

# CALIFORNIA DEPARTMENT OF REHABILITATION

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

Program Years (PY) 2016 – 2020



Joe Xavier  
Director

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**CALIFORNIA DEPARTMENT OF REHABILITATION**  
**VOCATIONAL REHABILITATION SERVICES PROGRAM**  
**AND SUPPLEMENT FOR THE**  
**SUPPORTED EMPLOYMENT SERVICES PROGRAM**  
**STATE PLAN**

**Executive Summary**

The California Department of Rehabilitation’s (CDOR) State Plan is submitted to the United States (U.S.) Department of Education’s Rehabilitation Services Administration (RSA) to describe the vocational rehabilitation (VR) and supported employment (SE) services provided to Californians with disabilities under Title I and Title VI, Part B of the Rehabilitation Act of 1973, as amended. The State Plan addresses administration functions and reporting requirements and identifies areas where service delivery can be improved, modified or enhanced. As a part of the California workforce development system, and as a core partner identified in the Workforce Innovation and Opportunity Act (WIOA), which President Barack Obama signed into law on July 22, 2014, CDOR’s State Plan is an Appendix to California’s Unified State Plan, which is submitted every four years through the California Workforce Development Board (CWDB).

The enactment of WIOA constitutes significant changes to the VR and SE programs with an emphasis on transition services to youth, business engagement, program partnerships and competitive integrated employment. The State Plan, developed in collaboration between CDOR and the California State Rehabilitation Council (SRC), demonstrates CDOR’s commitment to changes within the law and empowers individuals to maximize employability, independence, and integration into the work place and community. CDOR continues to work with the CWDB towards the development of performance goals as identified in WIOA.

This State Plan presents a departure from the format used in prior years. Previously, CDOR’s State Plan was structured with RSA’s Preprint, which outlined the content and assurances required for the State Plan, serving as the first portion, followed by attachments responding to particular Preprint requirements. This year, in lieu of attachments, CDOR is including the narrative, labeled “CDOR Response”, within the body of the Preprint. Not all elements of the preprint require a narrative response.

**PRIORITIES AND GOALS**

The CDOR and SRC jointly developed priorities and goals to ensure the VR and SE programs are in alignment with WIOA and include transition services for youth, business engagement, program partnerships and competitive integrated employment. To this end, the four priorities and seven goals identified are:

**Priority 1: Youth**

Goal 1.1: Increase opportunities and outcomes for training and employment services for youth with disabilities.

Goal 1.2: Outreach to potentially eligible students with disabilities to enhance awareness of, and the opportunities to receive, CDOR services.

Goal 1.3: Increase coordination of services between CDOR and other partners to support youth with disabilities.

**Priority 2: Business Engagement**

Goal 2.1: Increase partnerships with businesses within the local areas to develop or expand work experience, internship, and employment opportunities for adults and youth with disabilities.

Goal 2.2: Promote participation in career pathways to meet business sector and consumer employment needs.

**Priority 3: Capacity Building**

Goal 3.1: Establish or enhance partnerships with WIOA core programs to improve service delivery for adults and youth with disabilities.

**Priority 4: Competitive Integrated Employment**

Goal 4.1: Increase competitive integrated employment opportunities and outcomes and supports for adults and youth with disabilities, particularly those with the most significant disabilities and those underserved.

**SERVICE DELIVERY AND OUTREACH ACTIVITIES**

During Federal Fiscal Year (FFY) 2016 and 2017, CDOR estimates it will allocate \$363,114,000 in federal funds to provide VR services to approximately 222,000 individuals with disabilities of working age. These funds will be used to provide a broad range of VR services, which include counseling and guidance; assessment, training, and education; mobility and transportation aids; job search and placement assistance; job retention services; post-employment services; and, accommodations or auxiliary aids connected to the consumer's vocational goal. The VR Service Delivery (VRSD) team, along with service partners including Community Rehabilitation Programs (CRP), third-party cooperative programs, or in partnership with local public agencies, provides the VR services to applicants and eligible consumers.

