

DISABILITY THRIVE INITIATIVE

Advancing Services and Supports for the IDD Community

A VISION FOR A THRIVING DIRECT SUPPORT PROFESSIONAL WORKFORCE

November 16, 2022



TODAY'S AGENDA



- Workforce Development: The Direct Service Professional (DSP) Training Stipend and Other Initiatives
- A Regional Center View on the Disability Workforce
- Direct Support Professionals in Action:
 A Discussion
- Reflections on the Disability Thrive Initiative 2022 Training Series

WORKFORCE DEVELOPMENT: DSP TRAINING STIPEND AND OTHER INITIATIVES





DIRECT SERVICES WORKFORCE



Workforce **Development**



Workforce Stabilization



Quality Incentive Program



Regional Center Performance Measures

WORKFORCE DEVELOPMENT





- Budget Act of 2021 authorized funding to develop programs to enhance direct service worker wages and improve quality of services and consumer outcomes
 - DSP Workforce Training and Development <u>WIC</u>
 4511.5
 - DSP Bilingual Differential WIC 4641.1
- Stakeholders engaged via Direct Service Workforce Training and Development Workgroup
- Available Summer 2023

DSP BILINGUAL CERTIFICATION

- Monthly pay differential to DSPs who can communicate in a language or medium other than English
- Increasing regional center consumers' access to staff who speak their preferred language
- Building capacity of bilingual and multilingual staff within the IDD service system
- Including American Sign Language



DSP UNIVERSITY

- Three-tiered training and certification program for DSPs, including frontline supervisors
- Support the workforce, establish a career pathway
- Pathway for increased wages that are transferable
- Support recruitment and retention efforts
- Enhance quality of service provided
- Foster improved consumer experience



- Access to quality job-specific training for DSPs through a standardized, competency-based training curriculum
- Providing transferable training experience and records

WORKFORCE STABILIZATION

- Budget Act of 2022 authorized funding to develop programs relating to developmental services workforce stabilization
 - DSP Training Stipend Program WIC 4699.2
 - DSP Internship Program WIC 4699.3
 - Tuition Reimbursement Program for Regional Center Employees <u>WIC 4699.4</u>
 - Pilot Remote Supports Using Technology Solutions
 WIC 4511.6
- Available Summer 2023



DSP TRAINING STIPEND PROGRAM

- Authorized in the 2022 Budget
- DSPs may receive up to two training stipends (\$500 each) following completion of authorized training courses
- DSP employers (service providers) will be paid for administrative costs
- DDS has contracted with the National Alliance for Direct Support Professionals (NADSP) for training content relevant to DSPs
- DSPs will access the training online or on mobile devices
- Soft rollout by January 2023, anticipate full rollout shortly after

DSP INTERNSHIP PROGRAM

- Developing a career path
- Recruiting people to the developmental services system at entry level
- Third party manages recruitment and intern placement with service providers, relieving some workload from service providers
- State funds intern wages for 3 months
- Create opportunities for post-internship employment with service providers
- Allows for retention stipends for continued post-internship employment
- Anticipated in 2023



TUITION REIMBURSEMENT PROGRAM FOR REGIONAL CENTER EMPLOYEES



- Authorized in 2022 Budget
- Tuition reimbursement for regional center employees who seek advanced degrees in a health or human service-related field
- To support recruitment, retention, career development
- Enhance quality of services to individuals
- Anticipated in 2023

PILOT FOR REMOTE SUPPORTS USING TECHNOLOGY SOLUTIONS



- Authorized in 2022 Budget
- Pilot to test feasibility of remote supports to individuals using technology solutions
- Support individuals' independence
- Increase access to bilingual services
- Reduce reliance on in-person direct support
- Participants to be identified by Spring 2023



QUALITY INCENTIVE PROGRAM





- Authorized in 2021 Budget
- Launched 2022, with 6 focus areas
- Each focus area has one or more quality measure(s) tied to specific desired outcomes, with corresponding performance targets and incentives
- Workforce Capacity: DSP Turnover Rate, DSP Average Tenure, DSP Training
- Service Access: DSP Vacancy Rate, DSP Language Fluency
- DSP Workforce Data Collection Survey in Spring 2022
- <u>Directive</u> released September 2022 regarding payments
- Survey will be annual, possibly Spring-Summer 2023

REGIONAL CENTER PERFORMANCE MEASURES





- Authorized in 2021 Budget
- Launched Fall 2022
- 14 measures in multi-year development plan that aligns with implementation of Quality Incentive Program for service providers
- Service Coordination and Regional Center Operations
- Service Coordinator Competency

Questions?

