-year cycle on June 30, 2018, and CDOR completed a Request for Application for a new three-year cycle beginning July 1, 2018 and will conclude on September 30, 2021. The AT grant was finalized and executed in October 2018 and has been extended until September 30, 2022. The CDOR is currently working with the AT grantee to plan the next steps with identifying key financial

partners to reinstate the LGP as well as begin the AT Lease to Own Program.

### **3. Programs carried out by the Under Secretary for Rural Development of the United States Department of Agriculture;**

#### **U.S. Department of Agriculture**

The CDOR is not a part of an interagency cooperation on the utilization of services and facilities of the programs carried out by the Undersecretary for Rural Development of the U.S. Department of Agriculture. However, CDOR field offices in rural areas do collaborate with local farm worker programs, such as CalAgrAbility, to coordinate and deliver services to farm workers with disabilities.

### **4. Non-educational agencies serving out-of-school youth;**

The CDOR serves out-of-school youth through multiple venues and methods. The CDOR districts provide unique types of programs and services for youth and adults with disabilities. The majority of programs are with educational agencies (short or long-term training or educational programs). The CDOR districts have strong working relationships with the local regional centers that serve youth and adults with intellectual disabilities and developmental disabilities. Similarly, CDOR Districts also have established working relationships with local county mental health and county welfare programs that also serve youth and adults with psychiatric disabilities. Additionally, some CDOR Districts have also formed connections with foster youth programs. The CDOR has established four third-party contractors to provide vocational services for out of school youth with behavioral health disabilities.

The CDOR developed a new mental health cooperative program in Ventura County. It went into effect early July 2019 and is scheduled for renewal in July 2022. The contract will serve 200 youth with a psychiatric diagnosis.

The CDOR built upon existing relationships with CDE to support information and referral services to out-of-school foster youth with disabilities, particularly those that suffer the traumatic effects of

displacement from family and schools and multiple placements in foster care. In particular, CDOR initiated contact with a key entity within CDE titled, “Foster Youth Services Parent/Family and Community” that helps connect foster youth to services that include counseling, tutoring, mentoring, vocational training, training for independent living, and other related services. The CDOR intends to obtain and disseminate the contact information of local county CDE foster youth services coordinators to CDOR districts to support local relationships and increase awareness about CDOR services in addition to sharing information about services available to foster youth through Foster Youth Services Coordinating Programs.

In late 2018, California passed Assembly Bill (AB) 2083 intending to align public programs to better meet the needs and serve children and youth in foster care who have experienced extreme trauma. AB 2083 requires that each county develop and implement an MOU setting forth roles and responsibilities of agencies and other entities that serve children and youth in foster care.

The CDOR participates in State level interagency planning efforts through the Children and Youth System of Care State Technical Assistance team with DHCS, DSS, California Department of Developmental Services (DDS) and CDE. CDOR continues to work in partnership with the State technical assistance team to support ongoing planning efforts to AB 2083 implementation. Resource development and technical assistance activities include the development of system profiles that list the services offered by systems that serve children and youth in foster care, the development of monthly technical assistance webinars, and presentations to system partners on CDOR program and services. The CDOR Regional Directors continue to participate in the county MOUs with system partners to bring forward information about CDOR career services for youth with disabilities in foster care and improve CDOR involvement at the local level.

## **5. State use contracting programs.**

Refer to the response for Description (c)(1) – Cooperative Agreements with Agencies Not Carrying Out Activities Under the Statewide Workforce

Development System for information on State use contracting programs (particularly with the California Department of General Services).

#### **d. Coordination with Education Officials**

*Describe:*

##### **1. Designated State Unit's (DSU's) Plans**

*The DSU's plans, policies, and procedures for coordination with education officials to facilitate the transition of students with disabilities from school to the receipt of VR services, including CDOR Student Services (pre-employment transition services), as well as procedures for the timely development and approval of IPEs for the students.*

#### **Coordination with Education Officials**

The CDOR ensures coordination with education officials at the local, regional, and statewide level through a variety of mechanisms, as described below. At the local level, CDOR has established cooperative agreements as described in Description B and has established a list of all California secondary schools and assigned a CDOR staff liaison to each secondary school to ensure VR and CDOR Student Services are made available, particularly those that do not have a cooperative agreement. The CDOR also provides training and technical assistance at the local and regional level to education officials on VR and pre-employment transition services.

The CDOR coordinates services through an interagency agreement with CDE as described in response to Description d (2)(A). The CDOR additionally coordinates with the Western Educational Corporation to encourage collaboration with Learn4Life Charter Schools doing business in California.

#### **Consultation, Technical Assistance and Community of Practice**

The CDOR provides consultation and technical assistance to support state and local agencies in planning for the transition of students with disabilities, including the provision of CDOR Student Services. The CDOR has expanded the uppermost age range for a student with a disability to be ages 16 through 22, or upon matriculation from high

school, whichever is later. Students who are potentially eligible can access CDOR Student Services by requesting a Student Services Plan. The CDOR facilitates the coordination of referrals of students from LEAs and other partners and confirms that the individual meets the definition of a “student with a disability. The CDOR further facilitates the informed choice discussion and identify expected CDOR Student Services to be provided to those who are potentially eligible. It ensures that the specific activities provided for the student are based on the needs and interests of the student.

Locally, each CDOR District has liaison staff to provide outreach, consultation, and technical assistance to LEAs seeking information on CDOR Student Services and VR services for students with disabilities. In addition, CDOR participates in the Community of Practice, which is supported by the National Association of Special Education Administrators and has created a shared work website for programs that support transition practices for students with disabilities. The Community of Practice leadership team includes representatives from CDOR, CDE, DDS, California Department of Social Services, EDD, SILC, educators, and parents who all share the goal of providing a seamless delivery of transition services to students with disabilities that lead to positive post school outcomes.

### **Regional Training and Technical Assistance Curriculum**

In keeping with the goal of collaboration to support transitioning students with disabilities, CDOR and CDE collaboratively fund and provide a core series of regional training and technical assistance curriculum to local CDOR and LEA staff and partners. Expert consultants provide training on topics related to CDOR Student Services and vocational services and supports leading to employment for students and youth with disabilities. The trainings include topics such as: employment preparation, job development and placement; transition-age youth; and benefits planning and management. These trainings help support the further success of CDOR consumers who are students with disabilities in securing and maintaining employment. Trainings are provided, as mutually requested by CDOR and the LEA.

Approximately 20 trainings are provided annually.

### **Collaborative Team Process**

In the coordination of goals, objectives, and services for transitioning students with disabilities, CDOR and LEAs are encouraged to use a collaborative team process to develop the transition services section of the Individualized Education Program (IEP) for students determined eligible for VR services. This process should include the involvement of the student, family, representatives of the LEA, CDOR staff when invited, and other service providers, as appropriate.

The CDOR and CDE's specific responsibilities are defined in the Interagency Agreement by each agency's applicable rules and regulations. The LEA is identified as the lead agency responsible for providing transition services by qualified personnel to students with disabilities to the point of exit from school. In planning for transition, the school should inform the parents and the student with a disability no later than age 16 about CDOR services and facilitate the referral process.

When invited, CDOR staff attend IEP meetings to actively participate in the planning and development of CDOR Student Services and transition services for the individual student.

For CDOR, a student's IPE must be coordinated with the IEP or 504 services, as applicable, for that individual in terms of the goals, objectives, and services identified in the education program.

### **Determining Eligibility and Individualized Plan for Employment Development**

The CDOR is responsible for determining eligibility for VR services needed to prepare for or obtain employment and is designated as the lead agency responsible for providing VR services by qualified personnel to students with disabilities meeting eligibility and Order of Selection requirements, as identified in the response for Description (m) – Order of Selection. The CDOR is providing CDOR Student

Services to eligible and potentially eligible students with disabilities. In addition, and where appropriate, when a student with a disability is referred to CDOR for VR services, is determined eligible (within 60-days from the date of application) and is able to be served under an Order of Selection, CDOR develops the consumer's IPE. The IPE is developed within 90 days from the date of eligibility determination or by an agreed-upon extension date, and before leaving the school setting. The CDOR is responsible for providing and paying for the transition services, including CDOR Student Services, agreed upon in the IPE while the student with a disability is still in high school and continuing for the period the consumer is participating in the VR program.

### **Individualized Education Program or Individualized Plan for Employment Responsibilities**

The CDOR and the CDE's responsibilities include the provision of services outlined and required by the IEP or IPE. When developing these plans, both agencies work to ensure duplication of services does not occur. Where responsibilities overlap, the primary responsibility for specific services rests with the most appropriate agency, as determined by the consumer's present status and when an agency is legally obligated and funded to provide that service. When a service could be provided by either agency, CDOR and LEAs use the following criteria to determine and assign the financial roles and responsibilities of each agency for the provision of the service:

- Determine the purpose of the service - Is it related more to an employment outcome or education?
- Determine if the service is customary - Is the service one that the LEA customarily provides under part B of the Individuals with Disabilities Education Act (IDEA)?
- Determine the student's eligibility for the service - Is the student with a disability eligible for transition services under the IDEA?

The local agency (LEA, SELPA, or other entity) that develops the eligible student's IEP is responsible for paying for the agreed upon transition services required to be provided under the IDEA. The CDOR is responsible



for providing and paying for the VR services, including CDOR Student Services, included in the consumer's agreed upon IPE for the period the consumer is in high school and continues to participate in the VR program.

## **Outreach**

The CDOR conducts outreach through third party agreement partners. To do so, CDOR implements procedures for enhancing outreach and identification of students with disabilities in need of transition services. The outreach by VR counselors includes a description of the VR program, eligibility requirements, application procedures and scope of services that may be provided to eligible individuals. The CDOR provides local presentations and informational literature to LEAs, educators, student associations, and parents about CDOR eligibility and program services.

Additionally, CDOR assigns liaison VR Counselors to many secondary schools as a single point of contact for Special Education departments. Each liaison assists in the identification of local coordination activities between CDOR and the LEA and is responsible for annually reviewing the Interagency Agreement with designated LEA staff. The CDOR will continue to provide outreach and information to high schools about available VR services.

## **Collaboration with Partners**

The CDOR communicates the value and benefits of VR services by reaching out to organizations that serve and represent students with disabilities, including parent resource centers, Independent Living Centers, Regional Centers, and organizations that serve youth with disabilities that are blind or visually impaired or deaf or hard of hearing.

## **Cooperative Programs Annual Meetings**

The CDOR Cooperative Programs Section has implemented annual in-person meetings by cooperative program type. These meetings have provided an opportunity for CDOR field staff, cooperative programs and

stakeholders the opportunity to engage in reciprocal conversation, sharing of ideas and communication on new policy, emerging service strategies, best practices and participant success. By conducting these meetings in the community, it allows for greater participation of CDOR and cooperative program staff that enhances cooperative program CDOR Student Services and vocational service delivery.

## **CDOR Student Services**

The CDOR continues to engage in the following activities to coordinate with schools and provide CDOR Student Services:

- Developed and published a “Services to Youth” Webpage on the CDOR public-facing website in January 2018.
- Established and maintain a CDOR School Liaisons to secondary schools in August 2017.
- Communicated and will continue to communicate the statewide availability of CDOR Student Services with SELPA Directors and the Advisory Commission on Special Education.
- Outreached and will continue to outreach to schools and closer coordination between VR and LEA staff that do not currently have a Transition Partnership Program cooperative agreement.
- Expand transition services beyond school to work to include school to postsecondary training transitions.
- Provide information about the transition from school to work at an earlier age to eligible and potentially eligible students with disabilities.
- Provide work incentives education and planning services to students as well as parents and guardians of students with disabilities.
- Provide specialized training and increase awareness for VR staff and service providers on the unique needs of students with disabilities.

In addition, CDOR utilizes a variety of methods to ensure the provision of CDOR Student Services to students with disabilities:

- Job Exploration Counseling: This service is provided by CDOR field team members. It is also provided to some students with disabilities through TPP third-party cooperative agreements and through

purchased services provided through other contracts or fee-for-service arrangements through LEAs, CRPs, or other providers.

- **Work-Based Learning Experiences:** CDOR VR team members arrange for on-the-job trainings, internships, apprenticeships, work experiences, and other work-based learning experiences for students with disabilities through direct interaction with businesses, TPP third-party cooperative agreements, and through vocational services provided through other contracts or fee-for-service arrangements through LEAs or CRPs.
- **Counseling on Postsecondary Education Opportunities:** This service is provided primarily by CDOR VR team members. Team members may also arrange for the provision of this service through contracts or fee-for-service arrangements through LEAs, CRPs, or other providers.
- **Workplace Readiness Training:** CDOR VR team members provide training on workplace readiness skills, including soft skills, financial literacy, independent living skills, and resume development, or arrange for training through TPP third-party cooperative agreements as well as other contracts or fee-for-service arrangements through LEAs, CRPs, or other providers. As part of the financial literacy component, CDOR Work Incentives Planners provide limited Work Incentives Planning services to students who are Supplemental Security Income or Social Security Disability Insurance recipients who need support and information regarding the impact of paid work experience on their benefits.
- **Instruction in Self-Advocacy:** The CDOR VR team members provide training on self-advocacy. It is also provided to some students with disabilities through TPP third-party cooperative agreements as well as through other contracts or fee-for-service arrangements.

Activities that support CDOR Student Services methods above include the following:

- The TPP contract services have been revised to emphasize the provision of CDOR Student Services.
- The CDOR developed new CRP work experience services, in which work experiences are arranged by CRPs across the state that serve as the employers of record.

- The CDOR established and expanded contracted work experience opportunities through WE Can Work contracts, in which LEAs serve as the employer of record.
- The CDOR will continue to establish other work opportunities in collaboration with the local America's Job Center of California (AJCC).
- The CDOR will continue the Summer Training and Work Experience Program for Students (STEPS), as funding permits, in collaboration with local workforce boards to provide work experience job training to that is aligned with the employment needs of business partners.
- The CDOR will continue to develop additional work opportunities for students with disabilities on an ongoing basis by working directly with businesses and establishing the Community College Foundation as the employer of record.
- The CDOR will additionally prioritize the development of a fee-for-service option for self-advocacy training.

## **2. Information on the formal interagency agreement with the State educational agency with respect to:**

### **A. Consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to post-school activities, including VR services;**

## **Interagency Agreement with the California Department of Education**

### **Introduction**

Under the WIOA, State Educational Agencies (SEA) and VR agencies must plan and coordinate transition services, as well as pre-employment transition services (CDOR Student Services) for students with disabilities through a formal interagency agreement. In October 2018, CDOR signed an updated interagency agreement with the CDE to facilitate collaboration and shared responsibilities to increase opportunities for successful transition to adult life and employment for all students with disabilities. The VR services may be provided to

students with disabilities and youth with disabilities; CDOR Student Services may only be provided to students with disabilities.

The purpose of the agreement is to create a coordinated system of educational and VR services, including CDOR Student Services, for students with disabilities to facilitate a smooth transition from secondary education to postsecondary employment-related activities and competitive integrated employment. For the purposes of this agreement, interagency cooperation and collaboration for transition planning and services will be focused on students with disabilities who are enrolled in secondary school programs and are potentially eligible or eligible for services from CDOR. This includes students with disabilities who are served under the IDEA, regardless of where services are provided, and students with disabilities served in general secondary instructional programs and who are not served under IDEA.

## **I. Consultation and Technical Assistance**

The CDOR will provide consultation and technical assistance to assist LEAs in planning for the transition of students with disabilities from school to post-school activities, including CDOR Student Services and other VR services. Technical assistance may be provided through teleconference calls, in-person presentations and meetings, or through informational material.

The CDE will provide CDOR with informational material for CDOR staff on mandated secondary transition planning under IDEA for students who have an IEP.

Additionally, statewide and local joint trainings with topics addressing CDOR Student Services and transition services will be made available to special education teachers, administrators, parents, and students by CDOR and CDE. Other training opportunities will be presented to agencies (e.g., County Mental Health programs, AJCCs, EDD, and DDS) that could individually or collectively share in the responsibility for providing transition-related services to youth and students with disabilities.

The CDOR has established a core series of training curriculum designed for local CDOR and LEA staff. Expert consultants in their respective fields provide training modules that may include:

- CDOR Student Services – Workplace Readiness Training
- CDOR Student Services – Instruction in Self Advocacy
- CDOR Student Services – Work-Based Learning Experiences
- CDOR Student Services – Job Exploration Counseling
- Job Development, Placement and Retention
- Transition Age Youth
- Collaboration and Building Partnerships for Successful Employment
- Diversity and Cultural Competency
- Person Centered Planning
- Serving Rural Communities
- Individuals with behavioral health disabilities and Transition Services
- Individuals with ID/DD and Transition Services

## **II. Transition and CDOR Student Services Planning**

### **Collaborative Transition Planning and Development for Individualized Program Plans – IEP and IPE**

A student's IEP will include appropriate measurable postsecondary goals based upon age-appropriate transition assessments related to training, education, employment, and, where appropriate, independent living skills and the transition services (including courses of study) needed to assist the student in reaching those goals.

The CDE will encourage LEAs to invite CDOR staff to IEP meetings and other team meetings, to the extent appropriate and with the consent of the parent or adult child, so CDOR can provide information, technical assistance, and information and referral as needed for eligible or potentially eligible students with disabilities.

The CDOR staff will attend IEP meetings, when invited, to actively participate in the planning and development of CDOR Student Services and transition services for the individual student. For each eligible secondary student with a disability who applies for VR services, CDOR will develop an IPE before the student leaves

the school system or within 90 days of eligibility determination, whichever occurs first.

The LEA and CDOR will use a collaborative team process to develop the transition services section of the IEP and the IPE for the transitioning student.

### **III. Outreach**

#### **Procedures for Outreach and Identification of Students with Disabilities**

To enhance outreach and identification of students with disabilities that need CDOR Student Services and transition services by VR and education, local CDOR districts and LEAs will work together to develop policies and/ or procedures to ensure access to these services. The CDOR outreach procedures to students will include sharing information on the VR program, eligibility requirements, application procedures, and the scope of services that may be provided to eligible individuals.

### **IV. Coordination**

#### **State Level Coordination**

The CDOR and CDE are responsible for providing leadership and monitoring to local CDOR offices and LEAs, respectively, to facilitate the development of cooperative programs for secondary students, memorandums of understanding, and identification of students with disabilities who are either potentially eligible or eligible for the VR program. The CDOR and CDE staff will work cooperatively with other state programs and agencies to ensure that CDOR students and consumers have access to the resources available through the workforce development system.

State and local staffs from each agency will work together to plan and implement evaluation activities, including individual accountability measures, for shared students/consumers. These activities should address program effectiveness, consumer satisfaction, longitudinal outcomes, cooperative research and pilot projects, and other joint efforts to document and improve the effectiveness of transition services.

### **Local Level Coordination**

Each local administrator, or designee, will be responsible for the coordination of transition-related activities both within their own agency and with other agencies. This will serve a variety of purposes, including, but not limited to coordination of resource information, outreach, program information dissemination, research, and evaluation, including student follow-up studies and, facilitating annual meetings of interagency personnel who serve secondary students with disabilities for the provision of CDOR Student Services and transition services.

The LEAs and CDOR districts will utilize the following resources to assist in local coordination activities:

- School Contact List - The CDOR has developed a school contact list to identify school liaisons for each secondary school district in California. The school contact list consists of over 500 secondary school districts. It serves a variety of purposes, such as the coordination of resource information, outreach, and program information dissemination.
- Memorandums of Understanding (MOUs) - The CDOR and CDE recommend and encourage the development of local MOUs between CDOR and LEA. These MOUs will serve to facilitate and coordinate CDOR Student Services and transition services for secondary students with disabilities. State technical assistance will be provided to form such agreements. MOUs are also encouraged between the CDOR and Charter Schools. The CDOR developed an MOU template to encourage collaboration with Learn4Life Charter Schools. Through this MOU, the parties define participating sites and how they will create a coordinated system of education and VR, including referrals for services for students with disabilities.
- LPAs - Collaborations may also include LPAs encouraged by CDE, CDOR, and DDS as an initiative of the CIE Blueprint to provide opportunities to students with intellectual disabilities and developmental disabilities.

### **MOUs with LEAs**

The CDOR established partnerships between several LEAs and CDOR districts to initiate a local MOU. The CDOR shared with LEAs the



CDOR/CDE Interagency Agreement and Appendix A, as well as three newly developed resources: the Collaboration Worksheet, CDOR School Contact List, and a CDOR Student Services flyer. In particular, the departments created the Collaboration Worksheet to complement Appendix A from the Interagency Agreement. It aims to support the development of strategies that will work best in the LEA and CDOR district. Topics include but are not limited to referral to CDOR Student Services, student access, and other key processes – understanding that different areas will have different resources and needs.

### **LEA-CDOR Local Interagency Agreement Template**

The CDOR and CDE shared with LEAs Appendix A of the Interagency Agreement to be used as a template for developing local agreements. The LEAs and CDOR districts will use this template to help facilitate the integration and coordination of transition services and CDOR Student Services for students with disabilities who are enrolled in secondary education and are eligible, or potentially eligible, to receive VR services. Specifically, the intent of the agreement is to:

- Define the responsibilities of LEAs and CDOR districts.
- Provide for efficient and effective utilization of resources.
- Minimize duplication.
- Provide a foundation for continuous, effective working relationships between LEAs and CDOR districts.

Each local administrator, or designee, will be responsible for the coordination of transition-related activities both within their own agency and with other agencies.

Refer to Description (d)(1) – Coordination with Education Officials, specifically the paragraphs titled “Consultation, Technical Assistance and Community of Practice” and “Regional Training and Technical Assistance Curriculum”.

**B. Transition planning by personnel of the designated State agency and educational agency that facilitates the**

**development and implementation of their individualized education programs;**

Refer to Description (d)(1) – Coordination with Education Officials, specifically the paragraph titled “Collaborative Team Process”.

**C.Roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining State lead agencies and qualified personnel responsible for transition services;**

Refer to Description (d)(1) – Coordination with Education Officials, specifically the paragraphs titled “Collaborative Team Process” and “Individualized Education Program or Individualized Plan for Employment Responsibilities”.