Due to limited funding and staff resources, CDOR projects it will be unable to provide services to all eligible individuals and is operating under an Order of Selection (OOS). Once applicants are determined eligible for services, they are placed in one of three priority categories. CDOR currently has sufficient funding available to continue providing service to eligible individuals in the first two priority categories who applied on or before June 30, 2016: Individuals with a Most Significant Disability (Category 1) and Individuals with a Significant Disability (Category 2). In addition, the full range of VR services may be provided to consumers assigned to Priority

Category 3, All Other Eligible Individuals with Disabilities, who applied on or before May 31, 2015, including individuals who are on the Waiting List. The OOS may change in the future based on budgetary constraints.

The triennial Comprehensive Statewide Needs Assessment (CSNA) is designed to identify the rehabilitation needs of Californians with disabilities, as well as stakeholder needs. CDOR, in collaboration with the SRC, conducted the first year of the CSNA. First year preliminary results identified the need for closer coordination, cross referrals, and cross training between CDOR VRSD teams, vendors, and WIOA program partners. The preliminary results also identified the need to raise awareness of VR services in the Asian American, Hispanic, and Latino communities and the need for more service delivery models that address the unique needs of youth and students with disabilities. The preliminary results were considered when developing the State Plan priorities, goals, objectives, and strategies to meet the needs of consumers and stakeholders and align with requirements under WIOA.

## **PERSONNEL DEVELOPMENT**

To meet the State Plan priorities, goals, objectives, and strategies, CDOR relies on qualified staff, 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. To ensure effective provision of services to consumers, CDOR offers a variety of training and work experience opportunities to develop employee competencies, knowledge, skills, abilities, and comply with mandated training requirements.

In 2014, CDOR successfully completed the statewide implementation of the VRSD teams located in field offices throughout California and, in 2015, developed and implemented an evaluation and assessment plan to collect and analyze VRSD team data. The evaluation and assessment plan measured the impact of the team approach and identify improvements on program design and implementation which, in turn, inform the strategies for personnel development in this and future State Plans.

The CDOR only hires individuals that meet the state standard for VR Counselors exclusively responsible for the five non-delegable functions. VR Counselors must have a Master's Degree in Rehabilitation Counseling. In academic year 2014-15, CDOR and RSA sponsored 82 employees enrolled in Master's Degree in Rehabilitation Counseling programs and 47 graduates who obtained their Master's Degrees. CDOR ensures a sufficient number of VR Counselors are in place to deliver VR and SE services to applicants and consumers. Based on historical vacancy data and the number of individuals to be served, CDOR projects 166 VR counselors may be needed to provide VR services in the next five years.

## **CONCLUSION**

The implementation of the Unified State Plan is the combined efforts of the CWDB, CDOR staff, SRC, community programs, and WIOA core program partners to work towards the common goals, objectives, and outcomes. The State Plan aims to achieve CDOR's mission of working in

partnership with consumers and other stakeholders to provide services and advocacy resulting in employment, independent living, and equality for individuals with disabilities.

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**Preprint - Section 1: State Certifications**

- 1.1 The **California Department of Rehabilitation (CDOR)** is authorized to submit this State Plan under Title I of the Rehabilitation Act of 1973, as amended [1] and its supplement under Title VI, Part B, of the Rehabilitation Act [2].
- 1.2 As a condition for the receipt of federal funds under Title I, Part B, of the Rehabilitation Act for the provision of vocational rehabilitation (VR) services, **CDOR** [3] agrees to operate and administer the state VR services program in accordance with the provisions of this State Plan [4], the Rehabilitation Act, and all applicable regulations [5], policies and procedures established by the secretary. Funds made available under Section 111 of the Rehabilitation Act are used solely for the provision of VR services under Title I of the Rehabilitation Act and the administration of the State Plan for the VR services program.
- 1.3 As a condition for the receipt of federal funds under Title VI, Part B, of the Rehabilitation Act for supported employment (SE) services, the designated state agency agrees to operate and administer the state SE services program in accordance with the provisions of the supplement to this State Plan [6], the Rehabilitation Act and all applicable regulations [7], policies and procedures established by the secretary. Funds made available under Title VI, Part B, are used solely for the provision of supported employment services and the administration of the supplement to the Title I State Plan: **Yes**
- 1.4 The designated state agency and/or the designated state unit has the authority under state law to perform the functions of the state regarding this State Plan and its supplement: **Yes**
- 1.5 The state legally may carry out each provision of the State Plan and its supplement: **Yes**
- 1.6 All provisions of the State Plan and its supplement are consistent with state law: **Yes**
- 1.7 The **CDOR Director** has the authority under state law to receive, hold and disburse federal funds made available under this State Plan and its supplement: **Yes**
- 1.8 The **CDOR Director** has the authority to submit this State Plan for VR services and the State Plan supplement for SE services: **Yes**
- 1.9 The agency that submits this State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement: **Yes**