Please send an email to: DSPWorkforce@DDS.CA.gov



A REGIONAL CENTER VIEW ON THE DISABILITY WORKFORCE





BUILDING A CAREER PATH IN DEVELOPMENTAL SERVICES (WIC §4699)

- Up to \$30 million for workers in California's Regional Centers
- College Degrees and Certificates
- Up to \$10,000 a year for as many as three years
- Up to 3 years of commitment to the regional center
- Regional center transfers are acceptable
- Both regional centers report to DDS for transfers

COMING SOON!

We will determine:

- Tuition program placement
- Available college programs
- Application submission guide
- Work requirements during and after the program
- Repayment plans for nongraduates



TUITION PROGRAM FOR FISCAL YEARS 2022-23 THROUGH 2024-25

- Regional Centers annual progress reporting to DDS beginning on April 1, 2023
- After the first report, regional centers start reporting annually in January
- Reports include:
 - Statistics and demographics of applicants and participants
 - Locations of the regional centers
 - Degrees and fields of interest
 - Time being employed by the regional center after completing their degree or certification
- The Association of Regional Center Agencies (ARCA) and the Department of Developmental Services are still working on the final details for the program



ADDITIONAL SUPPORT FOR THE REGIONAL CENTER WORKFORCE

- Early Childhood Caseloads to 1:40
- Funding to Hire Service
 Coordinators to comply with caseload requirements
- Enhanced Service Coordination Low to No Service to 1:40
- Remote planning meetings through June 2023

- The Family Cost Participation Program and the Annual Family Program Fee are suspended through June 2023
- American Rescue Plan Act funded Language Access and Cultural Competence Grants which allows us to get translation and interpretation services faster

GETTING CLOSER TO THE PRESIDENT'S COMMITTEE

Recommendations For DSPs

- Rate-setting methodologies to include better compensation
- Technology solutions
- Provide training and technology to agencies
- Incentives for states to expand the pool of Direct Support Professionals
- Promote self-direction

- Recognize "Direct Support Professional" as a distinct occupation title
- Recognize Direct Support Professionals more accurately
- Better use of community colleges and American job centers
- Develop online matching registry services

ONE-TIME INVESTMENTS (\$185.3M GENERAL FUND)

- \$127.8 million for up to two \$500 training stipends per **Direct Support Professionals** (plus taxes and administration fees)
- \$22.5 million for a 3-month DSP training and internship program with up to two \$500 retention stipends for workers
- \$5 million to pilot the development of remote supports using technology to increase independence, and "when chosen and safe, reduce in-person and aroundthe-clock services"



DIRECT SUPPORT PROFESSIONALS IN ACTION: A DISCUSSION





Lupita Chavez Alvarez
Artist Mentor
Alchemia
Marin and Sonoma Counties



Christina Boutte
Direct Support Professional
In2vision Programs, LLC
Los Angeles County



Sandra Ibarra
Direct Support Professional
Milestones of Development
Solano County



Amber Carey-Navarrete
Panel Moderator

REFLECTIONS ON THE DISABILITY THRIVE INITIATIVE 2022 TRAINING SERIES



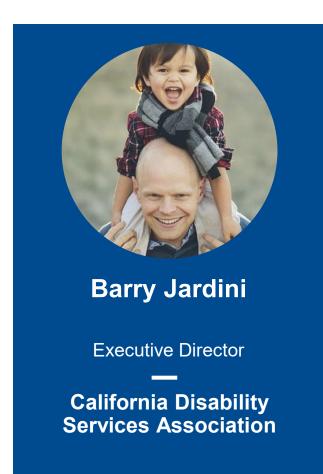
PURPOSE AND INTENT OF THE DISABILITY THRIVE INTIATIVE TRAINING SERIES





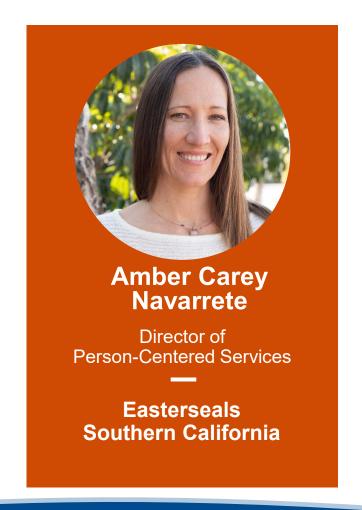


REVIEW AND REFLECTION ON THE 2022 TRAINING SERIES









2022 DISABILITY THRIVE INITIATIVE TEAM





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WITH ADDITIONAL SUPPORT FROM