**D. Procedures for outreach to and identification of students with disabilities who need transition services.**

Refer to Description (d)(1) – Coordination with Education Officials, specifically the paragraph titled “Outreach” for additional information on CDOR’s outreach efforts.

## **e. Cooperative Agreements with Private Nonprofit Organizations**

*Describe the manner in which the designated State agency establishes cooperative agreements with private non-profit VR service providers.*

### **Cooperative Agreements with Private Nonprofit Organizations.**

The CDOR develops federally–required cooperative agreements with private non–profit organizations consistent with California State Contracting Rules, CDOR’s regulation in Title 9 of the California Code of Regulations, and internal policy and procedures for the establishment, development, or improvement of CRPs. The CDOR pays CRPs through fee–for–service or contractual agreements to deliver authorized assessment, training, employment, and specialized support services provided to CDOR applicants or consumers.

### **Fee–for–Services**

Fee–for–services are paid to approved vendors per CDOR’s Uniform Fee Structure for CRP providers. The Uniform Fee Structure applies only to those CRPs in a fee–for–service relationship with CDOR. The Uniform Fee Structure does not apply to services provided under a cooperative program or case service contract as described in the response for Description (b)(1) Request for Waiver of Statewideness. The types of services provided include:

- **Assessment Services** – improve a consumer’s outcome by identifying specific barriers to employment and recommendations to eliminate those barriers.
- **Training Services** – enhance a consumer’s employability by providing necessary interactions that remove employment barriers, provide for specific occupational training, or develop appropriate personal and work behaviors, as outlined in a rehabilitation plan.
- **Job–Related Services** – assist a consumer, in an organized planned manner, to prepare for, obtain, and retain employment, and includes supported employment services.

- Support Services – provides direct services such as independent living skills training and AT assessments that enhance independence and employability for CDOR consumers.
- CDOR Student Services – provide Pre-Employment Transition Services to students with disabilities through a work experience opportunity.
- Business Based Services – create opportunities for CDOR to support consumer participation in new and innovative programs that meet both individual preferences as well as fulfill industry demand.
- Customized Employment – determine the strengths, needs, and interests of an individual with a significant disability and develop an employment opportunity designed to meet both the specific abilities of the individual and the needs of the business.

As an action item in California's CIE Blueprint, CDOR collaborated with DDS and CDE to develop a service delivery system change task force. The key entities in addition to the three departments include the Association of Regional Center Agencies, representatives from regional center and WorkAbility I partners and a Family Empowerment Center. The purpose of the task force is to provide targeted technical assistance and training to LPAs for the provision of services to individuals with ID/DD, including coordination of supported employment services and extended services to youth with the most significant disabilities.

The task force's efforts include making available training and technical assistance that may impact programs and services such as:

- CDE funded transition services
- CDOR funded Student Services
- DDS funded day programs
- DDS funded work activity programs
- CDOR and DDS funded supported employment programs

## **New or Expanded VR Services**

The need for new services or expansion of VR services by a CRP may be directly identified by CDOR's District, through the needs assessment process identified in Description (j) – Statewide Assessment, or by individual requests by consumers. When a needed VR service is identified for a consumer, CDOR will first seek services from current CDOR certified CRPs. In establishing a new vendor, or a new or added service, CDOR staff considers departmental priorities using the following criteria: there is an identified need for the service, and a sufficient number of CDOR applicants and consumers exist to sustain the service; there are no other providers; current providers or cooperative partners cannot fill the need; and, the new service or vendor will fill a service gap for the unserved or underserved population.

The CDOR is establishing an Adult Work Experience service to be implemented statewide which allows participants the opportunity to explore competitive integrated work experiences in a variety of real time work settings. There are currently 17 approved vendors providing the service in various parts of the State. Increased expansion of the service is expected throughout 2022.

The CDOR continues to focus on business engagement efforts to partner with CRPs or other providers with connections to businesses seeking to hire individuals with a disability. The CDOR's business-based services program creates opportunities to bring on new and innovative programs whose outcomes are analyzed to better inform the department on the best ways to serve consumers.

## **CDOR Community Resources Development Section**

The CDOR's Community Resources Development (CRD) section is responsible for the vendorization and certification functions of CRPs. All new CRPs go through a vendorization process. Further, any new or expanded services beyond those currently approved and offered by a

current vendor is subject to the approval procedures in place at the time of the submission of the request. Certain vendors or service categories may require CDOR executive level approval. Once vendorized to provide VR services, each CRP is formally notified of the approved VR service type(s), along with the corresponding CDOR approved standardized fee rate(s) established in 2009 and increased in 2019.

### **Case Service Contracts**

When CDOR identifies a need for VR services to be provided by CRPs to consumers served through local public agency cooperative agreements identified in the response for Description (b) – Request for Waiver of Statewideness, CDOR's Cooperative Programs Section assists districts and CRPs in developing case service contracts. These contracts are negotiated between CDOR and the CRPs to indicate the specific VR services, the number of consumers to be served, expected contract outcomes, and the costs needed to provide these services to consumers. Currently, the majority of these contracts are developed to provide VR services to consumers participating in the mental health cooperative agreements.

### **Certification, Review and Technical Assistance**

All CRPs are required to maintain their certification, and those providing work-related programs are required to be accredited by the Commission on Accreditation of Rehabilitation Facilities. The CDOR may waive the accreditation requirements if a CRP's annual service expenditures are at or below \$50,000 for three prior consecutive years. The CDOR's CRD Section reviews that CRPs are consistent with CDOR Title 9 Regulations to assure the quality of services, as well as the safety of consumers, and identify any needed improvements. For CRPs associated with cooperative agreements, CDOR's Cooperative Programs Section will also perform program reviews to evaluate their effectiveness in meeting the contract VR service objectives and identify any needed improvements. In addition, CDOR's CRD Section and the Cooperative Programs Section will provide technical assistance in

response to CRPs' questions or concerns when needed or upon request.

### **Efforts to Ensure Quality Services and Resources**

The CDOR strives to maintain regulatory compliance and advocates for consumer and vendor service quality. Several efforts are taking place to provide quality services and resources for consumers:

- The CDOR continues to implement strategies to reduce its reliance on ISPs and utilize CRPs as the primary and preferred providers of VR services to maximize the provision of higher quality services and ensure consumer safety.
- The CDOR's CRD Section continues to conduct comprehensive certification and site reviews of CRPs. The focus of the review process is maximizing employment outcomes for CDOR consumers.

## **f. Arrangements and Cooperative Agreements for the Provision of Supported Employment Services**

*Describe the designated State agency's efforts to identify and make arrangements, including entering into cooperative agreements, with other State agencies and other appropriate entities in order to provide supported employment services and extended employment services, as applicable, to individuals with the most significant disabilities, including youth with the most significant disabilities.*

The CDOR identifies and makes arrangements with private non-profit organizations, as identified in the response for Description (e) – Cooperative Agreements with Private Nonprofit Organizations, to provide Supported Employment services for individuals with the most significant disabilities, including youth with the most significant disabilities. The CDOR Supported Employment services additionally include extended services for youth with most significant disabilities for up to four year or age 25, whichever comes first.

The CDOR collaborates with entities including DDS, Regional Centers, CDE, LEAs, the California workforce development system, local county mental health agencies, CRPs, including Independent Living Centers, business partners, and other community partners to provide competitive integrated Supported Employment services to eligible individuals. The CDOR works with over 100 Supported Employment providers statewide with associated locations and satellite offices.

The CDOR, DDS, and CDE additionally are establishing LPAs consistent with the Competitive Integrated Employment: Blueprint for Change. The LPAs are intended to encourage the sharing of resources to support person-centered planning and pre-vocational services that may be provided prior to an individual's referral to CDOR for Supported Employment. As of October 2021, 57 LPAs have been submitted. Examples of LPA activities include, but are not limited to:

- The Tri Counties LPA created a universal referral process in which the core partners contact the individual and family to



determine needs for work training, employment-related services and supports, secure “release of information” permission, determine which agencies/institutions should be included based on individual’s needs, and complete a “Universal Referral Sheet”, send Universal Referral Sheet to agencies, institutions involved or potentially involved with the individual, contact potential staff members to identify a conference call or face-to-face meeting.

- The San Bernardino City LPA Collaborative is developing and implementing Career Technical Education (CTE) class offerings to enhance workplace skills for students with intellectual and developmental disabilities (ID/DD), i.e., foundational employment skills, self-determination, workplace technology etc. They are also participating in school district administrative meetings to collaborate about effective CTE class offerings for high school students.
- The Sonoma Napa LPA partners are further exploring the organizational structure within the LPA, to be functional within the local planning area, including development of subcommittees to focus on specific interests.

In California, CDOR and DDS utilize the hourly rates for Supported Employment job coaching, intake, placement, and retention services that are statutorily defined. The current rates were set in 2015 (Assembly Bill X2-1) and increased again by DDS after surveying providers in 2016. Starting April 1, 2022, DDS will implement a rate increase for service providers that equals one quarter of the difference between current rates and the fully funded rate model for each provider. In subsequent years, rates will be adjusted based on a pre-determined schedule culminating in rates being uniform within service categories and adjusted for geographic cost differentials by 2025. The CDOR Supported Employment services begin after job placement and are for the purpose of maintaining and supporting an individual with a most significant disability in competitive integrated employment.

Sources of extended services vary depending on the individual’s eligibility for other programs or availability of other resources and CDOR partners with other agencies, and employers for natural

supports, to ensure supported employment consumers have a source of extended services.

The CDOR will provide extended services to youth with the most significant disabilities when other extended services are unavailable, as appropriate.

The following are examples of sources of extended services that are not provided by CDOR and are provided to eligible individuals regardless of age:

- Individuals with mental illness may be provided extended services by county mental health agencies, which may allocate Medi-Cal, Mental Health Services Act, or Short-Doyle funds as determined by each county. Short-Doyle funds are provided to local governments to establish and develop locally administered and controlled community mental health programs.
- Social Security Administration Work Incentives, such as Impairment Related Work Expense or an approved Plan for Achieving Self Support.
- Supported employment services provided under Veteran's Health Administration Compensated Work Therapy Program.

California state regulations do not allow TBI state match funds to be used for extended services. Consumers with a TBI that require extended services such as ongoing support needed to maintain Supported Employment, such as job coaching, can be served through additional resources at local Independent Living Centers and other TBI service providers support through state general funds.

Whenever possible, building natural supports at the workplace for consumers with Supported Employment needs is encouraged. Natural supports allow the strengthening of the relationship between employer and consumer, supporting long-term successful outcomes and to develop opportunities for competitive integrated employment, to the greatest extent practicable.

## **Data Sharing Agreement**

The DDS and CDOR entered into an MOU (also referred to as a Business Use Case Proposal (BUCP)). The primary purpose of this agreement is to assist the departments' coordinated efforts to conduct data analysis and support consumer experiences to individuals with ID/DD, including youth with the most significant disabilities. The data sharing agreement will help to foster person-centered planning through improved systems alignment between the two departments and maximize available state and federal funding to leverage the resources effectively for individuals with ID/DD. Generally, data sharing between DDS and CDOR enables effective administration of the departments' respective programs and supports consumers to achieve maximum independence in the community, including an employment outcome of competitive integrated employment. The agreement will help DDS and CDOR identify the individuals who will benefit from competitive integrated employment. This is in alignment with CalHHS priorities and goals and maximizes use of federal funds as available to provide vocational rehabilitation, habilitation, extended, and other services to assist with the provision of employment and associated or extended services to individuals with the most significant disabilities in the State, including youth with the most significant disabilities.

## **California Initiatives**

California has enacted legislation and implemented statewide initiatives that have made an impact on the provision of Supported Employment services to individuals with ID/DD:

- The Lanterman Developmental Disabilities Services Act (Welfare and Institutions Code section 4500 et seq.) provides Californians with ID/DD the right to obtain services and supports to enable them to live a more independent life; this includes the funding for Supported Employment extended services. This Act is unique to California.
- Assembly Bill (AB) 287 (2009) established the Employment First Policy, which led to a standing Employment First Committee formed by the State Council on Developmental Disabilities. The bill expands employment opportunities for people with ID/DD and

identifies best practices and incentives for increasing integrated employment and gainful employment opportunities for people with ID/DD. The CDOR is an active participant in the State Council on Developmental Disabilities' Employment First Committee to help with transition planning.

- AB 1041 (2013) established in statute California's Employment First policy. The policy was established to make services and supports available to enable persons with developmental disabilities to have similar everyday living to those persons without disabilities and to support the integration of persons with developmental disabilities into their community.
- Senate Bill (SB) 639 amended California Labor Code sections 1191 and 1191.5 to phase out subminimum wage employment and prohibit an employee with a disability from being paid less than the California minimum wage under state law starting January 1, 2025. Starting January 1, 2022, California will prohibit new special licenses from being issued. The bill requires the California State Council on Developmental Disabilities, in consultation with stakeholders and relevant state agencies, to develop a multi-year phaseout plan with stakeholder involvement by January 1, 2023. The bill also requires the State Council on Developmental Disabilities, by January 1, 2023, to publicly post the plan on its internet website and submit a report on its findings and plan to the Legislature for review. SB 639 is intended to afford all Californians, regardless of whether they have disabilities, with protections to ensure equal pay and treatment in the workforce. SB 639 reinforces modern principles of equity in the California workforce by requiring all individuals, including individuals with ID/DD, to be paid at least the California minimum wage.
- California Competitive Integrated Employment: Blueprint for Change Employing Individuals with Intellectual Disabilities and Developmental Disabilities in California. Through June 2022, CDOR worked closely with CDE and DDS on the Competitive Integrated Employment Blueprint. The overarching goal of the Blueprint was to increase employment outcomes for adults and youth with intellectual disabilities

and developmental disabilities. Some of the accomplishments from the Blueprint are listed below:

- 1,051 individuals with ID/DD attained competitive integrated employment through CDOR services.
- Expanded partnerships and cross-system collaborations by developing seven additional LPAs for a cumulative total of 57 LPAs.
- Developed a Data Use Agreement between CDE and DOR, as a part of the two agencies' non-monetary Interagency Agreement.
- Increased work opportunities in the community through the following career exploration and work experiences activities:
  - 22,809 students with ID/DD participated in paid work experience and unpaid community-based vocational education with CDE WorkAbility I.
  - 18 individuals with ID/DD participated in on-the-job training through CDOR.
- Provided career counseling and information and referral (CC&IR) services to over 9,000 individuals working at subminimum wage, of which over 300 applied for CDOR services and 68 achieved competitive integrated employment between July 1, 2020, and June 30, 2021.
- CA Career Innovations (CCi): Work-Based Learning Model Demonstration. The CDOR partnered with San Diego State University, Interwork Institute to evaluate the effects and benefits of work-based learning experiences to prepare students with disabilities to enter postsecondary education and competitive integrated employment. The CCi enrolled 824 students with disabilities to participate in the project, including students with the most significant disabilities, ages 16 through 22. The CCi program ended on September 30, 2021, with a total of 84 percent of the participants successfully finding paid work experiences.
- Pathways to Success Project (PSP): The CDOR has partnered with San Diego State University, Interwork Institute to evaluate the effects and benefits in improving VR outcomes for eligible individuals with disabilities, including previously served VR

participants to advance in high-demand, high-quality careers, such as science, technology, engineering, and math (STEM); to improve and maximize competitive integrated employment outcomes, economic self-sufficiency, independence, and inclusion; and to reduce reliance on public benefits. This project is funded by the RSA and will pilot a model of sector-based services, consistent with the larger workforce system, and focus on underrepresented communities, such as people with ID/DD, women, and people in racially and ethnically distinct communities.

- In July 2016, CDOR established the Achieving Community Employment (ACE) Team to provide CC&IR services. The ACE Counselors located in eight regions statewide provide CC&IR services to inform individuals working at subminimum wage (SMW) about and encourage the exploration and achievement of competitive integrated employment. The participants also receive information about available employment resources and supportive services. As of October 2021, the CDOR ACE Team coordinates with 71 California employers holding 14(c) SMW certificates, including 66 CRPs, two Patient Worker programs, and one School Work Experience Program. The number of employers with 14(c) certificates has decreased from 150 in 2016 to 71 in 2021. The CDOR ACE Team has provided CC&IR services to over 9,000 unduplicated recipients earning subminimum wage or in segregated work settings, down from 19,669 in 2016. Between July 1, 2020, through June 30, 2021, 68 individuals who left subminimum wage employment achieved competitive integrated employment. The CDOR expects this downward trend to continue through 2024, particularly with the passage of California Senate Bill 639 in September 2021 eliminating payment of subminimum wages by January 1, 2025.

## **g. Coordination with Employers**

*Describe how the designated State unit will work with employers to identify competitive integrated employment and career exploration opportunities in order to facilitate the provision of:*

### **1. VR services; and**

**Coordination with Employers.** In regard to coordination with employers and VR services, CDOR provides this description through the “Services to Businesses” goals and objectives in Description (o)(1) – State’s Strategies.

The CDOR continues to work with employers to identify competitive integrated employment and career opportunities to facilitate the provision of VR services for consumers. Some ways CDOR works with businesses include:

- Engaging the workforce development system and the business community via effective outreach, relationship, and partnership building.
- Maintaining regular CDOR participation at each of the 14 Regional Planning Units and on each local workforce development board.
- Exploring and informing CDOR counselors and consumers of local opportunities to obtain non-degree credentials, including certificates, industry certifications, apprenticeship certificates, and occupational licenses with CTE, workforce, and businesses to build an inclusive and skilled future workforce.
- Emphasizing and supporting increased earn-and-learn opportunities for consumers including on-the-job training, paid work experiences, internships, and apprenticeships with businesses.
- Identifying and providing early interventions to address potential employment barriers, such as providing work incentive planning support, workplace readiness training, self-advocacy training and work-based learning opportunities.

- Ensuring each CDOR Regional Director or Regional Business Specialist meets with local business leaders from identified in-demand sectors, as determined by their local Regional Planning Unit, to develop working partnerships or establish initiatives that support hiring and/or recruitment of individuals with disabilities.
- Accessing and utilizing labor market information (LMI), including, but not limited to, CalJOBS, World of Work Inventory, The Career Index Plus, Career Zone, and Careerinfo.net, to inform plans that help businesses meet their recruitment and talent needs.
- Informing business partners on hiring incentives and resources (e.g., Work Opportunity Tax Credit, Talent Acquisition Portal, Disability Awareness training, the AT network, and CDOR Business Based Services) to support businesses employing, supporting, retaining, and promoting qualified talent with disabilities.

Some examples of how CDOR has partnered with businesses to promote competitive integrated employment and career experiences for consumers include:

- Participating and hosting events to build business partnerships and increase career opportunities for consumers.
- Forming statewide partnerships with businesses.
- Providing training to CDOR staff on working with businesses and developing job opportunities.
- Offering training to businesses. CDOR produced and posted videos of disability access, disability accommodations, or disability awareness trainings on YouTube. These video trainings are produced in collaboration with the California Workforce Association and can be found on CDOR's YouTube channel. <https://www.youtube.com/user/DORCalifornia>

## **2. Transition services, including pre-employment transition services, for students and youth with disabilities.**

The CDOR dedicated 210 field staff, Qualified Rehabilitation Professionals and Service Coordinators, to provide CDOR Student Services to students with disabilities. These Student Services staff



outreach to employers and contractors to make available work-based learning experiences and work-readiness training to students with disabilities through We Can Work, STEPS, and Foundation for California Community Colleges (FCCC) Paid Work Experience.

### **We Can Work (WCW)**

The WCW job opportunities are administered through case service contracts between CDOR and LEAs. The purpose of these contracts is to afford students with disabilities an opportunity to participate in CDOR Student Services work-based learning experiences.

We Can Work is available to students with disabilities who are potentially eligible and eligible for VR services. Work-based learning experiences are provided primarily with community businesses that have been developed by the WCW contracts. The WCW job opportunities are offered through community employers that have been developed by the WCW contracts. Through WCW, students with disabilities have the opportunity to explore competitive integrated employment settings and work with the community employers on career exploration.

### **Summer Training and Work Experience Program for Students (STEPS)**

STEPS is a contract between CDOR and the FCCC with assistance from the California Employment Training Panel. The FCCC in partnership with CDOR provides “Employer of Record” services to assist potentially eligible and eligible students with disabilities in obtaining valuable work experience. The FCCC only serves as the employer of record; it is not involved in job development activities. Job development may be conducted by a CRP, a cooperative programs partner, or CDOR staff.

The intent of the contract is to partner with local workforce boards supported by America’s Job Center of California (commonly known as AJCC) to find students with disabilities employment opportunities throughout the state.

Additional information on CDOR's efforts to work with employers to provide competitive integrated employment and career exploration for students and youth with disabilities can be found in goal three under the "Increasing the Quality and Quantity of Employment Outcomes" priority in Description (o)(1) – State's Strategies.

### **FCCC Paid Work Experience**

The FCCC has been partnering with CDOR to provide paid work experience for students with disabilities to receive meaningful and transferable work experience in their local communities.

The FCCC traditional work experience is available to all students with disabilities with an open potentially eligible or VR case between the ages of 16 through 22 years old. This opportunity allows students the ability to work in local businesses, develop soft skills, obtain transferrable skills for their resumes, and explore various careers for future employment. Work experiences are minimum of 100 hours per student, are developed based on the students' interest and abilities, and are developed by local CDOR Student Services staff.

#### **h. Interagency Cooperation**

*Describe how the Designated State Unit will collaborate with the State agency responsible for administering each of the following programs to develop opportunities for competitive integrated employment, to the greatest extent practicable:*

##### **1. The State Medicaid plan under Title XIX of the Social Security Act;**

Refer to Description (c)(1) – Cooperative Agreements with Agencies Not Carrying out Activities under the Statewide Workforce Development System, specifically the following paragraph:

##### **California Department of Developmental Services: Individuals Eligible for Home and Community Based Waiver Programs**

The CDOR has a formal agreement with DDS, California's State agency responsible for administering the Home and Community Based Services waiver for the State Medicaid plan under Title XIX of the Social Security Act (42 U.S.C. § 1396 et seq.). The CDOR and DDS continue to work together to overcome challenges in sharing individual client data across the two departments. One such effort of data sharing is the BUCP for individuals with ID/DD, referred to in Description (f).