Assurances Certified By:

As the authorized signatory identified above, I hereby certify that I will sign, date and retain in the files of the designated state agency/designated state unit Section 1 of the Preprint, and separate Certification of Lobbying forms (Form ED-80-0013; at <http://www.ed.gov/fund/grant/apply/appforms/ed80-013.pdf>) for both the VR and SE programs.

Signature on File \_\_\_\_\_

*Signature*

Name of Signatory: Joe Xavier

Title of Signatory: Director, California Department of Rehabilitation

Date Signed: **(pending final State Plan submission)**

## Section 1 Footnotes

- [1] Public Law 93 112, as amended by Public Laws 93 516, 95 602, 98 221, 99 506, 100-630, 102-569, 103-073, and 105-220.
- [2] Unless otherwise stated, "Rehabilitation Act" means the Rehabilitation Act of 1973, as amended.
- [3] All references in this plan to "designated state agency" or to "the state agency" relate to the agency identified in this paragraph.
- [4] No funds under Title I of the Rehabilitation Act may be awarded without an approved State Plan in accordance with Section 101(a) of the Rehabilitation Act and 34 CFR part 361.
- [5] Applicable regulations include the Education Department General Administrative Regulations (EDGAR) in 34 CFR Parts 74, 76, 77, 79, 80, 81, 82, 85 and 86 and the state VR services program regulations in 34 CFR Part 361.
- [6] No funds under Title VI, Part B, of the Rehabilitation Act may be awarded without an approved supplement to the Title I State Plan in accordance with Section 625(a) of the Rehabilitation Act.
- [7] Applicable regulations include the EDGAR citations in footnote 5, 34 CFR Part 361, and 34 CFR Part 363.

## **Preprint - Section 2: Public Comment on State Plan Policies and Procedures**

### **2.1 Public participation requirements.**

(Section 101(a)(16)(A) of the Rehabilitation Act; 34 CFR 361.10(d), .20(a), (b), (d); and 363.11(g)(9))

#### **(a) Conduct of public meetings.**

The designated state agency, prior to the adoption of any substantive policies or procedures governing the provision of VR services under the State Plan and SE services under the supplement to the State Plan, including making any substantive amendments to the policies and procedures, conducts public meetings throughout the state to provide the public, including individuals with disabilities, an opportunity to comment on the policies or procedures.

#### **(b) Notice requirements.**

The designated state agency, prior to conducting the public meetings, provides appropriate and sufficient notice throughout the state of the meetings in accordance with state law governing public meetings or, in the absence of state law governing public meetings, procedures developed by the state agency in consultation with the SRC, if the agency has a council.

#### **(c) Special consultation requirements.**

The state agency actively consults with the director of the Client Assistance Program, the SRC, if the agency has a council and, as appropriate, Indian tribes, tribal organizations and native Hawaiian organizations on its policies and procedures governing the provision of VR services under the State Plan and SE services under the supplement to the State Plan.

## **Preprint - Section 3: Submission of the State Plan and its Supplement**

### **3.1 Submission and revisions of the State Plan and its supplement.**

(Sections 101(a)(1), (23) and 625(a)(1) of the Rehabilitation Act; Section 501 of the Workforce Investment Act; 34 CFR 76.140; 361.10(e), (f), and (g); and 363.10)