WEBINAR PRODUCTION

COMMUNICATIONS

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Become Intertwined

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California Department of Developmental Services

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SPECIAL THANKS TO ALL OF OUR ACCESSIBILITY PROVIDERS



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Closed Captioning

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American Sign Language Interpreting

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American Sign Language Interpreting

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Spanish Interpreting

Interpreters and Translators, Inc. Plain Language Review

Cal Interpreting and Translations

Spanish Materials Translation

Be Accessible, Inc.

Remediation for Screen Readers

Caption Technologies, Inc.

Closed Captioning

AND OUR FUNDERS





... AND ALL OF OUR WONDERFUL PRESENTATION TEAMS



- Pete Cervinka
- Leslie Morrison
- Michael Seereiter
- Harry Bruell
- April Peterson
- Jami Davis
- Ryan Cox
- Joshua Sudarma
- Erica Lazaldi
- Eric Zigman
- Mica Sutton
- Amanda Pyle

- Lora Glassman
- Brian Nguyen
- Howard McBloom
- Emily Barber
- Gabby Funes
- Balen Love
- Alexandra Cervantes
- Sean Galvin
- Susan DeMarois
- Sarah Steenhausen
- Kathy Service

- Debbie Toth
- Julie Snyder
- Teresa Řathsam
- Mark Beckley
- Tara Cantu
- Bonnie Ronk
- Ernie Cruz
- Debbie Ball
- Carole Watillo
- Eric Steward
- Harrison Lane
- Simon Lash
- Michael Luna
- Jo Mullins
- Amanda Pelaccio

- Maureen Carasiti
- Nancy Bargmann
- Jim Knight
- Jamie Patino
- Tiffany Simpson
- Julia Lowe
- Caroline Castaneda
- LeLani Miller
- Mark Klaus
- Catherine Knight
- Tony Anderson
- Lupita Chavez Alvarez
- Christina Boutte
- Yasir Ali



HELPING CALIFORNIA ADDRESS THE DIRECT SUPPORT PROFESSIONAL WORKFORCE

- Our first webinar of 2022 focused on the DDS Direct Support Professional Workforce Survey, especially the long-term benefits and incentives for providers
- We explored the National Core Indicators Staff Stability Survey with a Snapshot of the experiences of providers in New York
- PathPoint provided practical advice on filling out the DSP Workforce Survey
- Special Resource: We produced <u>Tips for Completing the Direct Support</u>
 <u>Professional (DSP) Workforce Survey</u>, a video clip to help service providers with the survey



BUILDING LIFELONG SKILLS AND RELATIONSHIPS THROUGH SOCIAL RECREATION AND CAMP SERVICES

- This webinar featured user experiences and policy updates on the restored Social Recreation and Camp Services
- The significance of social recreation and camp to people with disabilities and their families was highlighted with a panel of people with disabilities describing their experiences

BUILDING LIFELONG SKILLS AND RELATIONSHIPS THROUGH SOCIAL RECREATION AND CAMP SERVICES (2)

- The Easterseals Peer2Peer Program in southern California and the social recreation program of WATCH Resources in Tuolumne and Calaveras counties were described in detail
- Golden Gate Regional Center gave a step-by-step overview of how to work with a Regional Center to become vendorized to deliver these services
- Special Resource: We produced a fact sheet, <u>Restoration of Social</u> <u>Recreation, Camp, and Related Services – Key Points for Service</u> <u>Providers</u>



SUPPORTING HEALTHY AGING FOR CALIFORNIANS WITH DISABILITIES

- This compelling webinar covered California's efforts to support people aging with IDD, as well as their families
- The State Department of Aging discussed how their "Master Plan for Aging" addresses people with disabilities, and their goals to improve the aging experience
- Presenters addressed the health disparities faced by people with disabilities and clinical best practices to support them in aging

SUPPORTING HEALTHY AGING FOR CALIFORNIANS WITH DISABILITIES (2)