The DDS has the primary responsibility to provide services and supports for individuals with ID/DD, including extended services for individuals ages 22 and older who have been determined to be eligible for home and community-based services under a Medicaid waiver, Medicaid State plan amendment, or other authority related to a State Medicaid program period.

Collaborative efforts to support community integration of individuals who are eligible for Home and Community Based Services waiver programs include CDOR district staff participation in person-centered planning meetings, when invited. The CDOR is supporting discussions with DDS for improved coordination of IEPs and Individual Program Plans for eligible individuals. The CDOR is also collaborating with DDS to support opportunities for competitive integrated employment through the CIE

Blueprint as described in the response to description (f) - Arrangements and Cooperative Agreements for the Provision of Supported Employment Services.

**The State agency responsible for providing services for individuals with developmental disabilities; and**

The CDOR addressed its collaboration with DDS, the agency responsible for the State Medicaid plan under Title XIX of the Social Security Act and the provision of services for individuals with ID/DD in the previous section to this description. The CDOR's cooperation with DDS is described throughout the State Plan, particularly in Description (f) – Arrangements and Cooperative Agreements for the Provision of Supported Employment Services.

**2. The State agency responsible for providing mental health services.**

Refer to Description (c)(1) – Cooperative Agreements with Agencies Not Carrying out Activities under the Statewide Workforce Development System:

**Coordination with the State Agency Responsible for Providing Mental Health Services**

In California, the State agency responsible for administering state and federal funding to county mental health services providers is DHCS. The CDOR developed a Memorandum of Understanding with DHCS to establish a framework for collaboration between the two departments to provide local technical assistance and support in order to strengthen existing CDOR Mental Health Cooperative Programs or to develop new patterns of VR services available to individuals living with severe mental illness. The MOU expired in May 2021. The CDOR has initiated enhanced collaborative efforts with DHCS to meet the intent of the previous MOU, with the goal of ensuring that consumers have access to a comprehensive, coordinated, and quality service delivery system, which includes competitive integrated employment and, as appropriate, supported employment services.

The CDOR is also a member of the California Mental Health Planning Council, which evaluates the behavioral health system for accessible and effective care. It advocates for an accountable system of responsive services that are strength-based, recovery-oriented, culturally competent, and cost-effective.

**i. Comprehensive System of Personnel Development; Data System on Personnel and Personnel Development**

*Describe the designated State agency's procedures and activities to establish and maintain a comprehensive system of personnel development designed to ensure an adequate supply of qualified State rehabilitation professional and paraprofessional personnel for the designated State unit, including the following:*

**1. Data System on Personnel and Personnel Development**

**A. Qualified Personnel Need**

*Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs with respect to:*

- i. *The number of personnel who are employed by the State agency in the provision of VR services in relation to the number of individuals served, broken down by personnel category;*
- ii. *The number of personnel currently needed by the State agency to provide VR services, broken down by personnel category; and*
- iii. *Projections of the number of personnel, broken down by personnel category, who will be needed by the State agency to provide VR services in 5 years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.*

The CDOR, in partnership with the SRC, develops and maintains a Comprehensive System of Personnel Development to ensure a sufficient workforce of qualified state rehabilitation personnel, including professionals and paraprofessionals, is in place for the timely and successful delivery of VR services to Californians with disabilities.

<b>CDOR Position Title</b>	<b>Total Positions</b>	<b>Current Vacancies</b>	<b>Projected Vacancies Over the Next 5 Years</b>	<b>Ratio of Consumers per Staff Member*</b>
Team Manager	105	15	38	976
Senior Vocational Rehabilitation Counselor (QRP)**	541	58	166	189
Regional Business Specialist	14	0	15	7,320
Business Specialist / Work Incentive Planner / Services Coordinator	271	26	91	378
Case Support Staff	336	42	60	305
Regional Director	14	3	4	7,320
District Administrator	14	0	4	7,320
Medical Consultant	3	0	2	34,160
Consulting Psychologists	5	2	1	20,496
Mobility Evaluation Specialist	1	1	0	82
Teacher, Orientation and Mobility for the Blind	6	0	2	11
Teacher, Typing and Braille	0	0	0	0
Teacher, Home Economics	1	0	0	64***

<b>CDOR Position Title</b>	<b>Total Position s</b>	<b>Current Vacancies</b>	<b>Projected Vacancies Over the Next 5 Years</b>	<b>Ratio of Consumers per Staff Member*</b>
Counselor, Orientation Center for the Blind	3	1	0	21***
Vocational Instructor	2	1	1	32***
Physician and Surgeon	0	0	0	0
Optometric Consultant	0	0	0	0

\*Ratio is based on total number of positions at the end of FFY 2021 and the total number of consumers served during FFY 2021 (102,480).

\*\* The number of SVRC/QRP's includes only those positions that meet the qualifications specified in section (3) Personnel Standards.

\*\*\*Ratio based on 64 individuals served by CDOR's Orientation Center for the Blind during FFY 2021.

The CDOR has a comprehensive system for collecting, maintaining, and analyzing, on an annual basis, data on qualified personnel needs. Personnel position reports are created by CDOR Human Resources' (HR) position control, utilizing data collected from the State Controller's Office. The data reflecting current position allocations and position location is shared on a monthly basis with CDOR's field divisions. The CDOR's field division determines any changes in position allocation for their division and informs HR of any potential changes.

### **Vocational Rehabilitation Services Delivery**

The VR Counselors are exclusively responsible for the following five functions: eligibility determination; priority of service; IPE approval and signature; IPE revisions or amendments; and determination that a successful employment outcome has been achieved and the record of services can be closed.



Collectively, the VR Counselor, Service Coordinator, Business Specialist, Work Incentives Planner, and Case Support Staff focus on providing VR services necessary for consumers to prepare for, find, and retain employment. VR service delivery is focused on person-centered, whole person care via cross-agency collaboration and systems alignment.

The table below shows the positions, vacancies, projected vacancies, and ratio of consumers served per staff member for CDOR field division staff who provide VR services.

In April 2018, CDOR redirected 105 VR counselors and 105 Service Coordinators to work directly with eligible and potentially eligible students with disabilities. The VR Counselors and Service Coordinators provided CDOR Student Services to 29,562 students with disabilities in FFY 2019, including potentially eligible students with disabilities. In FFY 2022, the CDOR Student Services VR staff anticipates providing services to 30,000 potentially eligible students with disabilities.

During FFY 2021, CDOR actively provided VR services to 26,933 VR applicants and provided CDOR Student Services to 26,607 potentially eligible students with disabilities.

In FFY 2021, VR field staff provided services to an estimated 75,272 individuals with disabilities in open status.

### **Orientation Center for the Blind**

The Orientation Center for the Blind is a CDOR owned and operated training facility that assists consumers who are visually impaired and blind to adjust to their vision loss and acquire the skills and tools necessary to pursue competitive integrated employment. A specialized staff of qualified teachers, trainers and rehabilitation professionals provides comprehensive training and experiences tailored to assist each participant to reach their full potential for independence. At no cost to CDOR consumers, training is provided in daily living skills including cooking, independent travel, Braille and communication, AT

use, and the work readiness skills necessary for vocational success. Options for training include residential, individualized day programs, two-week skills assessments, or a combination of any of the above. The residential facility can support 36 participants at any given time.

### **Caseload Projections**

Starting November 2, 2020, CDOR is no longer operating under an Order of Selection, as identified in the response for Description (m) – Order of Selection. The CDOR has reviewed projected resources and projected costs for state fiscal year 2021-22, which started July 1, 2021, and ends June 30, 2022, as provided by California Code of Regulations, title 9, section 7052(a) and determined that projected resources are adequate to serve all individuals in Priority Category One, Priority Category Two, and Priority Category Three.

For FFYs 2022 through 2023, Vocational Rehabilitation Service Delivery (VRSD) teams will provide services to an estimated 80,000 individuals in open status annually.

### **B. Personnel Development**

*Describe the development and maintenance of a system for collecting and analyzing on an annual basis data on personnel development with respect to:*

- ii. A list of the institutions of higher education in the State that are preparing VR professionals, by type of program;*
- iii. The number of students enrolled at each of those institutions, broken down by type of program; and*
- iv. The number of students who graduated during the prior year from each of these institutions with certification or licensure, or with the credentials for certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.*

### **Personnel Development of VR Counselors**

The Council on Rehabilitation Education provides academic preparation for professional rehabilitation counseling positions and undergraduate programs in Rehabilitation and Disability Studies. The CDOR ensures effective systematic coordination with the Council on Rehabilitation Education–accredited programs by discussing, at least biannually, the progress of CDOR staff participating in the Master’s in Rehabilitation Counseling programs.

### **Universities with Rehabilitation Counseling Programs**

In California, there are five Council on Rehabilitation Education – accredited Master’s Degree in Rehabilitation Counseling programs and one Council on Rehabilitation Education–accredited undergraduate Bachelors of Science Degree in Rehabilitation Services program through the following universities: CSU Fresno, CSU Los Angeles, CSU Sacramento, CSU San Bernardino, and San Diego State University. Only CSU Los Angeles offers a Bachelor’s of Science Degree in Rehabilitation Services.

### **Students Enrolled In or Graduated From a Council on Rehabilitation Education, Accredited Bachelor of Science or Master’s Degree in Rehabilitation Counseling Program**

The table below provides data for Academic Year 2020-2021 on the number of students enrolled in or graduated from a Council for Accreditation of Counseling and Related Educational Programs (CACREP) accredited Master’s Degree program and the numbers of students sponsored in those programs by CDOR and, or, the Rehabilitation Services Administration (RSA).

<b>University</b>	<b>Degree Program</b>	<b>Students Enrolled (academic year)</b>	<b>Graduates from the previous academic year</b>
CSU Los Angeles	Master’s	257 per year	100 per year (approximate)
CSU Fresno	Master’s	25	100

CSU Sacramento	Master's	48	12
CSU San Bernardino	Master's	59	47
San Diego State University	Master's	95	135
<b>Total</b>		484	394

## 2. Plan for Recruitment, Preparation and Retention of Qualified Personnel

*Describe the development and implementation of a plan to address the current and projected needs for qualified personnel including, the coordination and facilitation of efforts between the designated State unit and institutions of higher education and professional associations to recruit, prepare, and retain personnel who are qualified, including personnel from minority backgrounds and personnel who are individuals with disabilities.*

### 2015-2020 Workforce Strategic Plan

The CDOR developed a 2015-2020 Workforce Strategic Plan focused on hiring, developing, and retaining staff with the right skills and competencies to achieve the vision, mission, and goals of the department. The development of the Plan is a continuation of CDOR's 2012-2015 Recruitment and Retention Plan that documented the Human Resources Branch's ongoing collaborative activities with internal and external stakeholders.

The CDOR has completed five of the six initiatives were identified through the collaborative process: Recruitment Outreach and Marketing, Onboarding, Mentoring, Performance Management Enhancement and Leadership Development. The remaining initiative, Recognition Program will be completed in 2022. The initiatives are intended on recruiting and empowering employees through development opportunities, coaching and mentoring, knowledge sharing, recognizing achievements, and fostering a values-driven culture. The six initiatives are:

1. Recruitment Outreach and Marketing – Develop and implement an outreach and marketing strategy to establish CDOR as an employer of choice to attract high-performing diverse candidates. A recruitment committee was convened to address challenges in attracting, hiring, and retaining the Senior Vocational Rehabilitation Counselor, Qualified Rehabilitation Professional (QRP) Classification. Marketing strategies include developing new content to be used in brochures, posters, billboards, and a variety of online platforms. Outreach strategies include targeting university partnerships through campus recruiting events, classroom presentations, internships, and alumni engagement.
2. Onboarding Program – Develop an onboarding program for supervisors and managers to use with new staff to learn about a wide-cross section of the CDOR – its mission, core values, culture, program areas, resources, and overall expectations.
3. Performance Management Enhancement – Develop and implement a training framework to provide managers with increased knowledge and skills pertaining to talent management activities such as proactive recruitment and retention, conducting and supporting effective individual development plans, and productive employee relations.
4. Leadership Development – Develop a formal leadership development program that allows managers the opportunity to enhance their personal and professional development. The program will provide the department with an opportunity to grow and retain its high potential staff and support the transfer of knowledge as part of CDOR's succession planning efforts.
5. Recognition Program – Develop a program consisting of informal and formal recognition that reinforces the department's mission, values, and strategic objectives to help attract and retain high-performing staff.
6. Mentoring Program – Develop a mentoring program to provide educational and experiential opportunities for staff to enhance their personal and professional development.

The CDOR is in the process of revising the Workforce Strategic Plan for 2022 – 2023 to ensure the organization has the resources needed to meet its mission and strategic plan goals.

### **Current and Projected Needs for Qualified Personnel**

To meet the current needs for qualified personnel, CDOR's Staff Development Unit will continue to collaborate with other CDOR sections to develop employee competencies, knowledge, skills, and abilities; provide staff retraining; and comply with mandatory training requirements. The Staff Development Unit will provide logistical support for internal and external training.

The CDOR plans to offer a variety of training to support current professional development needs including:

- Academies for VR Counselors, Service Coordinators, Business Specialists, and Office Technicians. These academies will increase the capacity of personnel to provide services to consumers and will also enhance existing knowledge of personnel duties.
- Quarterly knowledge-based trainings.
- Training on the medical aspects of disability.
- Continual training for VR Counselors.

To meet the projected needs of personnel, the Staff Development Unit will rely on a number of tools including CDOR's:

- Triennial Comprehensive Statewide Assessment
- Staff Development Unit Statewide Training Needs Assessment
- State and Strategic Plans
- Workforce Strategic Plan
- Employee Engagement Survey
- Blackboard Learning Management System

The Staff Development Unit will identify projected training needs through analysis of audit findings, program reviews, policy inquiries, and an evaluation of WIOA. The Unit will prioritize delivery of training regarding services to youth, use of LMI, and CDOR Student Services.

The Staff Development Unit will utilize Blackboard Learning Management System to track mandatory training, assign competency-based training, and coordinate external training requests for department personnel.

The Staff Development Unit will support continuing education by offering a variety of methods and topics including rehabilitation technology, documentation, case assessment and postsecondary education. The Staff Development Unit will also coordinate additional classes focusing on Section 508 compliance.

### **Higher Education Institutions and Professional Associations**

The CDOR offers volunteer internships for VR students looking to gain experience and get a first-hand look at rehabilitation counseling at CDOR. The CDOR partners with the Council on Rehabilitation Education universities to conduct “How to Apply to the CDOR” workshops that help the Council on Rehabilitation Education university students navigate the civil service application process. The CDOR also partners with the Council on Rehabilitation Education universities and professional associations to promote CDOR career opportunities to their databases.

### **Personnel from Minority Backgrounds and Individuals with Disabilities**

The CDOR is focused on developing a diverse workforce that incorporates disability awareness, etiquette, and inclusion best practices in service delivery and working with external stakeholders. The CDOR will continue to focus on recruitment of people with disabilities, including individuals who have received services from CDOR, through outreach to consumers and stakeholders and employees with disabilities or knowledge of the unique challenges and experiences of individuals with disabilities.

A recruitment team, comprised of a designated recruiter for each district, has been created to plan and implement activities to ensure that outreach to potential candidate pools include individuals with disabilities, with a focus on individuals with disabilities identified as

underserved, and educate CDOR consumers and external stakeholders of career opportunities with CDOR. Additionally, CDOR created a recruitment outreach contact database with national and California disability rights organizations and networks to increase recruitment reach to persons with disabilities.

The CDOR analyzed feedback provided in the 2019 Employee Engagement Survey to determine how the CDOR workforce perceives the work environment for all employees, including personnel from diverse backgrounds and those with disabilities.

### **Disability Inclusion and Advisory Committee**

The CDOR continues to support its Diversity and Inclusion Advisory Committee (DIAC) to conduct outreach to unserved and underserved individuals and consumers, and to diversify CDOR employee applicant pools to ensure a diverse workforce in order to meet consumer needs. The DIAC meets quarterly to identify outreach and diversity gaps and determine potential solutions for consideration by CDOR's Executive Leadership Team.

The DIAC developed a Cultural Competency Training, a diversity and inclusion training with a focus on disability awareness and cultural competency. The training gave staff an opportunity to develop foundational diversity and inclusion knowledge and demonstrate practical ways to implement inclusive behaviors into their work.

The training was piloted in the CDOR San Joaquin District in 2018 and used interactive activities, a multimedia presentation, and experiential learning opportunities to help increase their knowledge around cultural competency, expand their skill base in delivering culturally competent services, and identify behavioral changes that can contribute to a culturally competent work environment. The participants were asked to evaluate the training and serve as a focus group for the development and implementation of future trainings. The CDOR's senior management team experienced the training in March 2019 and recommended that it should be rolled out to all CDOR district staff. After the San Joaquin District pilot and training to



the CDOR senior management, the Intersectionality Training was successfully rolled out to all districts from April through June of 2021.

The DIAC reconvened with its kickoff meeting in November 2021 with the goal of repeating the Intersectionality Training to all staff, in collaboration with the CDOR Staff Development Unit's Intersectionality Workgroup and will include additional Diversity and Equity and Inclusion trainings to all staff annually, on a quarterly basis, over the course of the next four years. The proposed trainings to all staff during 2022 and subsequent years, are as follows:

- Intersectionality Training
- Micro-Aggression
- Implicit and Explicit Bias
- Community Conversations

Preceding the rollout of the trainings discussed above, the DIAC members will facilitate community conversations, statewide among staff, with topics that correspond and support the quarterly trainings.

The DIAC will continue to work in collaboration with the CDOR's Office for Diversity Equity and Inclusion (DEI), which will be established in 2022. The Office for DEI's proposed initiatives and goals are provided below and align with the goals of the DIAC.

### **CDOR's Office for Diversity, Equity and Inclusion**

With nearly 2,000 employees, CDOR is committed to promoting employment for persons with disabilities and creating and expanding a culture of diversity, equity, and inclusion reflective of the communities CDOR serves by establishing the DEI office in 2022.

The proposed goal of the DEI office is to foster excellence within CDOR where diversity, equity and inclusion are exemplified through:

- Building comprehensive diversity, equity, and inclusion strategies and methodologies centered on the needs of employees, consumers, and internal and external stakeholders.
- Collaborating with stakeholders to promote visibility of diversity, equity, and inclusion, both internally and externally.

- Partnering across divisions to drive a diverse talent pool, for building strong departmental growth and performance.
- Developing and implementing diverse, equitable, inclusive, and innovative programs and initiatives that move beyond representation.
- Creating a sustainable, diverse, equitable, and inclusive work environment through developing, recommending, and facilitating training.
- Developing innovative strategies into business processes regarding talent acquisition, performance management, leadership development, succession planning, employee engagement, and retention.
- Demonstrating progress to drive departmental action through establishing diversity, equity, and inclusion metrics with measurable objectives and goals.
- Sharing knowledge and best practices through promotion, building, and collaboration of strategic internal and external partnerships.
- Serving as a model employer of persons with disabilities.

### **3. Personnel Standards.**

*Describe the State agency's policies and procedures for the establishment and maintenance of personnel standards consistent with section 101(a)(7)(B) and 34 CFR 361.18(c) to ensure that designated State unit professional and paraprofessional personnel are adequately trained and prepared, including:*

- A.** *Standards that are consistent with any national or State-approved or recognized certification, licensing, registration, or other comparable requirements that apply to the profession or discipline in which such personnel are providing VR services; and*
- B.** *The establishment and maintenance of education and experience requirements, in accordance with section 101(a)(7)(B)(ii) of the Rehabilitation Act, to ensure that the personnel have a 21st century understanding of the evolving labor force and the needs of individuals with disabilities.*

The CDOR maintains adherence to the highest personnel standard that will ensure professional and paraprofessional staff are adequately trained and prepared for employment.

## **CDOR Employees with Education and, or Certification Standards**

Candidates applying for all positions must meet California's personnel standards prior to appointment, including proof of possession of degree, certification, licensing, and registration requirements applicable for each position.

California standards identified in the state approved job specifications include certification, licensing, and registration requirements for the following job classifications: Senior Vocational Rehabilitation Counselor, Qualified Rehabilitation Professional (SVRC/QRP); Teacher, Orientation and Mobility for the Blind; Teacher, Orientation and Mobility for the Blind (Typing and Braille); Teacher, Home Economics; Counselor, Orientation Center for the Blind; Vocational Instructor (Culinary Arts or Computer and Related Technologies); Physician and Surgeon; Medical Consultant; Dental Consultant; Consulting Psychologist, Optometric Consultant and Work Incentive Planner classifications. These standards are detailed below:

### SVRC/QRP

Possession of a Master's degree in Rehabilitation Counseling from a recognized institution or:

- Possession of a Master's degree or Doctorate Degree in a closely related field with successful completion of one graduate course with a primary focus on the Theories and Techniques of Counseling, or
- Possession of an active national certification as a Certified Rehabilitation Counselor.

### Teacher, Orientation and Mobility for the Blind

Possession of a valid California Teaching credential authorizing the teaching of orientation and mobility to the visually disabled and either:

- Completion of an approved graduate curriculum leading to a Master of Arts degree in Orientation and Mobility Training. Candidates who

are within six months of completing the required education will be admitted to the examination, but they will not be appointed until they have completed the curriculum, or,

- Two years of experience working with the blind in training in mobility skills and physical conditioning (completion of an approved training course in the orientation and mobility in a Veterans Administration Hospital may be substituted for up to one year of the required experience on the basis of one year of training for one year of experience.) and,
- Equivalent to graduation from college.

#### Teacher, Orientation Center for the Blind (Typing and Braille)

Possession of a valid California designated subject credential in Typing and Braille and either:

- Two years of experience teaching Typing and Braille, or,
- Four years of typing experience which must have included or been supplemented by experience or training in reading and writing Braille and Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for not more than two years of the required education on a year-for-year basis.)

#### Teacher, Home Economics

Possession of a Secondary Credential with a major or minor in home economics.