- (a) The state submits to the commissioner of RSA the State Plan and its supplement on the same date that the state submits either a State Plan under Section 112 of the Workforce Investment Act of 1998 or a state Unified Plan under Section 501 of that Rehabilitation Act.
- (b) The state submits only those policies, procedures or descriptions required under this State Plan and its supplement that have not been previously submitted to and approved by the commissioner.
- (c) The state submits to the commissioner, at such time and in such manner as the commissioner determines to be appropriate, reports containing annual updates of the information relating to the:
  - 1. comprehensive system of personnel development;
  - 2. assessments, estimates, goals and priorities, and reports of progress;
  - 3. innovation and expansion activities; and
  - 4. other updates of information required under Title I, Part B, or Title VI, Part B, of the Rehabilitation Act that are requested by the commissioner.
- (d) The State Plan and its supplement are in effect subject to the submission of modifications the state determines to be necessary or the commissioner requires based on a change in state policy, a change in federal law, including regulations, an interpretation of the Rehabilitation Act by a federal court or the highest court of the state, or a finding by the commissioner of state noncompliance with the requirements of the Rehabilitation Act, 34 CFR 361 or 34 CFR 363.

### **3.2 Supported Employment State Plan supplement.**

(Sections 101(a)(22) and 625(a) of the Rehabilitation Act; 34 CFR 361.34 and 363.10)

- (a) The state has an acceptable plan for carrying out Part B, of Title VI of the Rehabilitation Act that provides for the use of funds under that part to supplement funds made available under Part B, of Title I of the Rehabilitation Act for the cost of services leading to SE.
- (b) The SE State Plan, including any needed annual revisions, is submitted as a supplement to the State Plan.

## Preprint - Section 4: Administration of the State Plan

### 4.1 Designated state agency and designated state unit.

(Section 101(a)(2) of the Rehabilitation Act; 34 CFR 361.13(a) and (b))

#### (a) Designated state agency.

1. There is a state agency designated as the sole state agency to administer the State Plan or to supervise its administration in a political subdivision of the state by a sole local agency.
2. The designated state agency is:
  - A. **X** a state agency that is primarily concerned with VR or vocational and other rehabilitation of individuals with disabilities; or
  - B. a state agency that is not primarily concerned with VR or vocational and other rehabilitation of individuals with disabilities and includes a VR unit as provided in paragraph (b) of this section.
3. In American Samoa, the designated state agency is the governor.

#### (b) Designated state unit.

1. If the designated state agency is not primarily concerned with VR or vocational and other rehabilitation of individuals with disabilities, in accordance with subparagraph 4.1(a)(2)(B) of this section, the state agency includes a VR bureau, division or unit that:
  - A. is primarily concerned with VR or vocational and other rehabilitation of individuals with disabilities and is responsible for the administration of the designated state agency's VR program under the State Plan;
  - B. has a full-time director;
  - C. has a staff, at least 90 percent of whom are employed full-time on the rehabilitation work of the organizational unit; and
  - D. is located at an organizational level and has an organizational status within the designated state agency comparable to that of other major organizational units of the designated state agency.
2. The name of the designated state VR unit is: **California Department of Rehabilitation**

### 4.2 State independent commission or State Rehabilitation Council.

(Sections 101(a)(21) and 105 of the Rehabilitation Act; 34 CFR 361.16 and .17)

The State Plan must contain one of the following assurances:

(a) The designated state agency is an independent state commission that:

1. is responsible under state law for operating or overseeing the operation of the VR program in the state and is primarily concerned with the VR or vocational and other rehabilitation of individuals with disabilities in accordance with subparagraph 4.1(a)(2)(A) of this section.
2. is consumer controlled by persons who:
  - A. are individuals with physical or mental impairments that substantially limit major life activities; and
  - B. represent individuals with a broad range of disabilities, unless the designated state unit under the direction of the commission is the state agency for individuals who are blind;
3. includes family members, advocates or other representatives of individuals with mental impairments; and
4. undertakes the functions set forth in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4).

or

(b) **X** The state has established a SRC that meets the criteria set forth in Section 105 of the Rehabilitation Act, 34 CFR 361.17 and the designated state unit.