- We covered supportive resources such as those offered by Area Agencies on Aging and other local programs and partnerships, including the experiences of Bonnie who is supported by an Adult Day Health Care program
- Tierra del Sol Foundation presented their work in life planning for people with disabilities and their families



EXPANDING THE VISION FOR EMPLOYMENT SERVICES

- September's webinar provided an overview of state policy updates on employment, including strategies for improving access to services that lead to competitive employment, increasing pathways to employment and improving outcomes
- We covered how to leverage the Paid Internship Program into employment opportunities
- We also addressed services for people with high support needs, including one agency's success in assisting 120 people

EXPANDING THE VISION FOR EMPLOYMENT SERVICES (2)

- The Transformative Autism Program described innovative partnerships that open doors and break down barriers through education, outreach, and training of employers. They featured a positive video about the experiences of Simon, a successful job seeker
- Special Resource: We produced a resource list for <u>New Thinking on</u> <u>Employment for People with Disabilities</u>, including organizations and strategies for developing best practices in disability employment



TAILORED TO THRIVE: FLEXIBLE SUPPORT THROUGH TAILORED DAY SERVICES

- Last month's webinar was an important overview of new state policies for Tailored Day Services (TDS), with DDS Director Nancy Bargmann kicking off the event to set up the policy conversation on the importance of TDS to support flexibility and change
- DDS described the new policy changes that went into effect in July, including how TDS can be used, and options and priorities for Individualized Service Design. They also covered rates

TAILORED TO THRIVE: FLEXIBLE SUPPORT THROUGH TAILORED DAY SERVICES (2)

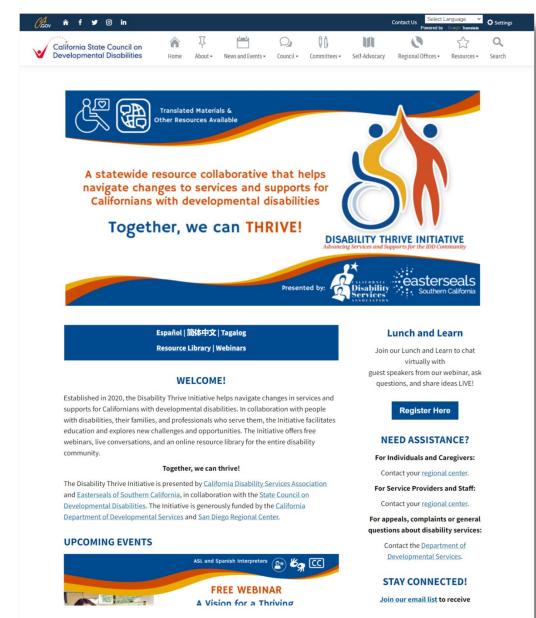
- Kern Regional Center presented on how regional centers can support TDS, including the role of service coordinators and ways TDS can be used for pre-employment training, on-the-job training, education, internships or volunteering
- Becoming Independent described how they support people using TDS and the impact of their work, including videos of two people who use TDS
- We finished the webinar with a Live Q&A session with the Department to answer questions about the new policies

THE DISABILITY THRIVE INITIATIVE RESOURCE LIBRARY









DisabilityThriveInitiative.org

You can access:

- Curated tools and resources on various topics and categories under Resource Library
- Archived webinar materials in English and Spanish under Previous Webinars section
- A collection of highlight video clips of the past 25 webinars can be found on our YouTube channel

RESOURCE LIBRARY

RESOURCE LIBRARY



- Categories correspond to the needs of the community:
 - Accessibility
 - Children and Families
 - Communication and language
 - Community and Hybrid Services
 - Disability Services Management
 - Person-centered Services
 - And more!
- Tools and resources include website recommendations, toolkits in English and Spanish, free software, printed materials, etc.















Funded by





PREVIOUS WEBINARS



PREVIOUS WEBINARS	
Tailored to Thrive: Flexible Supports Through Tailored Day Services	0
Expanding the Vision for Employment Services	0
Supporting Healthy Aging for Californians with Disabilities	0
Building Lifelong Skills and Relationships Through Social Rec & Camp Services	0
Helping California Address the Direct Support Professional Workforce Crisis	0
Alternative Services & Beyond: Resources for the Disability Community to THRIVE	0
Alternative Services & Beyond: Self-Determination Program	0
Alternative Services & Beyond: Home and Community Based Services Settings Rule	0
Advocacy. From Informed to Empowered	0
The Changing Role of the Workforce Supporting People with Disabilities	0