#### Counselor, Orientation Center for the Blind

Equivalent to completion of two years of college, preferably including such courses as psychology, physiology, or mental hygiene. (Two years of experience teaching blind adults may be substituted for not more than two years of the required education on a year-for-year basis.)

#### Vocational Instructor (Culinary Arts or Computer and Related Technologies)

Credential: Possession of a valid California teaching credential which authorizes the holder to teach, on a full-time basis, a vocational course in the appropriate subject specialty or Industrial Arts subspecialty.

### Physician and Surgeon

Possession of the legal requirements for the practice of medicine in California as determined by the California Board of Medical Quality Assurance or the California Board of Osteopathic Examiners.

### Medical Consultant

Possession of legal requirements for the practice of medicine, as determined by the California Board of Medical Quality Assurance or the California Board of Osteopathic Examiners, in addition to one year of experience in the practice of medicine exclusive of internship. Applicants who are in the process of securing approval by the Board of Medical Quality Assurance or the California Board of Osteopathic Examiners will be admitted to the examination, but the Board to which the application is made must determine that all legal requirements have been met before the candidate will be eligible for appointment.

### Consulting Psychologist

Possession of a valid license as a Psychologist issued by the California Board of Psychology and possession of an earned Doctorate Degree in Psychology from an educational institution meeting the criteria of Section 2914 of the California Business and Professions Code. Unlicensed individuals who are recruited from outside the State of California and who qualify for licensure may take the examination and may be appointed for a maximum of two years at which time licensure shall have been obtained or the employment shall be terminated. Experience must include either:

- Two years of experience in the California state service performing clinical psychology duties equivalent to those of a Psychologist (Various Specialties), Psychologist (Health Facility) (Various Specialties), or Psychologist Clinical, Correctional Facility. Or,
- Three years of full-time postdoctoral, post-internship experience in the practice of psychology involving either training, research, consultation, or program planning in mental health services.

### Optometric Consultant

Possession of the legal requirements for the practice of optometry in California as determined by the California State Board of Optometry. Applicants who are in the process of

securing approval of their qualifications by the State Board of Optometry will be admitted to the examination, but that Board must determine that all legal requirements have been met before candidates will be eligible for appointment. Experience must include two years of experience within the past five years as a practicing Optometrist. Experience as an Optometrist in the consultant function of a medical care program can be substituted on a year-for-year basis.

#### Work Incentive Planner

The CDOR recruits Work Incentive Planners using the state civil service Staff Services Analyst Classification. After the CDOR Work Incentive Planners are hired, they participate in and complete the Cornell University Work Incentives Practitioner Credentialing training for certification.

#### **21st Century Understanding**

The WIOA describes the need for personnel to have a 21st century understanding of the evolving labor force and the needs of individuals with disabilities. The CDOR's existing requirement for VR Counselors to have a Master's Degree in Rehabilitation Counseling supports this need. In addition, CDOR will offer the following training:

- 21st Century Labor Market (Job-Driven Economy)
- Building Effective Partnerships with America's Job Center of California
- Building Effective Partnerships with Employers
- Competitive Integrated Employment
- Customized Employment
- Medical Aspects of Disability
- Youth
- Business Engagement
- Capacity Building

#### **4. Staff Development.**

*Describe the State agency's policies, procedures, and activities to ensure that, consistent with section 101(a)(7)(C) of the*

*Rehabilitation Act, all personnel employed by the designated State unit receive appropriate and adequate training in terms of:*

- A. A system of staff development for professionals and paraprofessionals within CDOR; and*
- B. procedures for the acquisition and dissemination of significant knowledge from research and other sources to designated State unit professionals and paraprofessionals.*

### **System of staff development**

A system of staff development for professionals and paraprofessionals within the designated State unit, particularly with respect to assessment, vocational counseling, job placement, and rehabilitation technology, including training implemented in coordination with entities carrying out State programs under section 4 of the AT Act of 1998; and

### **Staff Development**

The CDOR will provide training through three training tracks to professional and paraprofessional staff:

**Track 1: Onboarding Training** – provides CDOR employees with an introduction to the department and how to function successfully within it. Key components include CDOR’s mission, CDOR and VR history, and the rehabilitation process. Since 2018, ongoing onboarding trainings have been offered regularly throughout the year in various modalities.

**Track 2: Academies** – provides policy-based training for the VRSD team.

**Track 3: Continuing Education** – provides continuing education training on a range of current VR topics, including AT. Trainings are provided on-demand for staff to utilize as needed. Training evaluations will be completed through a pre-assessment to both the participant and their manager to determine a baseline of learning. A course evaluation is completed immediately after the training is finished and at 30/60/90 days after the training for both the participant and their manager to determine the effectiveness of the

training. A training needs assessment is conducted every two years of CDOR employees to help guide information about the direction and need of continuing education for staff.

### **Training for Supervisory Staff**

In addition to the three training tracks, the State of California amended Government Code 19995.4 to mandate initial and biennial leadership and development training for Staff Services Manager I, or equivalent, and above.

### **Acquisition and dissemination of significant knowledge**

Procedures for the acquisition and dissemination of significant knowledge from research and other sources to designated State unit professionals and paraprofessionals.

The CDOR continues to routinely acquire and disseminate significant VR research.

- Topical webinars from VR leaders including the Research Technical Assistance Center, the National Center on Leadership for the Employment and Economic Advancement of People with Disabilities, and the Employment and Training Administration.
- CDOR Director's Quarterly Forum.
- Coordinates conferences and workshops for professional and paraprofessional that are applicable to current industry practices.

## **5. Personnel to Address Individual Communication Needs.**

*Describe how the designated State unit has personnel or obtains the services of other individuals who are able to communicate in appropriate modes of communication with or in the native language of applicants or eligible individuals who have limited English speaking ability.*

California is a culturally diverse state and CDOR is committed to providing timely language services, as required. The Dymally–



Alatorre Bilingual Services Act is a state law that ensures individuals seeking state government services whose primary language is not English are not precluded from receiving State of California Services because of language barriers. The CDOR has a Bilingual Services Program that ensures its services are effectively communicated to limited or non-English speaking individuals, as required by the Act.

To ensure effective communication with members of the public, including applicants and eligible individuals with disabilities, CDOR provides a variety of language services including, but not limited to, bilingual oral interpretation, bilingual written translation, and American Sign Language Interpreting. The CDOR translates a variety of written materials that communicate its services in the following languages: Spanish, Armenian, Cambodian, Chinese, Korean, Spanish, Tagalog, and Vietnamese.

Additionally, appropriate accommodations, such as Auxiliary aids and services are provided, where necessary and as required, to afford an individual with a disability an equal opportunity to participate in CDOR services. Auxiliary aids include services or devices such as qualified interpreters; assistive listening devices; real time, open, closed captioning; teletypewriters or Video Relay services; videotext displays; readers; taped texts; Braille materials; and large print materials.

In addition, CDOR's Disability Access Services (DAS) provides training and technical assistance to ensure that individuals with disabilities have full and equal access in government services, public accommodations, and employment opportunities for individuals with disabilities are achievable.

The DAS provides internal and external partners with training and technical assistance to ensure that all digital and written materials intended to communicate with individuals with disabilities are accessible regardless of disability type.

## **6. Coordination of Personnel Development Under the Individuals with Disabilities Education Act**

*As appropriate, describe the procedures and activities to coordinate the designated State unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Act.*

The CDOR and CDE have an established core series of trainings designed for CDOR and LEA staff. These trainings are initiated by CDOR and LEA cooperative program partners and include topics on VR–relevant subjects such as Employment Preparation, Job Development and Placement; Transition–Age Youth; Benefits Planning and Management; and Strategies for Veterans Entering and Reentry into the Civilian Workforce. Trainings are provided, as mutually requested by CDOR and the local education agency. In total, 18 trainings were provided between July 2018 and June 2019; 20 trainings were provided between July 2019 and June 2020; and 16 trainings were provided between June 2020 and July 2021.

Additionally, CDOR provides cross–training to LEAs with designated school district VRSD teams to inform and support educators on CDOR services and application processes. The CDE provides the CDOR with informational material for CDOR staff on mandated secondary transition planning under IDEA for students who have an IEP.

## **j. Statewide Assessment**

(Formerly known as Attachment 4.11(a)).

*1. Provide an assessment of the rehabilitation needs of individuals with disabilities residing within the State, particularly the VR services needs of those:*

*A. With the most significant disabilities, including their need for supported employment services;*

*VI-VR j.1.A with the most significant disabilities, including their need for supported employment services;*

*VI-VR j.1.B who are minorities;*

*VI-VR j.1.C who have been unserved or underserved by the VR program;*

*VI-VR j.1.D who have been served through other components of the statewide workforce development system;*

*VI-VR j.1.E who are youth with disabilities and students with disabilities, including, as appropriate, their need for pre-employment transition services or other transition services.*

The CDOR jointly conducts a triennial comprehensive statewide assessment (CSA) with the SRC to determine the VR needs of individuals with disabilities in California. The CDOR published the 2018-2020 CSA in January 2021.

The purpose of the CSA is to assess the needs of Californians with disabilities, identify barriers to employment, and service needs. Over the 2018-2020 triennial cycle of the CSA, the five federally required areas of assessment were conducted by cumulative qualitative and quantitative data research methods. The five areas of assessment were to determine the rehabilitation needs of:

- Individuals with most significant disabilities and their need for supported employment services,

- Individuals who are minorities and individuals who are unserved or underserved by CDOR,
- Individuals who have been served through other components of the statewide workforce development system,
- Youth with disabilities and students with disabilities, including their need for transition services or pre-employment transition services, and
- An assessment of the need to establish, develop, or improve CRPs in California.

This update provides a summary of the themes in the 2018-2020 CSA for each required area of assessment and the areas where research was conducted for the CSA. The needs assessment utilized quantitative data research consisting of internal VR caseload data and external sources such as U.S. Census survey data. Qualitative data was also used to assess areas of need and included key informant interviews, surveys, and telephone interviews. The qualitative component plan was conducted beginning in the Spring of 2019 through the Summer 2020.

This update provides a summary of the final CSA report which included complete research data, analysis, findings, and recommendations for each of the five required areas of assessment.

### **Data Sources**

The 2018-2020 CSA, completed between Spring 2018 and Fall 2020, draws upon primary and secondary data. The following sources and data collection methods were used to complete the required components of the assessment:

- Key informant interviews of community subject matter experts on unserved and underserved populations.
- Key informant interviews of CDOR VR staff on the workforce development system, barriers for individuals with disabilities accessing services, and opportunities for collaborating with workforce partners.
- Surveys of CDOR staff and workforce development system partners.

- Analysis of American Community Survey (ACS) data.
- Analysis of CDOR caseload data.
- Analysis of CDE student data.
- Analysis of the 2018-2019 CDOR CSS.

## **2018-2020 CSA Themes**

### Customer service areas for improvement

Surveys and interviews with CDOR staff and stakeholders were conducted and the following areas were identified as areas that need improvement:

- Streamline the application process, paperwork, and timelines.
- Increase outreach, especially to minorities, un/underserved, and non-English speaking individuals.
- Increase the use of technology for the provision of services and provide for the use of electronic signatures on forms.
- Increase staff to accommodate potential consumers in a timely manner and to get them through the process more efficiently.
- Provide additional staff training in several areas, such as cultural competency, customized employment, behavioral health disabilities, and working with AJCCs.

## **Coordination with other systems**

The LPAs have been created throughout the state to formalize the coordination between systems throughout local communities in California. The LPAs involve LEAs, regional centers, CRPs, AJCCs, local businesses, and other stakeholders. These agreements facilitate and streamline service delivery, engage communities, and increase competitive integrated employment opportunities for individuals with ID/DD.

Continued work on the LPAs is necessary to solidify relationships with local partners and attract more partners and businesses for the successful placement of individuals with ID/DD. Additional training for AJCC and CRP staff for working with individuals with the most significant disabilities is needed in some areas.

Memorandums of Understanding have been developed with LEAs throughout the state for the provision of CDOR Student Services to

students. Additional MOUs are needed for the provision of CDOR Student Services throughout the state.

### **Service Barriers and Access**

Stakeholders have provided their input on possible barriers to CDOR services. Barriers to accessing services include:

- Long wait time due to staff shortages.
- Lack of transportation, especially in rural areas.
- Burdensome paperwork for services.
- Language and cultural barriers.
- Need for staff training in Customized Employment and cultural competency.
- Lack of CRPs, including lack of staff and available services.
- Lack of available businesses providing job opportunities.
- Fear of losing benefits.
- Homelessness or housing insecurity.
- Substance abuse.

### **Staffing and training needs**

Stakeholders and CDOR staff have identified that delays in services are partially due to the difficulty experienced in hiring and maintaining adequate staff to meet the needs of Californians requesting services. Additionally, the need for staff training in cultural competency has been identified as a need for the provision of services to the state's diverse population.

Emerging populations have been identified as individuals who are housing displaced, have dual diagnosis of substance abuse and behavioral health disabilities, are neuro diverse, or are justice-involved. Each of these populations will have specific needs. Cultural competency training, training to address behavioral health disabilities, and collaboration with other programs within the workforce development system will assist CDOR staff with providing the services, information, and referrals that lead to successful closures.

### **Section Themes:**

**Section I. Individuals with the most significant disabilities, including their need for supported employment services**

The CDOR identified the following themes for individuals with the most significant disabilities:

- Many CRPs are understaffed and need additional training to better serve individuals with the most significant disabilities.
- CDOR and CRP staff need training for the provision of customized employment preparation and services.
- AJCC staff in many areas need additional training to meet the needs of individuals with the most significant disabilities.
- Use of technology for the provision of services may be beneficial for overcoming the identified barrier of transportation, especially in rural areas.

## **Section II. Individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program**

As of 2019, California was ranked the most culturally diverse state in the United States. The CDOR identified the following recurring themes for individuals with disabilities who are minorities and those who have been unserved or underserved by the VR program:

- Individuals who identify as Asian may be underserved when comparing CDOR data to ACS data.
- CDOR staff may benefit from cultural competency and behavioral health training.
- Homeless individuals, justice-involved individuals, non-English speakers, those with a dual diagnosis of substance abuse and behavioral disabilities, and those who have ID/DD were identified by key informants as being underserved.

## **Section III. Individuals with disabilities served through other components of the statewide workforce development system**

The findings and recommendations are based on stakeholder feedback and suggestions.

- AJCC and CDOR staff are eager to work together to help people with disabilities.
- AJCC staff needs additional training in identifying and serving individuals with disabilities.
- CDOR consumers have a varying degree of access to technology

and technological skills. This needs to be taken into consideration when the department is developing new strategies for providing services to consumers.

- Despite CDOR's efforts, employers still exhibit a bias against individuals with disabilities.
- The COVID-19 pandemic has posed unique challenges for consumers with changes in the labor market and access to services.

#### **Section IV. Youth with disabilities, and students with disabilities, including their need for transition services**

The following themes were identified for the needs of students and youth with disabilities:

- There is a need for CDOR to focus on members of the Latinx community as an underserved group.
- Lack of available business partners is a barrier for students and their ability to gain work experience.
- Building collaborative relationships with LEAs will be beneficial for CDOR for the provision of CDOR Student Services.
- The CDOR and CDE should continue identifying and providing specific supports and services for at-risk youth with disabilities, such as homeless students and youth.

#### **Section V. Assessing the need to establish, develop, or improve community rehabilitation programs within the State**

CRPs facilitate the provision of VR services to individuals with disabilities in support of their goal of employment, independence, and equality. The following themes were identified for the need to establish, develop, or improve CRPs within the State:

- Over the last five years, there has been a decline in the number of VR consumers that receive CRP services.
- There is a need for more CRP-provided services, such as services for individuals with the most significant disabilities, especially in rural areas.

For additional information on the CDOR's research, findings, analysis, and themes, please refer to [the complete CSA report](#).



**k. Annual Estimates**

(Formerly known as Attachment 4.11(b)). Describe:

*1. The number of individuals in the State who are eligible for services;*

**Annual Estimates**

The U.S. Census Bureau, 2020 American Community Survey 1-Year Experimental estimates that in 2021, California's population is 38,846,032, of which approximately 1,996,474 adults ages 18 through 64 have a disability. These individuals may qualify for VR services under Title IV. The CDOR serves all individuals with disabilities who qualify for services, regardless of age.

*2. The number of eligible individuals who will receive services under:*

**A. The VR Program;**

In FFY 2022 and 2023, CDOR estimates it will provide a range of VR services to approximately 80,000 individuals with disabilities, who meet the Order of Selection Declaration (OOS), as identified in the response for Description (m) – Order of Selection. The CDOR estimates that 10,600 out of 80,000 will be students with disabilities receiving CDOR Student Services. The CDOR also estimates providing CDOR Student Services to approximately 30,000 potentially eligible students with disabilities. Approximately 24,578 VR applications will be received from individuals with disabilities and the full range of VR services may be provided to all eligible individuals assigned to Priority Categories 1, 2 and 3 as of November 2, 2020.

**B. The Supported Employment Program; and**

During FFY 2022 and 2023, CDOR anticipates of the 8,625 individuals with the most significant disabilities in Priority Category 1, 8,091 consumers will receive Supported Employment services under Title I and Title VI funds. Of this number, an estimated 675 consumers will be funded from Title VI Funds.

Of this number, an estimated 675 consumers will be funded from Title VI Funds.

**C. Each priority category, if under an order of selection;**

Refer to the Priority Category descriptions provided in Description (m)(1)(C) – Order of Selection. The table indicates the number of eligible individuals estimated to receive services under each priority category for FFY 2022 and FFY 2023.

<b>Priority Category</b>	<b>Estimated Number to be Served</b>
<b>Category 1: Individual With a Most Significant Disability</b>	28,625
<b>Category 2: Individual With a Significant Disability</b>	51,164
<b>Category 3: Individual With a Disability</b>	211
<b>Totals</b>	<b>80,000</b>

<b>Other Individuals Served</b>	<b>Estimated Number to be Served</b>
<b>Potentially Eligible Students with Disabilities</b>	30,000
<b>Individuals Served Grand Total</b>	<b>110,000</b>

Data Source: CDOR's Budgets, Fiscal Forecasting and Research Section

*3. The number of individuals who are eligible for VR services, but are not receiving such services due to an order of selection; and Number of Eligible Individuals Not Receiving VR Services*

Effective November 2, 2020, the full range of VR services may be provided to eligible individuals assigned to Priority Categories 1, 2, and 3, and there are no individuals assigned to priority category waiting lists.

In FFY 2022 and FFY 2023, CDOR plans to serve all eligible individuals in PriorityCategories 1, 2, and 3.

**The cost of services for the number of individuals estimated to be eligible for services. If under an order of selection, identify the cost of services for each priority category.**

The charts below include the estimated costs of services and number of individuals to be served for each priority category.

**FFY 2022 and 2023 Estimates of Cost of Services for Consumers Served**

<b>Priority Category</b>	<b>Title I or Title VI</b>	<b>Estimated Funds</b>	<b>Estimated Number to be Served</b>	<b>Average Cost of Services</b>
<b>Category 1: Individual With a Most Significant Disability</b>	Title I	\$68,629,009	27,950	\$2,455
<b>Category 1: Individual With a Most Significant Disability</b>	Title VI	\$1,990,432	675*	\$2,949
<b>Category 2: Individual With a Significant Disability</b>	Title I	\$90,354,145	51,164	\$1,766
<b>Category 3: Individual With a Disability</b>	Title I	\$225,994	211	\$1,071
<b>Totals</b>		<b>\$161,199,580</b>	<b>80,000</b>	<b>\$2,015</b>

\*Consumers receiving Supported Employment services funded by Title VI may also receive services funded by Title I.

<b>Other Individuals Served</b>	<b>Title I or Title VI</b>	<b>Estimated Funds</b>	<b>Estimated Number to be Served</b>	<b>Average Cost of Services</b>
<b>Potentially Eligible Students with Disabilities</b>	Title I	\$25,712,420*	30,000	\$857
<b>Individuals Served Grand Total</b>		<b>\$186,912,000</b>	<b>110,000</b>	<b>\$1,700</b>

\*The estimated funds for potentially eligible students with disabilities includes only purchased services.

Data Source: CDOR's Budgets, Fiscal Forecasting and Research Section

## **I. State Goals and Priorities**

*The designated State unit must:*

### **1. Identify if the goals and priorities were jointly developed**

*Identify if the goals and priorities were jointly developed and agreed to by the State VR agency and the State Rehabilitation Council, if the State has a Council, and jointly agreed to any revisions.*

**Goals and Priorities.** The CDOR and SRC jointly developed, reviewed, and agreed to the following State Plan Priorities and Goals.

### **2. Identify the goals and priorities in carrying out the VR and Supported Employment programs.**

#### **Priority: Increasing the Quality & Quantity of Employment Outcomes**

Goal: Provide effective VR services with quality IPE developments consistent with workforce needs that lead to a career track with upward mobility offering sustainable living wages.

Goal: Develop innovative approaches to support an increase in obtaining and sustaining employment for all consumers including those with the most significant barriers to employment.

Goal: Improve systems alignment, coordination, and integration with partners to create a pathway toward successful employment outcomes for Californians with disabilities, including individuals with the most significant disabilities, with priorities focusing on individuals with behavioral health disabilities, students with disabilities, transition-age foster youth with disabilities, individuals with ID/DD, and justice-involved individuals with disabilities.

**Priority: Services to Businesses**

Goal: Meet business talent needs by preparing consumers for in-demand jobs using local and regional labor market information.

Goal: Build a direct pathway between employers and workers with disabilities including developing innovative ways to engage businesses.

**3. Ensure that the goals and priorities are based on an analysis of the following areas:****A. The most recent comprehensive statewide assessment, including any updates;**

The priorities and goals were based in part on the data obtained and analyzed in the current CSA. The data includes CDOR caseload, U.S. Census, staff and consumer surveys, and other external sources.

Wage and employment outcome data analyzed in the CSA highlighted CDOR's need to place additional emphasis on finding consumers jobs that offer sustainable, living wages with a career track. The data also presents the opportunity to uncover innovative ways to work with consumers to ensure they obtain and sustain their jobs. The data also supports better utilizing local and regional labor market information to inform consumer IPEs as indicated by the majority of CDOR consumers who obtain employment in the service industry and earn at or slightly above minimum wage. As a result, CDOR developed goals one and two under priority two "Services to Businesses."