1. jointly with the SRC develops, agrees to and reviews annually state goals and priorities and jointly submits to the commissioner annual reports of progress in accordance with the provisions of Section 101(a)(15) of the Rehabilitation Act, 34 CFR 361.29 and subsection 4.11 of this State Plan;
2. regularly consults with the SRC regarding the development, implementation and revision of state policies and procedures of general applicability pertaining to the provision of VR services;
3. includes in the State Plan and in any revision to the State Plan a summary of input provided by the SRC, including recommendations from the annual report of the council described in Section 105(c)(5) of the Rehabilitation Act and 34 CFR 361.17(h)(5), the review and analysis of consumer satisfaction described in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4), and other reports prepared by the council and the response of the designated state unit to the input and recommendations, including explanations for rejecting any input or recommendation; and
4. transmits to the council:

- A. all plans, reports and other information required under 34 CFR 361 to be submitted to the commissioner;
  - B. all policies and information on all practices and procedures of general applicability provided to or used by rehabilitation personnel in carrying out this State Plan and its supplement; and
  - C. copies of due process hearing decisions issued under 34 CFR 361.57, which are transmitted in such a manner as to ensure that the identity of the participants in the hearings is kept confidential.
- (c) If the designated state unit has a SRC, 4.2(c) provides a summary of the input provided by the council consistent with the provisions identified in subparagraph (b)(3) of this section; the response of the designated state unit to the input and recommendations; and, explanations for the rejection of any input or any recommendation.

**CDOR Response:**

4.2(c) – Input of the State Rehabilitation Council  
(response pending)

**4.3 Consultations regarding the administration of the State Plan.**

(Section 101(a)(16)(B) of the Rehabilitation Act; 34 CFR 361.21)

The designated state agency takes into account, in connection with matters of general policy arising in the administration of the plan and its supplement, the views of:

- (a) individuals and groups of individuals who are recipients of VR services or, as appropriate, the individuals' representatives;
- (b) personnel working in programs that provide VR services to individuals with disabilities;
- (c) providers of VR services to individuals with disabilities;
- (d) the director of the Client Assistance Program; and
- (e) the SRC, if the state has a council.

**4.4 Nonfederal share.**

(Sections 7(14) and 101(a)(3) of the Rehabilitation Act; 34 CFR 80.24 and 361.60)

The nonfederal share of the cost of carrying out this State Plan is 21.3 percent and is provided through the financial participation by the state or, if the state elects, by the state and local agencies.

#### **4.5 Local administration.**

(Sections 7(24) and 101(a)(2)(A) of the Rehabilitation Act; 34 CFR 361.5(b)(47) and .15)

The State Plan provides for the administration of the plan by a local agency. **No**

If "Yes", the designated state agency:

- (a) ensures that each local agency is under the supervision of the designated state unit with the sole local agency, as that term is defined in Section 7(24) of the Rehabilitation Act and 34 CFR 361.5(b)(47), responsible for the administration of the VR program within the political subdivision that it serves; and
- (b) develops methods that each local agency will use to administer the VR program in accordance with the State Plan.

#### **4.6 Shared funding and administration of joint programs.**

(Section 101(a)(2)(A)(ii) of the Rehabilitation Act; 34 CFR 361.27)

The State Plan provides for the state agency to share funding and administrative responsibility with another state agency or local public agency to carry out a joint program to provide services to individuals with disabilities. **No**

If "Yes", the designated state agency submits to the commissioner for approval a plan that describes its shared funding and administrative arrangement. The plan must include:

- (a) a description of the nature and scope of the joint program;
- (b) the services to be provided under the joint program;
- (c) the respective roles of each participating agency in the administration and provision of services; and
- (d) the share of the costs to be assumed by each agency.

#### **4.7 Statewideness and waivers of statewideness.**

(Section 101(a)(4) of the Rehabilitation Act; 34 CFR 361.25, .26, and .60(b)(3)(i) and (ii))

**X** This agency is requesting a waiver of statewideness.

- (a) Services provided under the State Plan are available in all political subdivisions of the state.

- (b) The state unit may provide services in one or more political subdivisions of the state that increase services or expand the scope of services that are available statewide under this State Plan if the:
1. nonfederal share of the cost of these services is met from funds provided by a local public agency, including funds contributed to a local public agency by a private agency, organization or individual;
  2. services are likely to promote the VR of substantially larger numbers of individuals with disabilities or of individuals with disabilities with particular types of impairments; and
  3. state, for purposes other than the establishment of a community rehabilitation program or the construction of a particular facility for community rehabilitation program purposes, requests in 4.7(b)(3) a waiver of the statewideness requirement in accordance with the following requirements:
    - A. identification of the types of services to be provided;
    - B. written assurance from the local public agency that it will make available to the state unit the nonfederal share of funds;
    - C. written assurance that state unit approval will be obtained for each proposed service before it is put into effect; and
    - D. written assurance that all other State Plan requirements, including a state's order of selection, will apply to all services approved under the waiver.