Expanding the Vision for Employment Services

Expanding the Vision for Employment Services

Wednesday, September 14, 2022 3:00 PM – 4:00 PM

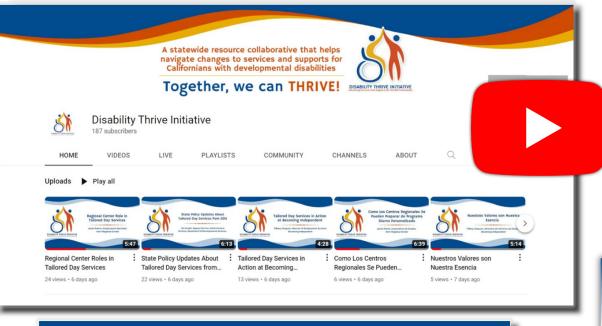
- English Recording
- Grabación en español
- English slides
- Spanish slides

Employment is changing quickly. For many, everything from the job search process to the work environment feels different than before the pandemic. Now is the time for new thinking in employment services for Californians with intellectual and developmental disabilities. The Department of Developmental Services (DDS) has been redoubling efforts to support a wide variety of employment programs and improve pathways to employment. In this webinar, DDS discusses employment policy updates and we learn directly from community organizations about:

- Growing paid internships into employment opportunities
- · Employment strategies for people with high support needs
- Innovative partnerships between employers and service providers

Highlights from this webinar:

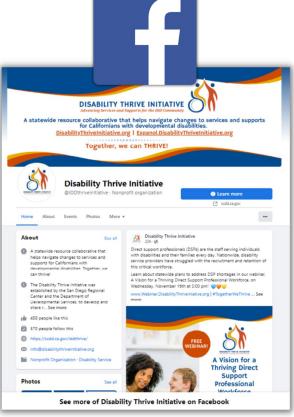
- TAP at Meristem, an Employment Approach for Young Adults with Autism
- How To Turn Your Internship Into A Meaningful Career
- Employment Strategies For People With High Support Needs





OTHER SOCIAL MEDIA PLATFORMS







MAKING DISABILITY THRIVE INITIATIVE ACCESSIBLE





ACCESSIBLE POWERPOINT

- Alternative Text
- Font style/size
- Color Contrast

2022

or

2022

- Hello vs. Hello
- Hello vs. Hello



A VISION FOR A THRIVING DIRECT SUPPORT PROFESSIONAL WORKFORCE

November 16, 2022

TODAY'S AGENDA



- Opening Remarks by DDS Director Nancy Bargmann
- 2. State Policy for Tailored Day Services
- The Regional Center Role in Tailored Day Services
- 4. Tailored Day Services in Action
- Experiences of Tailored Day Services Participants (Video)
- 6. Live Question & Answer



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Presented by California Disability Services Association & Easterseals of Southern California | DisabilityThriveInitiative.org



SIGN LANGUAGE



- American Sign Language (ASL)
- International Sign Language
- In-person or remotely
- Important to keep speaking pace in mind during live events

WEBINAR ACCESSIBILITY



CART & CC

LANGUAGE INTERPRETATION

- Computer Assisted Realtime Translation (CART) vs. Closed Captioning (CC)
- Understand the differences
- Included in some software, must
 be turned on in Settings Menu

- Simultaneous vs. consecutive interpretation
- Language knowledge
- Cultural Competency



PLAIN LANGUAGE

- Law requires federal agencies to follow the <u>Federal Plain</u> <u>Language Guidelines</u>
- Use headings, lists and tables to make an easier read
- Limit each paragraph to one idea
- Use everyday words and remove unneeded words

Plain Language is clear, brief, organized, and appropriate for the intended audience

RESOURCES



- California Department of Rehabilitation (DOR)
 document accessibility trainings
- Spanish and ASL Interpretation Services
- Closed Captioning/CART Services
- National Institutes of Health <u>Plain Language:</u>
 <u>Getting Started or Brushing Up</u>
- PDF Remediation Services
- More resources available on our Resource Library: <u>DisabilityThriveInitiative.org</u>

DISABILITY THRIVE INITIATIVE THROUGH THE PANDEMIC







THANK YOU AND GOODBYE FROM THE **DISABILITY THRIVE INITIATIVE**



Find this webinar and other resources at: DisabilityThriveInitiative.org

Info@DisabilityThriveInitiative.org

Advancing Services and Supports for the IDD Community