The CSA findings also indicate CDOR consumers are less likely to have the same level of postsecondary education when compared to individuals with disabilities statewide. As such, CDOR will continue to track consumer credential attainment and measurable skills gain and implement strategies to increase both measures.

The CDOR's data analysis revealed that over the past five program years, a majority of the caseload are individuals with behavioral health disabilities. The CDOR recognizes this and developed goal three, under priority one "Increasing the Quality and Quantity of Employment Outcomes" to identify ways to provide a continuum of services to individuals with behavioral health disabilities.

The data analysis indicates CDOR provides supported employment services to approximately 3,500 consumers each year. Therefore, CDOR has placed an emphasis on ensuring individuals with the most significant disabilities, including those with ID/DD, achieve competitive integrated employment. Goal three under priority one "Increasing the Quality and Quantity of Employment Outcomes" identifies opportunities for partnership and systems alignment to increase competitive integrated employment for individuals with the most significant disabilities.

**B. The State's performance under the performance accountability measures of section 116 of WIOA; and**

The CDOR has established baseline indicators for performance accountability measures and used the baseline data for the measurable skill gains performance measure to update the priorities and priorities and goals for the 2022-2024 VR Services Portion of the Unified State Plan. In particular, one objective under priority one, goal one aims to increase measurable skill gains for consumers by 15% from the baseline. The CDOR convened a data integrity workgroup and used data from the workgroup to validate if the objective was achievable and determined expected rates based off the data.

**C. Other available information on the operation and effectiveness of the VR program, including any reports received from the State Rehabilitation Council and finding and recommendations from monitoring activities conducted under section 107.**

Refer to the response for description for the Goals and Priorities, specifically (I)(3)(A).

The SRC and CDOR jointly developed and agreed to the 2020 – 2024 State Plan priorities and goals. The SRC supports the two priorities and five goals within the 2020 – 2024 State Plan.

The SRC encourages CDOR to consider the significance of and need for cultural competency in the provision of VR services to youth, students, and adults with disabilities. The CDOR acknowledges this consideration and used it to inform the objectives and strategies for priority one, goal three pertaining to improving systems alignment, coordination, and integration. Furthermore, the SRC suggests CDOR explore the benefits of increasing the variety and supply of potential employers, including small businesses. This suggestion is captured in goals one and two in priority two “Services to Businesses.”

### **m. Order of Selection**

*Describe:*

**1. Whether the designated State unit will implement and order of selection. If so, describe:**

**A. The order to be followed in selecting eligible individuals to be provided VR services.**

#### **Description of Priority Categories**

Under the Order of Selection process, California has three priority categories in the following order: Priority Category 1, Individual With A Most Significant Disability; Priority Category 2, Individual With A Significant Disability; and Priority Category 3, Individual With a Disability. The CDOR will serve all individuals with most significant disabilities first, and once all individuals with most significant disabilities have been served, CDOR will serve individuals with significant disabilities, and once individuals with significant disabilities have been served, CDOR will serve all individuals with a disability. The CDOR plans to continue the implementation of an Order of Selection in FFY 2022 and FFY 2023. The CDOR is currently not under the Order of Selection and the department continues to assess resources periodically to evaluate whether the resources are adequate to serve individuals in all three priority categories.

After an individual is found eligible for VR services, the VR Counselor evaluates the functional limitations, anticipated services needed, and the duration of the services to identify the level of significance of disability.

Factors that cannot be used in determining the Level of Significance of Disability of eligible individuals include: residency, type of disability, sex, race, age, religious creed, color, ancestry, national origin, sexual orientation, marital status, referral source, type of expected employment outcome, need for or anticipated cost of specific VR services required for an individual's plan for employment, an



individual's or family's income level, or counseling and guidance and/or transportation services. The Level of Significance of Disability is used to determine the applicable Order of Selection priority category.

## **B. The justification for the order.**

Since 1995, CDOR had operated the VR program under a Declaration of Order of Selection due to inadequate resources to provide VR services to all individuals with disabilities in California. At this time, CDOR has adequate resources to serve all individuals with disabilities who apply for services. Annually, CDOR reviews projected resources and projected costs for each state fiscal year, which starts July 1 and ends June 30, as provided by California Code of Regulations, title 9, section 7052(a), and determines whether the projected resources continue to be inadequate to meet all the projected costs for state fiscal year. If projected resources remain inadequate to provide VR services to all individuals with disabilities in California, a new Order of Selection is issued, before June 30, informing the public that projected resources are not adequate to serve all eligible individuals, and lists the priority categories which can be served during the next state fiscal year.

Priority Category means the order in which an eligible individual with a disability will be served. An individual's priority category will be based on first, the level of significance of disability (below) and two, on the date of application for VR services.

### **Priority Category 1: Individual With A Most Significant Disability**

An individual with a disability who has a serious limitation in terms of employment in at least four functional capacity areas; is expected to require multiple VR services over an extended period of time (more than six months); and has one or more physical or mental disabilities.

### **Priority Category 2: Individual With A Significant Disability**

An individual who the Social Security Administration has determined is eligible for Social Security benefits as a result of a disability or

blindness; or, an individual who meets the following three criteria: has a serious limitation in terms of employment in at least one functional capacity area; is expected to require multiple VR services over an extended period of time (more than six months); and has one or more physical or mental disabilities resulting from another disability or a combination of disabilities as determined by the basis of an assessment for determining eligibility and VR needs to cause comparable substantial functional limitation in accordance with 34 C.F.R. 361.5(c)(30)(iii).

### **Priority Category 3: Individual With a Disability**

An individual with a disability who has at least one limitation in terms of employment in any functional capacity area; and is not expected to require multiple VR services over an extended period of time.

### **C. The service and outcome goals.**

During FFY 2022, CDOR estimates it will serve approximately 80,000 individuals with disabilities who will meet the Order of Selection policy, including VR consumers receiving Student Services who are students with disabilities. The total spending for all consumers served in FFY 2022 is estimated at \$161,199,580. The CDOR estimates 8,051 individuals will be Closed–Rehabilitated, of which 2,851 will be in Priority Category 1, 5,187 will be in Priority Category 2, and 13 will be in Priority Category 3. The CDOR currently does not track students with disabilities who may have acquired employment.

### **FFY 2022 Estimated Service Numbers and Outcome Goals**

<b>Priority Category</b>	<b>Number Served</b>	<b>Closed - Rehabilitated</b>	<b>Closed - Other</b>	<b>Months In Plan To Closure</b>	<b>Cost of Services</b>
1	28,625	2,851	5,409	26	\$70,619,441
2	51,164	5,187	11,061	25	\$90,354,145
3	211	13	66	18	\$225,994
<b>Total</b>	<b>80,000</b>	<b>8,051</b>	<b>16,536</b>	<b>23</b>	<b>161,199,580</b>

<b>Other Individuals Served</b>	<b>Number Served</b>	<b>Closed - Rehabilitated</b>	<b>Closed- Other</b>	<b>Months In Plan To Closure</b>	<b>Cost of Services</b>
<b>Potentially Eligible Students with Disabilities</b>	30,000	N/A	4,570	17	\$ 25,712,240
<b>Individuals Served Grand Total</b>	<b>110,000</b>	<b>8,051</b>	<b>21,106</b>	<b>24</b>	<b>\$186,912,000</b>

Data Source: CDOR's Budgets, Fiscal Forecasting and Research Section

Note: The closure rate in this figure is based on all consumers and CDOR's rate is much higher when only considering consumers in plan.

**The time within which these goals may be achieved for individuals in each priority category within the order.**

Refer to the table in the response for the Order of Selection, specifically description (m)(1)(c).

**D. How individuals with the most significant disabilities are selected for services before all other individuals with disabilities; and**

### **Priority of Order of Selection Categories**

The CDOR formally notifies all VR program applicants of their Order of Selection Priority Category in writing. Currently, the full range of VR services may be provided to all eligible individuals assigned to Priority

Categories 1, 2 and 3 (effective November 2, 2020). No individuals remain on a waiting list in any of the three priority categories. When CDOR is implementing an order of selection and there are priority category waiting lists, all individuals with the most significant disabilities assigned to Priority Category 1 are served first by date of application, before individuals assigned to the next priority category can be served. Once CDOR has served all individuals in the first priority category, then it can begin to serve individuals assigned to the second priority category. Once all the individuals assigned to the second priority category have been served by application date, then CDOR can begin serving all of those individuals assigned to the third priority category by application date. When CDOR is serving individuals assigned to priority category waiting lists, individuals are selected for services based on their priority category (e.g., priority category 1 (one), 2 (two), and 3 (three), and date of application).

**2. If the designated State unit has elected to serve eligible individuals, regardless of any established order of selection, who require specific services or equipment to maintain employment.**

At this time, CDOR has elected to not alter the existing Order of Selection policy to allow provision of services to eligible individuals, whether or not receiving VR services, who require specific services or equipment to maintain employment.

## **n. Goals and Plans for Distribution of Title VI Funds**

### **1. Specify the State's goals and priorities for funds received under section 603 of the Rehabilitation Act for the provision of supported employment services.**

The CDOR's goal for Title VI funds is identified in the response for Description (I) – State Goals and Priorities under the priority “Increasing the Quality and Quantity of Employment Outcomes” goal three.

The CDOR will utilize approximately \$1,990,432 in Title VI funds annually to provide supported employment services to eligible individuals with the most significant disabilities, prioritizing at least 50% of these funds for youth with the most significant disabilities.

- During FFY 2022, CDOR anticipates 8,091 consumers will receive Supported Employment services under Title I and Title VI funds. Of this number, an estimated 675 consumers will be funded from Title VI Funds.
- During FFY 2023, CDOR anticipates 8,091 consumers will receive Supported Employment services under Title I and Title VI funds. Of this number, an estimated 675 consumers will be funded from Title VI Funds.

Through June 2022, CDOR worked closely with CDE and DDS on the Competitive Integrated Employment Blueprint. The overarching goal of the Blueprint was to increase employment outcomes for adults and youth with intellectual disabilities and developmental disabilities.

Some of the accomplishments from the Competitive Integrated Employment Blueprint are listed below:

- 1,051 individuals with ID/DD attained competitive integrated employment through CDOR services.
- Expanded partnerships and cross-system collaborations by developing seven additional LPAs for a cumulative total of 57 LPAs.

- Developed a Data Use Agreement between the CDE and DOR, as a part of the two agencies' non-monetary Interagency Agreement.
- Increased work opportunities in the community through the following career exploration and work experiences activities:
  - 22,809 students with ID/DD participated in paid work experience and unpaid community-based vocational education with CDE WorkAbility I.
  - 18 individuals with ID/DD participated in on-the-job training through CDOR.
- Provided CC&IR services to over 9,000 individuals working at subminimum wage, of which over 300 applied for CDOR services and 68 achieved competitive integrated employment.

The CDOR will additionally make available services under section 603 to individuals with other disability types that need supported employment services, including those with behavioral health disabilities, traumatic brain injuries, and other most significant disabilities; and youth who need extended services that are not met under the Lanterman Developmental Disabilities Services Act (Welf. & Inst. Code, § 4500 et seq.).

The CDOR intends to achieve its supported employment goal through the following actions:

- Sustaining effective collaboration with core and extended Competitive Integrated Employment Blueprint partners through regular communication and in-person meetings.
- Applying best practices from CaPROMISE to emphasize family engagement and a strong commitment to person-centered planning by building partnerships with LEAs, regional centers and others who know the individual well.
- Coordinating with CDOR Districts to identify outreach strategies and procedures to unserved and underserved populations including minority groups, youth and students with disabilities, and individuals in rural areas who may be eligible for Supported Employment services.

- Exploring natural supports as a source for extended services.
- Expanding partnerships that support competitive integrated employment with California's developmental disabilities system.

The CDOR's collaboration efforts regarding supported employment services and extended services are identified in the response for Description (f) – Arrangements and Cooperative Agreements for the Provision of Supported Employment Services.

### **Collaboration with Schools Regarding Required Documentation Specified in Section 511 Regarding Career Exploration Activities for Individuals Considering Sub-Minimum Wage Employment**

The CDOR and CDE Interagency Agreement includes specific requirements related to individuals considering sub-minimum wage employment. Actions include, but are not limited to:

- Communication by CDE with LEAs, parents, guardians, teachers, and students about the Section 511 requirements.
- CDOR maintains the documentation and provides a copy to the individual within specified timelines under 34 CFR 397.
- The LEA documents any services provided and gives the documentation to the student and CDOR.
- If a youth with a disability or, as applicable, the youth's parent or guardian, refuses, through informed choice, to participate in the activities required by Section 511 or the implementing regulations in 34 CFR 397, documentation must, at a minimum:
  - Contain the information in 34 CFR 397.10(a)(2); and
  - Be provided by CDOR to the youth within 10 calendar days of the youth's refusal to participate.
  - The CDOR School Liaison meets with LEA partners at least annually and review Section 511 requirements within the statewide interagency agreement.

Through SB 639, subminimum wage employment is phasing out starting January 2022. The CDOR will continue to collaborate with CDE to prepare students and their families for competitive integrated employment. Please refer to Description f, California Initiatives, for more details about SB 639.

**2. Describe the activities to be conducted, with funds reserved pursuant to section 603(d), for youth with the most significant disabilities, including:**

**A. The provision of extended services for a period not to exceed 4 years; and**

The Lanterman Developmental Disabilities Services Act (Welf. & Inst. Code, § 4500 et seq.) is a primary funding source of extended services for individuals with ID/DD in California, ages 22 and older, and is provided through DDS.

The CDOR will provide extended services for youth with the most significant disabilities for up to four years or until the youth is 25 years of age, whichever comes first, for those youth who are not eligible for extended services under the Lanterman Developmental Disabilities Services Act. These may include DDS-eligible youth with ID/DD ages 14 through 21, and youth with behavioral health disabilities, traumatic brain injuries, and other most significant disabilities, ages 14 through 24.

**B. How the State will leverage other public and private funds to increase resources for extended services and expanded supported employment opportunities for youth with the most significant disabilities.**

The DDS provides extended services through the Lanterman Developmental Disabilities Services Act (Welf. & Inst. Code, § 4500 et seq.).

The DDS also received state funding for paid internship programs for individuals with most significant disabilities and competitive integrated employment incentive payments to CRPs for job retention after six and



12 months of employment. The CDOR will work collaboratively with DDS to leverage these paid internship programs to afford students and adults with the most significant disabilities opportunities to obtain work experience and pre-vocational soft skills development.

## **o. State's Strategies**

*Describe the required strategies and how the agency will use these strategies to achieve its goals and priorities, support innovation and expansion activities, and overcome any barriers to accessing the VR and the Supported Employment programs (See sections 101(a)(15)(D) and (18)(B) of the Rehabilitation Act and section 427 of the General Education Provisions Act (GEPA)):*

### **1. The methods to be used to expand and improve services to individuals with disabilities.**

**State's Strategies.** The CDOR developed measurable objectives to support CDOR's achievement of the Priorities and Goals identified in the response for Description (I) – State Goals and Priorities. These program goals and objectives represent CDOR's approach to increasing the quality and quantity of employment outcomes for all individuals with disabilities, including those with significant barriers to employment, and services to businesses. Actions (referred to as "Strategies") to achieve the priorities, goals, and objectives, consistent with the CSA, are identified below.

The objectives in this section were drafted prior to the COVID-19 pandemic and while tracking the progress in 2020 and 2021, CDOR realized that some of the language was not effective in reporting on our efforts because of the vast operational changes that the department underwent due to the pandemic. Some of the objectives have been updated accordingly to track the ratio of consumers as opposed to the number of consumers and baseline years have been adjusted in a manner that will enable CDOR to report the progress for achieving the objectives more accurately.

### **Priority: Increasing the Quality and Quantity of Employment Outcomes**

**Goal 1:** Provide effective VR services with quality IPE developments consistent with workforce needs that lead to a career track with upward mobility offering sustainable living wages.

**Objectives:**

- From July 1, 2021, through June 30, 2024, CDOR will increase the number of consumers that attain credentials by 15 percent from the baseline (an average of five percent each year). The baseline year will be based on the number of consumers that attain credentials in program year July 1, 2020, through June 30, 2021.
- From July 1, 2021, through June 30, 2024, CDOR will increase the number of consumers that achieve measurable skills gains by 15 percent from the baseline (an average of five percent each year). The baseline year will be based on the number of consumers that achieve measurable skills gains in program year July 1, 2020, through June 30, 2021.
- From July 1, 2020, through June 30, 2024, CDOR will increase consumer wages at case closure by 40 percent from the baseline (an average of 10 percent each year). The baseline will be based on average hourly wages for consumers in program year July 1, 2019, through June 30, 2020.

**Strategies:**

- Identify accessible tools for career exploration and apply LMI to guide IPE development and planning.
- Develop an inclusive vocational assessment process for staff to utilize toward developing IPEs.
- Identify and provide enhanced or expanded supports to remove employment barriers at the beginning of IPE development and throughout planning.

**Goal 2:** Develop innovative approaches to support an increase in obtaining and sustaining employment for all consumers including those with the most significant barriers to employment.

**Objectives:**

- From July 1, 2021, through June 30, 2024, CDOR will increase the number of consumers in unsubsidized employment two quarters after program exit by 15 percent

from the baseline (an average of 5 percent each year). The baseline year will be based on the number of consumers in unsubsidized employment during the second quarter after program exit in program year July 1, 2020, through June 30, 2021.

- From July 1, 2021, through June 30, 2024, CDOR will increase the number of consumers in unsubsidized employment during the fourth quarter after program exit by 10 percent from the baseline (an average of five percent each year). The baseline year will be based on the number of consumers in unsubsidized employment during the fourth quarter after program exit in program year July 1, 2020, through June 30, 2021.

**Strategies:**

- Utilize technology improvements, innovative and new practices, and streamlined processes that support effective caseload management and enhance positive customer experiences.
- Identify workforce trends by applying LMI and establish partnerships with businesses, career technical education (CTE) and apprenticeship programs, and other resources and supports to prepare individuals with disabilities for employment.
- Partner with local education agencies, postsecondary education and training programs, state and county-level programs and services, and community-based organizations to facilitate and develop wraparound supports that can help consumers maintain successful employment.

**Goal 3:** Improve systems alignment, coordination, and integration with partners to create a pathway toward successful employment outcomes for Californians with disabilities, including individuals with the most significant disabilities, with priorities focusing on individuals with behavioral health disabilities, students with disabilities, transition-age foster youth with disabilities, individuals with ID/DD, and justice-involved individuals with disabilities.

**Objectives:**

- From July 1, 2022, through June 30, 2024, CDOR will decrease the percent of cases closed other than successfully employed by four percent from the baseline (an average of two percent each year) for consumers who have behavioral health disabilities. The baseline year will be based on the percent of case closures in program year July 1, 2021, through June 30, 2022.
- From July 1, 2022, through June 30, 2024, CDOR will increase the percent of eligible and potentially eligible students with disabilities who receive work-based learning experiences by 10 percent from the baseline (an average of five percent each year). The baseline will be based on the percent of students with disabilities that received work-based learning experiences in program year July 1, 2021, through June 30, 2022.
- From July 1, 2022, through June 30, 2024, CDOR will decrease the percent of cases closed other than successfully employed by four percent from the baseline (an average of two percent each year) for consumers who are transition age (ages 14 to 24) foster youth. The baseline year will be based on the percent of cases closed other than successfully employed for transition age foster youth in program year July 1, 2021, through June 30, 2022.
- From July 1, 2021, through June 30, 2024, CDOR will increase the number of individuals with disabilities who leave subminimum wage (SMW) employment, with the assistance of CDOR services, and apply for CDOR services to explore competitive integrated employment by 15 percent from the baseline (an average of five percent each year). The baseline year will be based on the number of individuals with disabilities that choose to leave SMW employment and apply for CDOR services to explore competitive integrated employment in program year July 1, 2020, through June 30, 2021.
- From July 1, 2022, through June 30, 2024, CDOR will increase the percent of individuals with disabilities who choose to leave SMW employment and achieve competitive integrated

employment at CDOR by 10 percent from the baseline (an average of five percent each year). The baseline year will be based on the percent of individuals with disabilities who choose to leave SMW employment and achieve competitive integrated employment at CDOR in program year July 1, 2021, through June 30, 2022.

- From July 1, 2022, through June 30, 2024, CDOR will decrease the percent of cases closed other than successfully employed by four percent from the baseline (an average of two percent each year) for justice-involved consumers. The baseline year will be based on the percent of total cases closed for justice-involved consumers during the program year July 1, 2021, through June 30, 2022.

## **Strategies**

- Partner with state, county, and local-level partners to leverage resources that provide person-centered and whole-person wraparound services to bridge service gaps identified in the CSA.
- Partner with the AJCC's and Adult Education Title II, CDE to support program access for all individuals with disabilities, including individuals with disabilities who have behavioral health disabilities, students, transition-age foster youth, individuals with ID/DD, and justice-involved.
- Launch the Individual Placement and Support (IPS) model or other new innovative projects in counties throughout the State.
- Complete MOUs or Interagency Agreements with county and local behavioral health programs to build and sustain effective collaboration.
- Complete MOUs or Interagency Agreements with California's educational system at the local level to continue to build, expand, and sustain effective collaboration with educational partners.
- Engage with local county partners as they develop System of Care for Children and Youth MOUs with systems serving transition age foster youth, as required by Assembly Bill 2083

(Cooley, Statutes of 2018, Chapter 815) to build and sustain effective collaboration for transition age foster youth.

- Expand partnerships that support competitive integrated employment with the California Developmental Disabilities System (DDS, Regional Centers, Association of Regional Center Agencies, the State Council on Developmental Disabilities, and University Centers for Excellence in Developmental Disabilities Education, Research, and Service).
- Complete partnerships with systems serving justice-involved individuals with disabilities, including the California Department of Corrections and Rehabilitation, the Corrections-Workforce Partnership, and the California Prison Industry Authority, to support the successful transition from prison to employment for individuals with disabilities.