**CDOR Response:**

4.7(b)(3) – Request for Waiver of Statewideness. CDOR requests a continuation of its waiver of statewideness for third-party cooperative arrangements (referred to in California as Cooperative Agreements) with local education agencies (LEA), 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 arrangements 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 arrangement is not available, individuals can apply for VR services at any local CDOR field office.

Cooperative arrangements include the following required federal assurances:

- Local funds used as match are certified 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. Each cooperative arrangement identifies the type and amount of match to be provided by the local public agency.

- The types of VR services provided to CDOR applicants and consumers by the local public agency or associated vendor are identified by the VR Counselor.
- Prior written approval is issued by CDOR to the local public agency or associated community rehabilitation provider, which designates the specific type of VR services to be provided to CDOR applicants and consumers.
- The VR services provided are only for CDOR applicants and consumers 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 arrangement are based on the local needs of CDOR applicants and consumers and the local public agency.
- Program expenses for cooperative arrangement services are under the administrative supervision of CDOR through the cooperative arrangement.
- Each cooperative program and CDOR District establishes a mutual referral system for individuals to apply for VR services.
- State Plan requirements will apply to all services provided to CDOR applicants and consumers under the cooperative arrangement, including the Order of Selection (OOS) identified in the response for 4.11(c)(3) – Order of Selection.

The CDOR administers VR services through the following cooperative programs for which the waiver of statewideness is requested. Through these arrangements, the participating cooperative program provides one or more new or expanded VR services to CDOR consumer.

#### **Transition Partnership Programs (TPP)**

The CDOR administers 111 TPP cooperative programs with LEAs, County Offices of Education or Special Education Local Plan Areas (SELPA) providing VR services to eligible students in hundreds of individual schools. CDOR also administers six case service contracts through associated CRPs in conjunction with TPP cooperative programs. The goal of the TPPs is to serve high school students with disabilities by facilitating the effective transition from school to meaningful competitive integrated employment. Selected TPP cooperative programs may only serve targeted populations of students with disabilities in response to the specific local service area needs including youth who are in foster care; adjudicated (at-risk); blind; deaf; or have a mental health (MH) disability.

The LEA or SELPA will refer students with disabilities who can benefit from VR services to CDOR. The assigned VR Counselor will then open a case and work in partnership with the individual to complete an Individualized Plan for Employment (IPE) before the consumer leaves school. Through the cooperative arrangement or case service contract, the participating LEA, SELPA, or CRP provides one or more new or expanded VR services to the CDOR applicant and consumer in their junior or senior year and after the consumer leaves high school.

These services conform to the definition of Pre-Employment Transition Services (PETS) required by 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.

### **WorkAbility I (WAI) Program**

The WAI program is administered through the California Department of Education (CDE). The goal of the WAI is to provide pre-employment training, employment placement and follow up for high school students in special education who are transitioning from school to work, independent living (IL) and postsecondary education or training.

### **WorkAbility II (WAI) Cooperative Programs**

The CDOR administers four WAI cooperative programs with LEAs, Adult Schools, or Regional Occupational Programs (ROP). The goal of the WAI is to assist adult and out-of-school youth 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 non-supported employment job coaching.

### **WorkAbility III (WAI) Cooperative Programs**

The CDOR administers 24 WAI cooperative programs with community colleges. The goal of the WAI is to assist 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 (WAI) Cooperative Programs**

The CDOR administers 11 WAI cooperative programs with the California State University (CSU) or University of California (UC). The goal of the WAI 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 23 MH cooperative programs with county MH agencies and 34 case service contracts with associated CRPs. The goal of the MH cooperative programs is to assist individuals with MH disabilities live independently in the community through obtaining successful employment. The VR services provided include vocational assessments, personal vocational and social adjustment, work adjustment, employment preparation, job development, placement, and job retention services, as well as non-supported employment job coaching.