### **Priority: Services to Businesses**

**Goal 1:** Meet business talent needs by preparing consumers for in-demand jobs using local and regional labor market information.

#### **Objectives:**

- From July 1, 2021, through June 30, 2024, CDOR will increase the number of consumers that obtain apprenticeships by 15 percent from the baseline (an average of 5 percent each year). The baseline year will be based on the number of consumers that obtain apprenticeships in program year July 1, 2020, through June 30, 2021.
- From July 1, 2021, through June 30, 2024, CDOR will increase the number of consumers that obtain paid work experience by 15 percent from the baseline (an average of 5 percent each year). The baseline year will be based on number of consumers that obtain paid work experience in program year July 1, 2020, through June 30, 2021.
- From July 1, 2022, through June 30, 2024, CDOR will increase the percent of consumers that are co-enrolled in AJCCs by 10 percent from the baseline (an average of 5 percent each year). The baseline year will be based on

percent of consumers that are co-enrolled in AJCCs in program year July 1, 2021, through June 30, 2022.

**Strategies:**

- Engage the workforce development system and the business community via effective outreach, relationship, and partnership building. Maintain regular CDOR participation at each of the 14 Regional Planning Units and on each local workforce development board.
- Explore and inform CDOR counselors and consumers of local opportunities to obtain non-degree credentials, including certificates, industry certifications, apprenticeship certificates, and occupational licenses with CTE, workforce, and businesses to build an inclusive and skilled future workforce.
- Emphasize and support increased earn-and-learn opportunities for consumers including OJT, paid work experiences, internships, and apprenticeships with businesses.
- Identify and provide early interventions to address potential employment barriers, such as providing work incentive planning support, workplace readiness training, self-advocacy training and work-based learning opportunities.

**Goal 2:** Build a direct pathway between employers and workers with disabilities, including developing innovative ways to engage businesses.

**Objectives:**

- From July 1, 2020, through June 30, 2024, CDOR will increase the number of business relationships by 20 percent from the baseline (an average of 5 percent each year). The baseline year will be based on business relationships established in program year July 1, 2019, through June 30, 2020. A business relationship is when CDOR successfully employs a consumer at a new business.
- From July 1, 2020, through June 30, 2024, CDOR will provide at least 60 disability access, disability accommodations, or



disability awareness trainings to businesses throughout the state each year.

**Strategies:**

- Each Regional Director or Regional Business Specialist will meet with local business leaders from identified in-demand sectors, as determined by their local Regional Planning Unit, to develop working partnerships or establish initiatives that support hiring and/or recruitment of individuals with disabilities.
- Access and utilize LMI, including, but not limited to, CalJOBS, World of Work Inventory, The Career Index Plus, Career Zone, and Careerinfo.net, to inform plans that help businesses meet their recruitment and talent needs.
- Inform business partners on hiring incentives and resources (e.g. Work Opportunity Tax Credit, Talent Acquisition Portal, Disability Awareness training, the AT network, and CDOR Business Based Services) to support businesses employing, supporting, retaining and promoting qualified talent with disabilities.

**How a broad range of assistive technology services and devices will be provided to individuals with disabilities at each stage of the rehabilitation process and on a statewide basis.**

The AT Act of 1998, as amended in 2004, funds each state and U.S. territory to provide AT services. In California, the program is the AT Section, which is housed within CDOR and funded by a federal grant through the U.S. Department of Health and Human Services, Administration for Community Living and supplemented with state Social Security Reimbursement funds. To implement the required services, CDOR contracts with the California Foundation for Independent Living Centers to provide AT services statewide to assist individuals with disabilities to live independently and participate in the community. In addition, CDOR funds a network of Assistive Technology Advocates housed at the 28 Independent Living Centers across the state to provide individualized AT services at the local level.

Through these activities, as detailed below, CDOR assures coordination with AT programs.

The CDOR provides AT services and devices for VR applicants and consumers based on their need at each stage of the rehabilitation process, from initial interview through case closure and post-employment services to help achieve their employment goal. AT services include providing devices, equipment, hardware, and, or, software to promote greater independence. CDOR informs applicants and consumers about their rights and remedies for decisions made regarding AT services and devices.

The CDOR's Mobility Evaluation Program (MEP) provides AT evaluations to CDOR consumers. The CDOR VR Counselors initiate the request for this service by contacting MEP and discussing the case. The MEP will determine if the requested evaluation based on the consumer's needs, availability of equipment for trial, expertise with the technology the consumer may need, and distance to the potential evaluation location will be provided to the consumer. Generally, MEP will travel to the consumer's home, work, or school site, or even meet the consumer at the equipment vendor's facilities so the consumer may trial a piece of equipment to assess problems in the environments in which they occur. A written report providing recommendations for AT to solve specific performance problems, as well as price and availability information for the recommended items is sent to the VR counselor within a month after the consumer was last seen.

To educate VR Counselors, Service Coordinators, and Business Specialists about AT options for applicants and consumers, CDOR offers a Rehabilitation Technology two-day training class at least once per year. This training includes reviewing the different types of assistive devices available to consumers, and where and how to obtain appropriate assessments and recommendations for these devices. A statewide CDOR AT Services Coordinator is available to assist CDOR staff with technical assistance and guidance.

Through a statewide contract and AT funds for the Independent Living Network, CDOR also provides AT services through the California AT

Program, a statewide program federally funded through the AT Act and supplemented with state Social Security Reimbursement funds. The California AT Program provides services including:

- Device Loan Program: Short-term loans can be provided up to one month to qualifying individuals and can be renewed.
- Device Reutilization Program: A web-based program for individuals and organizations to list reused AT devices to their communities at low or no cost.
- AT and Transportation Loan Guarantee Program: An individual with a disability, family member, or legal guardian of a child with a disability, and an employer (only for the AT Loan Program) can apply for a loan to purchase a vehicle, modifications for a vehicle, and AT services and devices.

Individuals with disabilities can access CDOR's public website for information on AT program resources and services. In January 2019, State of California agencies and departments transitioned from using the State Price Schedule for Assistive Technology (SPS-AT) to the new California Assistive Technology, Services and Devices (Cal-ATSD) Supplier Directory. The Cal-ATSD is a statewide change (not limited to vocational rehabilitation) that offers a streamlined supplier application, a user-friendly online directory, and expands the use of existing, flexible procurement methods available to all state buyers.

**The outreach procedures that will be used to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities, as well as those who have been unserved or underserved by the VR program.**

Through the CSA, as identified in Description (j) – Statewide Assessment, CDOR conducts an assessment on the level of its outreach to individuals with disabilities, including those who are minorities, with the most significant disabilities to determine who may be unserved or underserved by the VR program. As part of the most recent CSA, which was published in January 2021, CDOR conducted key informant interviews with subject matters experts to obtain qualitative data about individuals with disabilities in California that

were unserved or underserved by the VR Program. The results of the key informant interviews were aggregated and analyzed, and shared in the final CSA report.

As a result of a previous CSA finding, CDOR participated in the E3: Educate, Empower, Employ Targeted Communities project (Project E3) to provide technical assistance (TA) to State VR agencies and their partners, to address barriers to VR participation and competitive integrated employment of historically underserved groups of individuals with disabilities. The project was a collaboration of Southern University Baton Rouge, University of Wisconsin-Madison, University of Wisconsin-Stout, University of Kentucky, George Washington University, University of Illinois at Urbana-Champaign, Employment Resources, Inc. (ERI) and the Council of State Administrators of Vocational Rehabilitation (CSAVR). The project brought together state VR professionals and local community stakeholders to connect with and engage traditionally underserved targeted populations across 24 communities in 12 twelve states over a five-year period.

### **Diversity and Inclusion Advisory Committee**

The CDOR continues to support its Diversity and Inclusion Advisory Committee (DIAC) to conduct outreach to unserved and underserved individuals and consumers, and to diversify CDOR employee applicant pools to ensure a diverse workforce in order to meet consumer needs. The DIAC meets quarterly to identify outreach and diversity gaps and determine potential solutions for consideration by CDOR's Executive Leadership Team.

The DIAC developed a Cultural Competency Training, a diversity and inclusion training with a focus on disability awareness and cultural competency. The training gave staff an opportunity to develop foundational diversity and inclusion knowledge and demonstrate practical ways to implement inclusive behaviors into their work.

The training was piloted in the CDOR San Joaquin District in 2018 and used interactive activities, a multimedia presentation, and experiential learning opportunities to help increase their knowledge in the area of cultural competency, expand their skill base in delivering culturally competent services, and identify behavioral changes that can contribute to a culturally competent work environment. The participants were asked to evaluate the training and serve as a focus group for the development and implementation of future trainings. CDOR's senior management team experienced the training March 2019 and recommended that it should be rolled out to all CDOR district staff. Subsequently, the Intersectionality training was successfully rolled out to all districts between April and June 2021.

The DIAC had a kickoff meeting in November 2021 with the goal of providing the Intersectionality Training to all staff, in collaboration with the CDOR Staff Development Section's Intersectionality Workgroup and will include additional Diversity and Equity and Inclusion trainings to all staff over the next four years. The proposed trainings to all staff during 2022 and subsequent years, are as follows:

- Intersectionality Training
- Micro-Aggression
- Implicit and Explicit Bias
- Community Conversations

Prior to the roll-out of the trainings, the DIAC members will facilitate community conversations with staff statewide on topics that correspond with and support the trainings.

The DIAC will continue to work in collaboration with the CDOR's Office for Diversity Equity and Inclusion to best equip CDOR staff with the skills to cater to and conduct outreach to individuals with disabilities who are minorities and who are identified as unserved and underserved populations.

**The methods to be used to improve and expand VR services for students with disabilities, including the coordination of services designed to facilitate the transition of such students from school to postsecondary life (including the receipt of VR**

**services, postsecondary education, employment, and pre-employment transition services).**

The CDOR has been working with CDE to expand the uppermost age range for a student with a disability to be ages 16 through 22, or upon matriculation from high school, whichever is later, for the purposes of the goals and objectives within the State Plan and the CDOR/CDE Interagency Agreement, and the provision of CDOR Student Services. For potentially eligible or VR eligible students with disabilities who meet criteria in the California Education Code Section 56026 and who are receiving CDOR Student Services, CDOR will extend the timeframe for receiving services beyond the age of 22 based upon the student's birth month, but not beyond the point at which a secondary school student exits their special education program.

In addition to the CDOR/CDE Interagency Agreement and Appendix A, the CDOR developed three new resources: a Collaboration Worksheet, CDOR School Contact List, and a CDOR Student Services flyer. It aims to support the development of strategies that will work best in each LEA and CDOR district. Topics include but are not limited to referral to CDOR Student Services, student access, and other key processes – understanding that different areas will have different resources and needs.

The CDOR continues to meet with California's Special Education Local Planning Areas directors biannually to maintain communication between CDOR and students with disabilities.

On a regular basis, CDOR and CDE send out joint communication to staff to keep them apprised of the needs of students with disabilities.

The CDOR Director and CDE's Director of Special Education conduct joint speaking engagements to speak of the need to fully integrate education so that every student regardless of disability be mapped from the educational system to employment.

Most recently, CDOR has been working closely with LEAs for provision of services during COVID-19 through joint stakeholder calls and CDOR leadership connecting with all schools.

Refer to the “Systems Alignment, Coordination & Integration” priority, goal two objectives and strategies for additional information on the response for Description (o)(1) – State’s Strategies.

**If applicable, plans for establishing, developing, or improving community rehabilitation programs within the State.**

The CDOR continues to implement plans to establish, develop, and improve CRPs that address the needs of consumers. Efforts continue to take place to identify improvements to CDOR program evaluation processes for CRPs. In California’s State Fiscal Year 2019-20 Budget, approved by the Legislature and signed into law by Governor Newsom, includes funds to support the first broad fee-for-service rate increase for CRPs since the establishment of the Uniform Fee Structure in 2009. Effective July 1, 2019, a 10 percent rate increase was applied to 42 fee-for-service Vocational Rehabilitation services provided by CRPs. In addition to the 10 percent increase applied to the 42 VR services, six services that include wage components under Situational Assessment and Work Adjustment, will receive an additional \$4 per hour to compensate for the increase in the minimum wage. The hourly rate for both Situational Assessment and Work Adjustment includes wages paid to consumers.

In June 2018, CDOR established a new customized employment service description and rates to be piloted. The CDOR initiated pilot programs of the new service in July 2018 that continued through June 2019.

The new customized employment model includes a sequenced funding between the CDOR district and regional center, in which the regional center funds the first two components of the service (Discovery Process and Creating Discovery Document and Planning), and CDOR funds the last two components (Business Negotiation and Job Site Analysis and Systematic Instruction and Ongoing Supports). At the

conclusion of the last component, and if the individual is stable on the job, they are transferred back to regional center who will fund additional supports as necessary.

The original three customized employment locations are now out of the "pilot" phase and CDOR is continuing to scale customized employment services statewide. In addition to the sequenced funding model between CDOR and Regional Centers, CDOR has implemented a fully funded CDOR alternative. This is designed to allow customized employment service provision in circumstances where shared funding is not available or cannot be implemented in a timely manner. The CDOR provides any consumer with customized employment when requested and appropriate.

The CDOR's CRD Section continues to update and use the Rehabilitation Resources Directory, an online resource on CDOR's website that provides users with complete information about CRPs throughout California. The CDOR's CRD Section is updating the CRP Vendorization and Certification Guidelines with information on CDOR Student Services and Customized Employment WIOA services.

The CDOR continues to assess the viability of utilizing establishment projects and currently has no plans underway for any such projects.

**Strategies to improve the performance of the State with respect to the performance accountability measures under section 116 of WIOA.**

Between October 1, 2018, and December 31, 2018, CDOR submitted its first annual WIOA Statewide and Local Performance Report (ETA 9169) to its federal oversight agency, the Rehabilitation Services Administration (RSA). This report aggregates data to match other WIOA core partner performance reports and educates the Congress on local performance and activities as they relate to the WIOA Performance Measures. The CDOR submitted its second performance report in October 2019 and concluded a two-year baseline for collecting and gathering baseline data for WIOA



performance measures. The CDOR worked with RSA in 2020 to establish standards and target performance measures. Internally, CDOR is using the data collected to analyze internal processes for service delivery, data collection, and data sharing agreements to improve program successes. To achieve all of this, CDOR created an ongoing data integrity team, called the Enterprise Data Governance Board, to identify integrity issues and to propose and implement both technical and operational solutions. One activity of the Board is reviewing performance measures to ensure CDOR data validates the performance measures.

The CDOR continues to work diligently with its core partners, its consumers, and software providers to collect accurate and timely information for open and closed records of services.

### **WIOA Performance Measures**

The CDOR utilizes Alliance Enterprise's Accessible Web-based Activity Reporting Environment (Aware) case management system to collect the data needed to calculate the WIOA performance measures. Aware is the primary data collection system used to export all data elements for the quarterly RSA-911 Case Services Reports and, in association, the ETA-9169 Annual Performance Report. Annual WIOA Performance Measures are calculated annually, by RSA, through the accumulated submission of the four quarterly RSA-911 reports of each program year (July 1 through June 30).

The WIOA data for Performance Measures one through three, related to Employment 2nd and 4th Quarter After Exit and Median Wages 2nd Quarter After Exit, is collected through an Interagency Agreement with the EDD. This agreement allows for employment and wage information to be shared with CDOR and be reported on the quarterly RSA -911 reports; and, it acts as supporting documentation for that performance data. In situations where Supplementation Wage Information is required, CDOR has provided policy guidance and procedures to manually collect and enter data into the Aware system for RSA-911 reporting purposes.

The WIOA data for Performance Measures four and five, Credential Attainment and Measurable Skill Gains, is currently collected and enter manually by CDOR staff at local levels, statewide. This includes the gathering, tracking, and recording of educational information and supporting documentation into the *Aware* system. The CDOR has provided policy guidance, procedures, and training materials to staff for gathering and recording of Credential Attainment and Measurable Skill Gains, including supporting documentation. The CDOR is also in discussion to developing an Interagency Agreements with CDE to share data on consumers that attained credentials and had measurable skills gains. The goal of the agreement, if approved, would be to improve data integrity and consistency for these Performance Measures and to mitigate the administrative burden of staff and participants for collecting and validating supporting documentation.

The WIOA Performance Measure six, Effectiveness in Serving Employers, is a submitted by EDD on behalf of all California WIOA partners. The CDOR provides data to EDD, as necessary, through the Interagency Agreement, in order for them consolidate and submit annually.

## **Local Partnerships**

The CDOR has partnered and will continue to partner with the local Workforce Development Boards and AJCCs. The CDOR and California Workforce Development Board will work jointly with the AJCCs to increase the number of CDOR consumers that are co-enrolled: enrolled in CDOR services and those services provided by the AJCC. The CDOR Central Office staff will provide support to the CDOR District management as they implement the priorities and strategies at the local level. The CDOR will also continue to coordinate with the California Workforce Development Board to update, as needed, local and regional level Memorandum of Understandings for the America's Job Center of California.

## **Strategies for assisting other components of the statewide workforce**

## **development system in assisting individuals with disabilities.**

The CDOR is providing intensive on-site regional training to workforce partners on topics that range from how to write accessible documents to disability awareness and etiquette. The CDOR completed 171 statewide trainings through 2021. The CDOR also provides information on accessible meeting spaces, client flow in America's Job Center of California, and technical assistance to CDOR District Administrators and Team Managers that sit on boards conducting accessibility reviews. The CDOR collaborates with the California Workforce Association in delivering training to the workforce development systems through the workforce development boards, regional planning units, and AJCC staff on disability rights and awareness, employment opportunities, and equal access for individuals with disabilities. Training opportunities will become available through the California Training Institute of the California Workforce Association which will provide flexibility for the California Workforce Development Board, regional planning units, and AJCC to address any disability related training needs.

The CDOR provides training, technical assistance, and consultation to state and local government staff, public organizations, employers, and small businesses regarding disability related issues, equal employment opportunities, and physical and digital access for individuals with disabilities. The CDOR also collaborates with state entities to ensure that the communication and information technology infrastructure such as web, web content, information technology procurement, telecommunication, and any public or government communication is accessible for individuals with disabilities and others who use AT.

## **California Department of Human Resources**

The CDOR is collaborating with the California Department of Human Resources, DDS, and two community programs – Futures Explored and East Bay Innovations – to develop a program designed to implement California legislation. The program (renamed the "State Internship Program") was implemented to determine effectiveness in

preparing interns with intellectual and/or developmental disabilities for employment, most effective methods of preparing and supporting interns and the hiring agency, the process for placing interns on the Limited Examination and Appointment Program certification list, the process for payment to interns, and how to support a permanent civil service placement for them. For the program, the interns worked as volunteers in the hiring agency, performing the work of an Office Assistant, but were compensated for their work by the service provider who acted as the employer of record and provided on-the-job support. Wages for the intern were supported by funding from the DDS-Regional Center system. The CDOR funded services for the interns while they worked as an Office Assistant.

As of October 2021, there have been a total of twenty-nine State Internship Program placements.

### **California Department of Education**

Refer to Description (f) under “California Initiatives”.

### **Chancellor’s Office of the California Community Colleges**

The California Community Colleges offer academic and vocational education at the lower division level for both younger and older students, including those persons returning to school. Students that may potentially benefit from VR services are referred to CDOR for eligibility determination and, if appropriate, services.

### **University of California (UC) Regents**

The UC provides services to students who are CDOR consumers with disabilities.

### **The California Association of Student Financial Aid Administrators**

The California Association of Student Financial Aid Administrators supports mutual students who are consumers with disabilities to achieve their educational goals leading to employment. Guidelines are

established for joint financial support of CDOR student consumers in the California postsecondary education system.

### **Sycuan Inter–Tribal Vocational Rehabilitation Program**

The Sycuan Inter–Tribal Vocational Rehabilitation Program implements effective liaison, outreach, referral, and VR service delivery for Native American people with disabilities living on or near reservations in San Diego County.

### **California State University (CSU)**

The CSU campuses refer appropriate students to CDOR for eligibility determination and, if qualified for services, CDOR will refer appropriate consumers to the CSU as part of the consumer's IPE.

Refer to objectives and strategies under goal three in the “Increasing the Quality and Quantity of Employment Outcomes” priority for additional information on the response for Description (o)(1) – State's Strategies.

### **How the agency's strategies will be used to:**

#### **A. Achieve goals and priorities by the State, consistent with the comprehensive needs assessment;**

The CDOR conducts quarterly tracking of the progress toward meeting its priorities and goals as identified in Description (I) – State Goals and Priorities. In addition, CDOR continues to establish initiatives and continuous improvement efforts designed to improve service delivery, outreach, and administrative business operations.

In addition, refer to the response for description (o)(1), specifically – CDOR developed measurable objectives to support CDOR's achievement of the Priorities and Goals identified in the response for Description (I) – State Goals and Priorities. These program goals and objectives represent CDOR's approach to increasing the quality and

quantity of employment outcomes, including those individuals with disabilities who are unserved or underserved by CDOR, and services to businesses to ensure CDOR and businesses have a mutually beneficial relationship. Actions (referred to as “Strategies”) to achieve the priorities, goals, and objectives, consistent with the CSA, are identified below.

Part of the CSA included conducting key informant interviews to further assess the unserved and underserved populations of individuals with disabilities in California. The interviews provided CDOR with additional information on barriers to VR services and opportunities for CDOR to improve this area.

## **B.Support innovation and expansion activities; and**

The CDOR will use Section 110 funds of the Rehabilitation Act towards supporting innovation activities to expand and improve VR services for CDOR consumers and to support the activities of the SRC.

### **Innovative Activities**

**VR Connections Portal:** The CDOR team rolled out the first phase of the VR Connections Portal in January 2021 and has been offering increased functionality to staff, vendors, and consumers in subsequent releases. The project employs a web-based portal to enhance collaboration, business processes, and service delivery between CDOR staff, consumers, and vendors (including service providers, contractors, and suppliers). The use of the portal is resulting in reduced administrative burden on CDOR staff, enabling them to focus more on serving consumers leading to greater employment opportunities, independence, and equality.

**Summer Training and Employment Program for Students (STEPS):** In 2021, CDOR carried out the student work experience program STEPS into its fourth year. The program is larger with funding for local workforce boards and CDOR has more than doubled the number of students with disabilities who will receive work experience job training

that is aligned with the employment needs of business partners as defined by the Local Workforce Development Board in each participating region. The CDOR has nine contracts with local workforce development boards throughout California to provide STEPS to students with disabilities.

Electronic Forms: Starting in 2022, CDOR will begin the statewide process of implementing a paperless process for collecting, storing, and distributing information, including information for CDOR consumers.

### **State Rehabilitation Council**

Section 110 funds will be used to support SRC travel and administrative costs. The SRC meets at least eight times a year as a full council or for executive planning. The SRC is a partner with CDOR in major programs, policies, and projects including the State Plan, CSA, and CSS.

In addition to the activities supported by Section 110 funds, CDOR has several additional innovation and expansion activities taking place.

### **C. Overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the State VR Services Program and the State Supported Employment Services Program.**

The CDOR's policy is to serve all qualified individuals with a disability without discrimination based on their protected status, including physical or mental disability, age, sex, color, ethnic group, race, national origin, ancestry, religion, medical condition, sexual orientation, or marital status.

The CDOR has implemented strategies to overcome barriers and equitable access to individuals with disabilities accessing CDOR services. One strategy is making it a priority to work on intersectional barriers to employment so that CDOR staff are culturally competent to work with individuals with the disabilities with the most significant

barriers. This includes individuals with disabilities that are justice-involved, foster youth, and those with behavioral health disabilities. The CDOR's commitment to mitigating barriers is evidenced in priority one, goal three relating to systems alignment, coordination, and integration.

Another strategy is to have over 80 local offices in geographical diverse areas throughout the state. The CDOR staff are also able and encouraged to travel to meet with consumers and community partners outside of the standard office setting through technology (laptops, work cell phones, mobile hot spots). The CDOR local offices located in metropolitan areas are selected to meet the transportation needs of consumers with various options for public transportation.

The CDOR will determine if additional barriers to employment exist and report the findings and recommendations in the 2021 through 2023 currently under development.



**p. Evaluation and Reports of Progress: VR and Supported Employment Goals**

*Describe:*

**1. An evaluation of the extent to which the VR program goals described in the approved VR services portion of the Unified or Combined State Plan for the most recently completed program year were achieved. The evaluation must:**

**A. Identify the strategies that contributed to the achievement of the goals.**

The CDOR, jointly with the SRC, established five goals for the 2020-2024 VR Portion of the Unified State Plan. These goals were developed based on information from the CSA, requirements related to the federal Standards and Performance Indicators, CDOR's 2013–2018 Strategic Plan, and stakeholder input. The information below provides an evaluation of both the VR and Supported Employment goals (in particular, reference goal eight for Supported Employment) as well as revisions to objectives developed for the 2020-2024.

The 2020-2024 State Plan objectives were developed prior to the COVID-19 pandemic, which temporarily altered the way CDOR was able to provide services to consumers. For example, CDOR offices were still open throughout the pandemic but providing in-person services on a limited basis. As a result, CDOR scaled up virtual service delivery to meet the needs of consumers. Part of the impact CDOR experienced was a decrease in applications and case closures. The objectives written for the 2020-2024 State Plan were based on the number of outcomes, which were affected by the temporary decrease in applications and case closures. As such, CDOR is revising some of the objectives, as provided in Description (o), to measure the percentage of outcomes, instead of number, to best reflect the progress made at achieving the objectives below. The goals established in the 2020-2024 State Plan are continuing into the next program year.

## **2020-2024 State Plan Goals**

**Goal 1:** Provide effective VR services with quality IPE developments consistent with workforce needs that lead to a career track with upward mobility offering sustainable living wages.

**Objective 1.1:** From July 1, 2021, through June 30, 2024, CDOR will increase the number of consumers that attain credentials by 15 percent from the baseline (an average of 5 percent each year). The baseline year will be based on the number of consumers that attain credentials in program year July 1, 2020, through June 30, 2021.

**Baseline established:** The baseline for this objective has been established in Fall 2021 through the close collaboration of CDOR and RSA. Between July 1, 2020, and June 30, 2021, there were 1,550 consumers who attained credentials.

**Objective 1.2:** From July 1, 2021, through June 30, 2024, CDOR will increase the number of consumers that achieve measurable skills gains by 15 percent from the baseline (an average of 5 percent each year). The baseline year will be based on the number of consumers that achieve measurable skills gains in program year July 1, 2020, through June 30, 2021.

**Baseline established:** The baseline for this objective has been established in Fall 2021 through the close collaboration of CDOR and RSA. Between July 1, 2020, and June 30, 2021, there was a total of 7,893 consumers who achieved measurable skills gains.

**Objective 1.3:** From July 1, 2020, through June 30, 2024, CDOR will increase consumer wages at case closure by 40 percent from the baseline (an average of 10 percent each year). The baseline will be based on average hourly wages for consumers in program year July 1, 2019, through June 30, 2020.

**On track to achieve:** For July 1, 2020, through June 30, 2021, the average hourly wage at case closure was \$17.99 which was below the State Plan goal of at least \$18.20 hourly wage (or a 10 percent increase from the baseline of \$16.55). The State Plan goal for this objective was set to an

average hourly wage of at least \$19.86 between July 1, 2021, through June 30, 2022, which is a 20 percent increase from the baseline. Thus far, the average hourly wage at case closure was \$18.24 in the first quarter (July 1, 2021, through September 30, 2021). The CDOR is on track to achieve this goal and will be able to achieve it by the end of the State Plan period, June 30, 2024.

Strategies that lead to the partial achievement of the goal include:

- The CDOR completed and shared with each district an analysis of the top 25 in-demand occupations using labor market information for their county or area. The districts identified goals and strategies to align the consumer's IPE vocational goal development with in-demand occupations in each district.
- Identified and provided enhanced or expanded supports to remove employment barriers at the beginning of IPE development and throughout planning.

**Goal 2:** Develop innovative approaches to support an increase in obtaining and sustaining employment for all consumers including those with the most significant barriers to employment.

**Objective 2.1:** From July 1, 2021, through June 30, 2024, CDOR will increase the number of consumers in unsubsidized employment during the second quarter after program exit by 15 percent from the baseline (an average of 5 percent each year). The baseline year will be based on the number of consumers in unsubsidized employment during the second quarter after program exit in program year July 1, 2020, through June 30, 2021.

**Baseline established:** The baseline for this objective was established in Fall 2021 through the close collaboration of CDOR and RSA. Between July 1, 2020, and June 30, 2021, there was a total of 11,838 consumers employed two quarters after program exit.

**Objective 2.2:** From July 1, 2021, through June 30, 2024, CDOR will increase the number of consumers in unsubsidized employment during the fourth quarter after program exit by 15 percent from the baseline (an average of 5 percent each year). The baseline year will be based on the

number of consumers in unsubsidized employment during the fourth quarter after program exit in program year July 1, 2020, through June 30, 2021.

**Baseline established:** The baseline for this objective was established in Fall 2021 through the close collaboration of CDOR and RSA. Between July 1, 2020, and June 30, 2021, there was a total of 12,981 consumers employed four quarters after program exit.

**Goal 3:** Improve systems alignment, coordination, and integration with partners to create a pathway toward successful employment outcomes for Californians with disabilities, including individuals with the most significant disabilities, with priorities focusing on individuals with behavioral health disabilities, students with disabilities, transition-age foster youth with disabilities, individuals with ID/DD, and justice-involved individuals with disabilities.

**Objective 3.1:** From July 1, 2020, through June 30, 2024, CDOR will decrease the number of cases closed other than successfully employed by 12 percent from the baseline (an average of 3 percent each year) for consumers who have behavioral health disabilities. The baseline year will be based on case closure rates in program year July 1, 2019, through June 30, 2020.

**On track to achieve:** For July 1, 2020, through June 30, 2021, 4,862 cases were closed other than successfully employed for behavioral health consumers which was below the State Plan Goal of less than 5,611 behavioral health cases closed other (or a 3 percent decrease from the baseline of 5,785 behavioral health cases closed other). The State Plan Goal for this objective was set to less than 5,438 behavioral health cases closed other between July 1, 2021, through June 30, 2022, which is a 6 percent decrease from the baseline. Thus far, 1,287 behavioral health cases have closed as other than successfully employed in the first quarter (July 1, 2021, through September 30, 2021). The CDOR is on track to achieve this goal and will be able to achieve it by the end of the State Plan period, June 30, 2024.

**Objective 3.2:** From July 1, 2020, through June 30, 2024, CDOR will increase the number of eligible and potentially eligible students with disabilities that receive work-based learning experiences by 20 percent from the baseline (an average of 5 percent each year). The baseline will be based on the number of students with disabilities that received work-based learning experiences in program year July 1, 2019, through June 30, 2020.

**Partially Achieved:** For July 1, 2020, through June 30, 2021, 7,002 students received work-based learning experiences which was below the State Plan Goal of 19,982 students (or a 5 percent increase from the baseline 19,030 students). The State Plan goal for this objective was set to 20,933 students receiving work-based learning experiences between July 1, 2021, through June 30, 2022, which is a 10 percent increase from the baseline. Thus far, 1,801 students have received work-based learning experiences in the first quarter (July 1, 2021, through September 30, 2021).

**Objective 3.3:** From July 1, 2020, through June 30, 2024, CDOR will decrease the number of cases closed other than successfully employed by 12 percent from the baseline (an average of 3 percent each year) for consumers who are transition age foster youth. The baseline year will be based on case closure rates in program year July 1, 2019, through June 30, 2020.

**On track to achieve:** For July 1, 2020, through June 30, 2021, 133 cases were closed other than successfully employed for transitional foster youths which was below the State Plan Goal of less than 264 cases closed other (or a 3 percent decrease from the baseline of 272 cases closed other). The State Plan Goal for this objective was set to less than 256 transitional age foster youth cases closed as other between July 1, 2021, through June 30, 2022, which is a 6 percent decrease from the baseline. Thus far, 39 transitional age foster youth cases have closed as other than successfully employed in the first quarter (July 1, 2021, through September 30, 2021). The CDOR is on track to achieve this goal and will be able to achieve it by the end of the State Plan period, June 30, 2024.

**Objective 3.4:** From July 1, 2021, through June 30, 2024, CDOR will increase the number of individuals with disabilities who leave SMW employment and apply for CDOR services to explore competitive integrated

employment by 15 percent from the baseline (an average of 5 percent each year). The baseline year will be based on the number of individuals with disabilities that choose to leave SMW employment and apply for CDOR services to explore competitive integrated employment in program year July 1, 2020, through June 30, 2021.

**Baseline Established:** The baseline for this objective was established between July 1, 2020, through June 30, 2021, in which there was a total of 178 applications received from individuals who left subminimum wage employment. Between July 1, 2021, through June 30, 2022, the goal for this set to at least 187 applications from individuals who left subminimum wage employment, which is a 5 percent increase from the baseline. Thus far, 93 applications have been received in the first quarter (July 1, 2021, through September 30, 2021).

**Objective 3.5:** From July 1, 2021, through June 30, 2024, CDOR will increase the number of individuals with disabilities who choose to leave SMW employment and achieve competitive integrated employment at CDOR by 15 percent from the baseline (an average of 5 percent each year). The baseline year will be based on the number of individuals with disabilities who choose to leave SMW employment and achieve competitive integrated employment at CDOR in program year July 1, 2020, through June 30, 2021.

**Baseline Established:** The baseline for this objective was established between July 1, 2020, through June 30, 2021, in which there was a total of 68 cases closed as successfully employed for individuals who left SMW employment. Between July 1, 2021, through June 30, 2022, the goal for this set to at least 71 successful case closures for individuals who left SMW employment, which is a 5 percent increase from the baseline. Thus far, 20 applications have been received in the first quarter (July 1, 2021, through September 30, 2021).

**Objective 3.6:** From July 1, 2020, through June 30, 2024, CDOR will decrease the number of cases closed other than successfully employed by 12 percent from the baseline (an average of 3 percent each year) for justice-involved consumers. The baseline year will be based on case closure rates for the program year July 1, 2019, through June 30, 2020.

**On track to achieve:** For July 1, 2020, through June 30, 2021, 2,698 cases were closed other than successfully employed for justice-involved consumers which was below the State Plan goal of less than 2,944 cases closed other (or a 3 percent decrease from the baseline of 3,035 cases closed other). The goal for this objective was set to less than 2,853 justice-involved consumers cases closed as other than successfully employed between July 1, 2021, through June 30, 2022, which is a 6 percent decrease from the baseline. So far, 636 justice-involved consumers cases have closed as other than successfully employed in the first quarter (July 1, 2021, through September 30, 2021). The CDOR is on track to achieve this goal and will be able to achieve it by the end of the State Plan period, June 30, 2024.

Strategies that lead to the partial achievement of the goal include:

- The CDOR is currently working on a pilot project in partnership with CDCR to support the successful transition from prison to employment for individuals with disabilities. Pending outcomes from the pilot, CDOR and CDCR will draft and finalize the MOU to support this goal.
- The CDOR is partnering with AJCCs to help mutual consumers access training from Title II Adult Education that support the labor market demands of the state, as outlined by the Governor.
- The CDOR has nine contracts with local workforce development boards throughout California to provide STEPS to provide students with disabilities with work experience.
- The CDOR has been partnering with to provide paid work experience for students with disabilities to receive meaningful and transferable work experience in their local communities.

**Goal 4:** Meet business talent needs by preparing consumers for in-demand jobs using local and regional labor market information.

**Objective 4.1:** From July 1, 2021, through June 30, 2024, CDOR will increase the number of consumers that obtain apprenticeships by 15 percent from the baseline (an average of 5 percent each year). The baseline year will be based on the number of consumers that obtain apprenticeships in program year July 1, 2020, through June 30, 2021.

**Baseline Established:** The baseline for this objective was established between July 1, 2020, through June 30, 2021, in which there was a total of 423 consumers who obtained apprenticeships. Between July 1, 2021, through June 30, 2022, the goal for this set to at least 444 consumers who obtained apprenticeships, which is a 5% increase from the baseline. Thus far, 382 consumers have obtained apprenticeships in the first quarter (July 1, 2021, through September 30, 2021).

**Objective 4.2:** From July 1, 2021, through June 30, 2024, CDOR will increase the number of consumers that obtain paid work experience by 15 percent from the baseline (an average of 5 percent each year). The baseline year will be based on number of consumers that obtain paid work experience in program year July 1, 2020, through June 30, 2021.

**Baseline Established:** The baseline for this objective was established between July 1, 2020, through June 30, 2021, in which there was a total of 6,537 consumers who are co-enrolled in AJCCs. Between July 1, 2021, through June 30, 2022, the goal for this set to at least 6,864 consumers who are co-enrolled in AJCCs, which is a 5 percent increase from the baseline. Thus far, 1,636 consumers are co-enrolled in AJCCs in the first quarter (July 1, 2021, through September 30, 2021).

**Objective 4.3:** From July 1, 2021, through June 30, 2024, CDOR will increase the number of consumers that are co-enrolled in AJCCs by 15 percent from the baseline (an average of 5 percent each year). The baseline year will be based on number of consumers that are co-enrolled in AJCCs in program year July 1, 2020, through June 30, 2021.

**Baseline Established:** The baseline for this objective was established between July 1, 2020, through June 30, 2021, in which there was a total of 5,560 consumers who obtained paid work experience. Between July 1, 2021, through June 30, 2022, the goal for this set to at least 5,838 consumers who obtained paid work experience, which is a 5 percent increase from the baseline. Thus far, 1,830 consumers have obtained paid work experience in the first quarter (July 1, 2021, through September 30, 2021).



**Goal 5:** Build a direct pathway between employers and workers with disabilities including developing innovative ways to engage businesses.

**Objective 5.1:** From July 1, 2020, through June 30, 2024, CDOR will increase the number of business relationships by 20 percent from the baseline (an average of 5 percent each year). The baseline year will be based on business relationships established in program year July 1, 2019, through June 30, 2020. Service to a business is when CDOR successfully employs a consumer at a new business.

**On track to achieve:** For July 1, 2020, through June 30, 2021, 2,653 new business relationships formed which was below the State Plan Goal of at least 3,165 new business relationships (or a 5 percent increase from the baseline of 3,014 business relationships). The State Plan Goal for this objective was set to at least 3,315 new business relationships between July 1, 2021, through June 30, 2022, which is a 10 percent increase from the baseline. Thus far, there have been 282 new business relationships in the first quarter (July 1, 2021, through September 30, 2021). The CDOR is on track to achieve this goal and will be able to achieve it by the end of the State Plan period, June 30, 2024.

**Objective 5.2:** From July 1, 2020, through June 30, 2024, CDOR will provide at least 60 disability access, disability accommodations, or disability awareness trainings to businesses throughout the state.

**Achieved:** For July 1, 2020, through June 30, 2021, 171 trainings were completed which was above the State Plan goal of at least 60 trainings completed. The State Plan goal for this objective was set to at least 60 trainings completed between July 1, 2021, through June 30, 2022. Thus far, 17 trainings have been completed in the first quarter (July 1, 2021, through September 30, 2021).

Strategies that lead to the partial achievement of the goal include:

- The CDOR established a single point of contact in each of the fourteen CDOR districts for AJCC business services staff and employers requesting assistance to find and develop qualified talent, including individuals with disabilities.

- The CDOR is working with the EDD and CWDB on their High Roads Training Partnerships (H RTP) to promote the inclusion of individuals with disabilities in the Partnerships. The purpose of H RTP is to model partnership strategies for the state. The H RTP model incorporates industry partnerships that deliver equity, sustainability, and job quality.
- Informed business partners on hiring incentives and resources (e.g., Work Opportunity Tax Credit, Talent Acquisition Portal, Disability Awareness training, the AT network, and CDOR Business Based Services) to support businesses employing, supporting, retaining, and promoting qualified talent with disabilities.

**B. Describe the factors that impeded the achievement of the goals and priorities.**

**Factors Limiting the Achievement of VR Goals**

Since CDOR is currently less than halfway through the 2020-2024 date range that is covered by the current State Plan, several goals are partially achieved. For accurate tracking of progress and ensuring the goals are measurable, CDOR had included a baseline period in several of the goals. The baseline for four of the objectives was recently established and CDOR has proposed a modification in description o. State Strategies, so that CDOR is able to track its efforts in a more comprehensive manner.

**PERFORMANCE ON THE STANDARDS AND INDICATORS**

**Strategies Contributing to the Successful Passing of Performance Indicators**

The CDOR has put into practice several strategies to ensure the passing of common performance measure five, Measurable Skill Gains, including but not limited to the following:

- Training and technical assistance to VR staff, including management and subject matter experts.
- Quarterly monitoring through data analysis and dashboard development.

- Case service record review by Team Managers, at least annually.
- Collaboration with partners, including third-party cooperative programs, schools and school staff, and other educational programs.

Baseline information is still being established for performance measures one through four and expected performance rates will be negotiated with RSA for Program Years 2022 and 2023.

Additionally, CDOR is engaged in local partnerships with community partners to help provide VR services to consumers. These partners included third-party cooperative programs, CRPs, and ISPs who will contribute to or support consumers' employment outcomes.

### **Factors Limiting the Successful Passing of Performance Indicators**

This information is not yet available – the baseline indicators for the performance accountability indicators are currently being established.

### **2. An evaluation of the extent to which the Supported Employment program goals described in the Supported Employment Supplement for the most recent program year were achieved. The evaluation must:**

#### **A. Identify the strategies that contributed to the achievement of the goals.**

The Supported Employment goals are included within the VR goals – refer to the response for description (p)(1)(A).

#### **B. Describe the factors that impeded the achievement of the goals and priorities.**

The Supported Employment goals are included within the VR goals – refer to the response for description (p)(1)(B).

### **3. The VR program's performance on the performance accountability indicators under section 116 of WIOA.**

The CDOR has reported a 28.2 percent Measurable Skills Gains rate for Program Year 2019, and a 40.4 percent rate for Program Year 2020.

This percentage increase is connected in part to additional focus on staff training regarding common performance measures and processes for data collection and recording, as well as a shift in manual data entry practices done to comply with updated RSA-911 specifications put into effect July 1, 2020.

The CDOR has tracked the following indicators as baseline for Program Years 2020 and 2021 and intends to submit expected rates, upon negotiation with the RSA, in the 2022 State Plan Modification:

- Employment – second quarter after exit
  - Baseline: 51.0 percent in Program Years 2019; 46.5 percent in Program Year 2020
- Employment – fourth quarter after exit
  - Baseline: 49.3 percent in Program Year 2019; 37.8 percent in Program Year 2020
- Median earnings – second quarter after exit
  - Baseline: \$4,680.00 in Program Year 2019; \$5,806.50\* in Program Year 2020
- Credential attainment rate
  - Baseline: 2.4 percent in Program Year 2019; 23.6 percent in Program Year 2020

Note: CDOR identified an error in reporting for performance measure three, Median Wages, that was recorded in the Quarter Two RSA-911 Report, in Program Year 2020. Many reported wages were doubled through a duplication error, therefore inflating the Median Wage indicator for the entire year. This error has been reported to RSA at the time of the annual ETA-9169 report submission, and comments were included on that report. Upon recalculation, the Median Wages for Program Year 2020 are \$4,958; however, the wages will remain as submitted for purposes of RSA reporting.

#### **4. How the funds reserved for innovation and expansion (I&E) activities were utilized.**

VR Connections Portal: The CDOR team rolled out the first phase of the VR Connections Portal in January 2021 and has been offering increased functionality to staff, vendors, and consumers in subsequent releases. The project employs a web-based portal to enhance collaboration, business processes, and service delivery between CDOR staff, consumers, and vendors (including service providers, contractors, and suppliers). The first stage of this project will focus on vendors and will later include consumers. The use of the portal is resulting in reduced administrative burden on CDOR staff, enabling them to focus more on serving consumers leading to greater employment opportunities, independence, and equality.

Summer Training and Employment Program for Students (STEPS): The intent of the contract is to provide students with disabilities work experience job training that is aligned with the employment needs of business partners as defined by the Local Workforce Development Board in each participating region. The CDOR has nine contracts with local workforce development boards throughout California to find students with disabilities employment opportunities throughout the state.

Automated Phone Systems: The CDOR had planned to utilize an automated phone system in local offices so that interested individuals and consumers could choose to navigate through a phone tree, self-selecting their reason for calling and potentially having their reason for calling quickly addressed through the phone system. This effort is currently on hold because of shifting priorities due to the COVID-19 pandemic. The CDOR has implemented several new technological changes in the way the department operate to provide consumers and staff options to work and access services remotely, such as Microsoft Teams and Zoom calls. With these changes, CDOR is reevaluating the best way forward for the automated phone system and electronic forms efforts.

#### **State Rehabilitation Council**

Section 110 funds were used to support SRC administrative costs. The SRC meets at least eight times a year as a full council or for executive planning. The SRC is a partner with CDOR in major programs, policies, and projects including the State Plan, CSA, and CSS.

## **q. Quality, Scope, and Extent of Supported Employment Services.**

*Include the following:*

- 1. The quality, scope, and extent of supported employment services to be provided to individuals with the most significant disabilities, including youth with the most significant disabilities.**

### **Quality, Scope and Extent of Supported Employment Services.**

The CDOR Supported Employment Program provides Supported Employment services for individuals with the most significant disabilities, including youth with the most significant disabilities, to enable them to work toward and achieve an employment outcome of supported employment in competitive integrated employment. These services support opportunities for competitive integrated employment (including customized employment) that is individualized, and customized, consistent with the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual, including with ongoing support services for individuals with the most significant disabilities.

The CDOR conducts the following activities with funds allotted for its Supported Employment Program:

Provides supported employment services and extended services for youth with disabilities.

- Coordinates CDOR planned services, and accommodations and supports, with other program Plans, such as the IEP (transition services) and Individual Program Plan (developmental services).
- Coordinates with behavioral health programs to encourage competitive integrated employment as part of the treatment plan.
- Leverages other public and private funds to increase resources for extended services and expand supported employment

opportunities.

The CDOR reserves and expends 50 percent of its allotment for the provision of supported employment services, including extended services to youth with the most significant disabilities for up to 4 years or age 25, whichever comes first (34 CFR 363.22).

The following information outlines how CDOR monitors the quality of the services consumers receive, scope of services provided, extent of supported employment services, and timing of transition to extended services. Additional information on extended services for supported employment is identified in the response for Description (f) – Arrangements and Cooperative Agreements for the Provision of Supported Employment Services.

### **Quality of Supported Employment Services**

The CDOR provides ongoing services from the point of job placement until transition to extended services. Such services are mostly provided to consumers by CRPs and partner agencies. In areas where CRPs are not available, or an individual has needs beyond those that can be met by a CRP, CDOR may identify natural supports and/or alternative service providers.

CRPs providing supported employment services follow guidelines provided by CDOR's CRD Section. Generally, CDOR follows DDS's policies set forth in the California Welfare and Institutions Code to ensure continuity of services to mutual consumers. The CDOR guidelines require CRPs to submit timely reports to VR Counselors as well as providing efficient services to consumers. The CDOR CRD Specialists, who work regionally in California, assist local CDOR districts and CRPs with technical assistance and identify training needs to support system alignment. The CRD Specialists additionally review Commission on Accreditation of Rehabilitation Facilities accreditation of CRPs and conduct ongoing assessment and evaluation of consumer services.



Locally, each district has nominated at least two district Supported Employment Program Liaisons to assist in sharing information and training district staff.

### **Scope of Supported Employment Services**

The VR process for assessment for determining eligibility and priority category, and development of an IPE, including supported employment, is the same used for all consumers when establishing eligibility and an eligible individual's Priority Category, when CDOR is under an Order of Selection. An individual receiving supported employment services must be in Priority Category One.

The VR services for a consumer begin with a comprehensive assessment to identify 'primary employment factors,' including their unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual. The VR Counselor will work with an individual with a most significant disability, including a youth with a most significant disability, to determine that supported employment services are required to achieve a competitive integrated employment outcome. The IPE will identify a Supported Employment Plan and supported employment services including customized employment and extended services.

The CDOR provides the full scope of supported employment services to individuals who:

- Are determined eligible with the most significant disabilities;
- Have not achieved competitive integrated employment, or it has been interrupted or intermittent;
- Require intensive supported employment services and extended services to maintain employment; and
- Have a reasonable expectation that a source of extended services will be available at the time of transition to extended services.

The Plan Development activities, including customized employment activities, may include but are not limited to the following:

- A general meeting to review the supported employment job placement parameters used in developing person-centered strategies to focus on the individual's strengths to achieve competitive integrated employment.
- A review of school transition services including CDOR Student Services and postsecondary transition activities that may include competitive integrated employment and/or postsecondary education and training.
- Coordination with regional centers to share information about community activities, hobbies, or other pre-vocational foundational skill development or adult work experience activities.
- An evaluation of labor market and identification of suitable employment sites; employer contacts; job seeking skills training; work site assessment; task analysis; evaluation and recommendation for a job coaching plan.
- Working with families and individuals who know the person best to discover their strengths, interests, and abilities.

Supported employment services begin at the point of placement and may include, but are not limited to, the following:

- Job coaching support services in an individual's placement if supports are needed to maintain the consumer's employment, including training, destination training, advocacy, and job loss intervention.
- As needed, coordinated benefits planning discussions with the consumer, CDOR Work Incentive Planners, and other third parties to identify appropriate work incentive programs as well as potential sources for ongoing support.
- Discrete post-employment services, if needed to support and maintain employment and are not available through extended services.
- Extended Services for youth with the most significant

- disabilities up to four years or age 25, whichever comes first.
- Counseling and guidance, including information and referral, required under WIOA Section 511 or upon request with eligible individuals earning subminimum wages or in segregated work settings regarding opportunities for competitive integrated employment and available employment services and supports.

## **Extent of Supported Employment Services**

Supported employment services are ongoing support services needed to support and maintain an individual with a most significant disability, including youth. Supported Employment services are:

- Organized and made available, singly or in combination, in such a way as to assist an eligible individual to achieve competitive integrated employment;
- Based on a determination of the needs of an eligible individual, as specified in an IPE;
- Provided by CDOR for a period of time not to exceed 24 months, unless under special circumstances the eligible individual and the VR Counselor jointly agree to extend the time to achieve the employment outcome identified in the IPE; and,
- Following transition, as post-employment services that are unavailable from an extended services provider and that are necessary to maintain or regain the job placement or advance in employment.

## **Use of the Required 50% Reserve of Supported Employment Funds to Provide Extended Services to Youth with the Most Significant Disabilities**

While the Lanterman Developmental Disabilities Services Act (Welfare and Institutions Code, section 4500 et seq.) funding is a primary source of extended services for individuals with ID/DD in California, Regional Center work services typically begin at age 22.

Per Title 29, USC section 795h, CDOR will use the 50 percent reserve of supported employment funds for supported employment

services and extended services for youth with the most significant disabilities. These funds may provide additional opportunities for youth with most significant disabilities to receive extended services after completing up to 24 months of Supported Employment services, or longer if there are extenuating circumstances that require more time. When these funds are exhausted, CDOR will utilize Title I funds as necessary to meet the needs of consumers eligible for Supported Employment services.

## **2. Timing of Transition to Extended Services**

Once a consumer has maintained stability on the job for at least 60 days, the funding for and provision of job coaching transitions to a source of extended services and extended service provider. The VR Counselor continues to track the consumer's progress and job stability during the transition period. If the consumer maintains job stabilization for 90 days after transition to extended services, the record of services is Closed–Rehabilitated.

Transition to extended service providers is essential to maintain consistency and support for consumers receiving supported employment services. The CDOR works to identify funding sources for extended services, including behavioral health agencies or other sources. The CDOR additionally collaborates with extended service providers, and identifies sources of extended services, including natural supports which are vital for the long-term success of the consumer. Sources of extended services for a consumer eligible for supported employment services include public resources such as the DDS, county behavioral health Entities (potentially using Mental Health Services Act (MHSA) funds); using statewide excess MHSA funds; Medi-Cal funding; private resources such as trust funds, private non-profits, religious or community organizations, and family; and natural supports to ensure the consumer receiving supported employment services has greater success in the work environment.

### **Youth with the Most Significant Disabilities**

The CDOR will provide extended services to youth with the most significant disabilities when other extended services are unavailable,

as appropriate, for a period not to exceed four years, or at such time that a youth reaches age 25 and no longer meets the definition of a youth with a disability under 34 C.F.R. 361.5(c)(58).

Under the Lanterman Developmental Disabilities Services Act (Welfare & Institutions Code, § 4500 et seq.), California established a commitment to provide services and supports to individuals with ID/DD throughout their lifetime. Robust services and supports are provided through a combination of federal, state, county, and local government services, private businesses, support groups, and volunteers. The CDOR works closely with the DDS to leverage Medicaid funds for habilitation services for persons with ID/DD, including the provision of “extended services” to help an individual with a most significant disability to maintain employment after CDOR record of services is closed.

Toward this end, CDOR will continue to refer youth with the most significant disabilities to extended services currently funded by the DDS Regional Centers upon CDOR record of services closure or when placed on a wait list, as appropriate. CDOR will additionally provide extended services to youth with the most significant disabilities who do not qualify for services funded by a Regional Center prior to age 22 or are unable to receive extended services from another funding source.

## **Certifications**

Name of designated State agency or designated State unit, as appropriate:

**California Department of Rehabilitation**

Name of designated State agency: **California Department of Rehabilitation**

Full Name of Authorized Representative: **Joe Xavier**

Title of Authorized Representative: **Director**

States must provide written and signed certifications that:

1. The designated State agency or designated State unit (as appropriate) listed above is authorized to submit the VR services portion of the Unified or Combined State Plan under title 1 of the Rehabilitation Act of 1973 (Rehabilitation Act), as amended by WIOA\*, and its supplement under title VI of the Rehabilitation Act.\*\* **Yes**
2. As a condition for the receipt of Federal funds under title I of the Rehabilitation Act for the provision of VR services, the designated State agency listed above agrees to operate and administer the State VR Services Program in accordance with the VR services portion of the Unified or Combined State Plan, the Rehabilitation Act, and all applicable regulations, policies, and procedures established by the Secretary of Education. Funds made available under section 111 of the Rehabilitation Act are used solely for the provision of VR services and the administration of the VR services portion of the Unified or Combined State Plan; **Yes**
3. As a condition for the receipt of Federal funds under title VI of the Rehabilitation Act for supported employment services, the designated State agency agrees to operate and administer the State Supported Employment Services Program in accordance with the supplement to the VR services portion of the Unified or Combined State Plan\*, the Rehabilitation Act, and all applicable regulations, policies, and procedures established by the Secretary

of Education. Funds made available under title VI are used solely for the provision of supported employment services and the administration of the supplement to the VR services portion of the Unified or Combined State Plan;\*\* **Yes**

4. The designated State agency and/or the designated State unit has the authority under State law to perform the functions of the State regarding the VR services portion of the Unified or Combined State Plan and its supplement; **Yes**

5. The State legally may carry out each provision of the VR services portion of the Unified or Combined State Plan and its supplement. **Yes**

6. All provisions of the VR services portion of the Unified or Combined State Plan and its supplement are consistent with State law. **Yes**

7. The Authorized Representative listed above has the authority under State law to receive, hold, and disburse Federal funds made available under the VR services portion of the Unified or Combined State Plan and its supplement; **Yes**

8. The Authorized Representative listed above has the authority to submit the VR services portion of the Unified or Combined State Plan and the supplement for Supported Employment services; **Yes**

9. The agency that submits the VR services portion of the Unified or Combined State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement. **Yes**

## **Footnotes**

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## **Certification 1 Footnotes**

\* Public Law 113-128.

\*\* Unless otherwise stated, "Rehabilitation Act" means the Rehabilitation Act of 1973, as amended by WIOA, signed into law on July 22, 2014.

### **Certification 2 Footnotes**

\* All references in this plan to "designated State agency" or to "the State agency" relate to the agency identified in this paragraph.

\*\* No funds under title 1 of the Rehabilitation Act may be awarded without an approved VR services portion of the Unified or Combined State Plan in accordance with section 101(a) of the Rehabilitation Act.

\*\*\* Applicable regulations, in part, include the Education Department General Administrative Regulations (EDGAR) in 34 CFR parts 76,77,79,81,and 82; 2 CFR part 200 as adopted by 2 CFR part 3485; and the State VR Services Program regulations.

### **Certification 3 Footnotes**

\*No funds under title VI of the Rehabilitation Act may be awarded without an approved supplement to the VR services portion of the Unified or Combined State Plan in accordance with section 606(a) of the Rehabilitation Act.

\*\* Applicable regulations, in part, include the citations in \*\*\* under Certification 2 footnotes



## **Certification Regarding Lobbying — Vocational Rehabilitation**

Certification for Contracts, Grants, Loans, and Cooperative Agreements the undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form- LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

## **Statement for Loan Guarantees and Loan Insurance**

The undersigned states, to the best of his or her knowledge and belief, that: If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Applicant's Organization: **California Department of Rehabilitation**

Full Name of Authorized Representative: **Joe Xavier**

Title of Authorized Representative: **Director**

SF LLL Form – Disclosure of Lobbying Activities (only if applicable)  
(<http://www2.ed.gov/fund/grant/apply/appforms/appforms.html>)  
. If applicable, please print, sign, and email to  
MAT\_OCTAE@ed.gov

## **Certification Regarding Lobbying — Supported Employment**

### **Certification for Contracts, Grants, Loans, and Cooperative Agreements**

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form- LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

### **Statement for Loan Guarantees and Loan Insurance**

The undersigned states, to the best of his or her knowledge and belief, that: If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Applicant's Organization: **California Department of Rehabilitation**

Full Name of Authorized Representative: **Joe Xavier**

Title of Authorized Representative: **Director**

SF LLL Form – Disclosure of Lobbying Activities (only if applicable)  
(<http://www2.ed.gov/fund/grant/apply/appforms/appforms.html>)

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## **Assurances**

The designated State agency or designated State unit, as appropriate and identified in the State certifications included with this VR services portion of the Unified or Combined State Plan and its supplement, through signature of the authorized individual, assures the Commissioner of the Rehabilitation Services Administration (RSA), that it will comply with all of the requirements of the VR services portion of the Unified or Combined State Plan and its supplement, as set forth in sections 101(a) and 606 of the Rehabilitation Act. The individual authorized to submit the VR services portion of the Unified or Combined State Plan and its supplement makes the following assurances:

### **The State Plan must provide assurances that:**

#### **1. Public Comment on Policies and Procedures:**

The designated State agency assures it will comply with all statutory and regulatory requirements for public participation in the VR Services Portion of the Unified or Combined State Plan, as required by section 101(a)(16)(A) of the Rehabilitation Act.

#### **2. Submission of the VR services portion of the Unified or Combined State Plan and Its Supplement:**

The designated State unit assures it will comply with all requirements pertaining to the submission and revisions of the VR services portion of the Unified or Combined State Plan and its supplement for the State Supported Employment Services program, as required by sections 101(a)(1), (22), (23), and 606(a) of the Rehabilitation Act; section 102 of WIOA in the case of the submission of a unified plan; section 103 of WIOA in the case of a submission of a Combined State Plan; 34 CFR 76.140.

#### **3. Administration of the VR services portion of the Unified or Combined State Plan:**

The designated State agency or designated State unit, as appropriate, assures it will comply with the requirements related to:

- a. the establishment of the designated State agency and designated State unit, as required by section 101(a)(2) of

the Rehabilitation Act.

- b. the establishment of either a State independent commission or State Rehabilitation Council, as required by section 101(a)(21) of the Rehabilitation Act.

The designated State agency or designated State unit, as applicable (B) has **established a State Rehabilitation Council**

- a. consultations regarding the administration of the VR services portion of the Unified or Combined State Plan, in accordance with section 101(a)(16)(B) of the Rehabilitation Act.
- b. the financial participation by the State, or if the State so elects, by the State and local agencies, to provide the amount of the non-Federal share of the cost of carrying out the VR program in accordance with section 101(a)(3).
- c. the local administration of the VR services portion of the Unified or Combined State Plan, in accordance with section 101(a)(2)(A) of the Rehabilitation Act.

The designated State agency allows for the local administration of VR funds: **No**

- d. the shared funding and administration of joint programs, in accordance with section 101(a)(2)(A)(ii) of the Rehabilitation Act.

The designated State agency allows for the shared funding and administration of joint programs: **No**

- e. statewideness and waivers of statewideness requirements, as set forth in section 101(a)(4) of the Rehabilitation Act.

Is the designated State agency requesting or maintaining a waiver of statewideness for one or more services provided under the VR services portion of the Unified or Combined State Plan? See Section 2 of this VR services portion of the Unified or Combined State Plan.

**Yes**

- f. the descriptions for cooperation, collaboration, and coordination, as required by sections 101(a)(11) and (24)(B); and 606(b) of the Rehabilitation Act.
- g. all required methods of administration, as required by section 101(a)(6) of the Rehabilitation Act.
- h. the requirements for the comprehensive system of personnel development, as set forth in section 101(a)(7) of the Rehabilitation Act.
- i. the compilation and submission to the Commissioner of statewide assessments, estimates, State goals and priorities, strategies, and progress reports, as appropriate, and as required by sections 101(a)(15), 105(c)(2), and 606(b)(8) of the Rehabilitation Act.
- j. the reservation and use of a portion of the funds allotted to the State under section 110 of the Rehabilitation Act for the development and implementation of innovative approaches to expand and improve the provision of VR services to individuals with disabilities, particularly individuals with the most significant disabilities.
- k. the submission of reports as required by section 101(a)(10) of the Rehabilitation Act.

#### **4. Administration of the Provision of VR Services:**

The designated State agency, or designated State unit, as appropriate, assures that it will:

- a. comply with all requirements regarding information and referral services in accordance with sections 101(a)(5)(D) and (20) of the Rehabilitation Act.
- b. impose no duration of residence requirement as part of determining an individual's eligibility for VR services or that excludes from services under the plan any individual who is present in the State in accordance with section 101(a)(12) of the Rehabilitation Act.
- c. provide the full range of services listed in section 103(a) of the Rehabilitation Act as appropriate, to all eligible individuals with disabilities in the State who apply for services in accordance with section 101(a)(5) of the Rehabilitation Act?

Agency will provide the full range of services described above. **Yes**

- d. determine whether comparable services and benefits are available to the individual in accordance with section 101(a)(8) of the Rehabilitation Act.
- e. comply with the requirements for the development of an IPE in accordance with section 102(b) of the Rehabilitation Act.
- f. comply with requirements regarding the provisions of informed choice for all applicants and eligible individuals in accordance with section 102(d) of the Rehabilitation Act.
- g. provide VR services to American Indians who are individuals with disabilities residing in the State, in accordance with section 101(a)(13) of the Rehabilitation Act.
- h. comply with the requirements for the conduct of semiannual or annual reviews, as appropriate, for individuals employed either in an extended employment setting in a CRP or any other employment under section 14(c) of the Fair Labor Standards Act of 1938, as required by section 101(a)(14) of the Rehabilitation Act.
- i. meet the requirements in sections 101(a)(17) and 103(b)(2) of the Rehabilitation Act if the State elects to construct, under special circumstances, facilities for CRPs
- j. with respect to students with disabilities, the State,
  - i. has developed and will implement,
    - a. strategies to address the needs identified in the assessments; and
    - b. strategies to achieve the goals and priorities identified by the State, to improve and expand VR services for students with disabilities on a statewide basis; and
  - ii. has developed and will implement strategies to provide pre-employment transition services (sections 101(a)(15) and 101(a)(25)).

**5. Program Administration for the Supported Employment Title VI Supplement:**



- a. The designated State unit assures that it will include in the VR services portion of the Unified or Combined State Plan all information required by section 606 of the Rehabilitation Act.
- b. The designated State agency assures that it will submit reports in such form and in accordance with such procedures as the Commissioner may require and collects the information required by section 101(a)(10) of the Rehabilitation Act separately for individuals receiving supported employment services under title I and individuals receiving supported employment services under title VI of the Rehabilitation Act.
- c. The designated state unit will coordinate activities with any other State agency that is functioning as an employment network under the Ticket to Work and Self-Sufficiency program under Section 1148 of the Social Security Act.

#### **6. Financial Administration of the Supported Employment Program:**

- a. The designated State agency assures that it will expend no more than 2.5 percent of the State's allotment under title VI for administrative costs of carrying out this program; and, the designated State agency or agencies will provide, directly or indirectly through public or private entities, non-Federal contributions in an amount that is not less than 10 percent of the costs of carrying out supported employment services provided to youth with the most significant disabilities with the funds reserved for such purpose under section 603(d) of the Rehabilitation Act, in accordance with section 606(b)(7)(G) and (H) of the Rehabilitation Act.
- b. The designated State agency assures that it will use funds made available under title VI of the Rehabilitation Act only to provide supported employment services to individuals with the most significant disabilities, including extended services to youth with the most significant disabilities, who are eligible to receive such services; and, that such funds are used only to supplement and not supplant the funds provided under Title I of the Rehabilitation Act, when providing supported employment services specified in the IPE, in accordance with section 606(b)(7)(A) and (D), of the Rehabilitation Act.

#### **7. Provision of Supported Employment Services:**

- a. The designated State agency assures that it will provide supported employment services as defined in section 7(39) of the Rehabilitation Act.
- b. The designated State agency assures that:
  - i. the comprehensive assessment of individuals with significant disabilities conducted under section 102(b)(1) of the Rehabilitation Act and funded under title I of the Rehabilitation Act includes consideration of supported employment as an appropriate employment outcome, in accordance with the requirements of section 606 (b)(7)(B) of the Rehabilitation Act an IPE that meets the requirements of section 102(b) of the Rehabilitation Act , which is developed and updated with title I funds, in accordance with sections 102(b)(3)(F) and 606(b)(6)(C) and (E) of the Rehabilitation Act.