### **Welfare Cooperative Programs**

The CDOR administers two Welfare cooperative programs with county human services agencies and one case service contract with an associated CRP. The goal of the Welfare cooperative programs is to assist individuals with disabilities who receive Temporary Assistance to Needy Families (TANF) to achieve competitive integrated employment. County Welfare programs provide work related programs for recipients of TANF, but have

exempted people with disabilities. The services they have available for non-disabled TANF recipients do not meet the needs of people with disabilities. The VR services provided include vocational evaluations, employment preparation, job development, placement, and job retention services.

- (c) Contributions, consistent with the requirements of 34 CFR 361.60(b)(3)(ii), by private entities of earmarked funds for particular geographic areas within the state may be used as part of the nonfederal share without the state requesting a waiver of the statewideness requirement provided that the state notifies the commissioner that it cannot provide the full nonfederal share without using the earmarked funds.

#### **4.8 Cooperation, collaboration and coordination.**

(Sections 101(a)(11), (24)(B), and 625(b)(4) and (5) of the Rehabilitation Act; 34 CFR 361.22, .23, .24, and .31, and 363.11(e))

- (a) Cooperative agreements with other components of statewide work force investment system.

The designated state agency or the designated state unit has cooperative agreements with other entities that are components of the statewide work force investment system and replicates those agreements at the local level between individual offices of the designated state unit and local entities carrying out the One-Stop service delivery system or other activities through the statewide work force investment system.

- (b) Cooperation and coordination with other agencies and entities.

4.8(b) (1)-(4) describes the designated state agency's:

1. cooperation with and use of the services and facilities of the federal, state, and local agencies and programs, including programs carried out by the undersecretary for Rural Development of the U.S. Department of Agriculture and state use contracting programs, to the extent that those agencies and programs are not carrying out activities through the statewide work force investment system;

#### **CDOR Response:**

4.8(b)(1) – Cooperation with Agencies Not Carrying Out Activities Under the Statewide Workforce Investment System. 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 (MOU), Interagency Agreements (IA), or grants:

#### **California Association of Student Financial Aid Administrator**

**MOU: 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 MOU supports students enrolled in the California post-secondary setting with a financial aid office on campus.

### **California Commission on Disability Access (CCDA)**

**IA:** CCDA promotes disability access in California through dialogue and collaboration with stakeholders including, but not limited to, the disability and business community and all levels of government.

### **CSU**

**MOU: 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.

### **CSU Sacramento (CSUS)**

**IA #1: Supervisory Training** – provides 80 hours of supervisory training to CDOR supervisors and managers and reflects the mission and goals of the California Health and Human Services Agency (CHHS).

**IA #2: Project, Meeting, and Workgroup Consultation** – CSUS, Center for Collaborative Policy provides the California Committee on Employment of People with Disabilities with strategic consultation for project planning, meeting support, and facilitation of work groups.

### **California Department of General Services (DGS)**

**Statewide Contracts: CDOR Purchasing Agreements** – DGS oversees the statewide contracts for purchasing where agreements establish a pre-qualified list of vendors and simplify the purchasing process. Cooperative agreements are available to all State of California governmental entities, including CDOR, that expend public funds for the acquisition of both goods and services. The California Multiple Award Schedules offers a wide variety of commodities, non-information technology (IT) services and IT products and services at prices which have been assessed to be fair, reasonable, and competitive. The Western States Contracting Alliance is used for cooperative purchasing agreements with other states for IT hardware, software, and non-IT products.

**IA #1: CDOR Applicant and Consumer Mediation Assistance** – DGS, Office of Administrative Hearings (OAH) mediators assist applicants and consumers who request fair hearing or mediation to explore options for mutual resolution of a dispute in a timely, non-confrontational manner. Through mediation, applicants and consumers can better understand CDOR regulations and policies, and CDOR can better understand the individual's needs.

**IA #2: Business Enterprise Program (BEP) Fair Hearing Services** – DGS, OAH provides fair hearing services for CDOR BEP vendor appeals.

**IA #3: CDOR Applicant and Consumer Fair Hearing Services** – DGS, OAH provides fair hearing services to review determinations made by CDOR that affect VR services to individuals with disabilities and applicants and consumers.

**IA #4: BEP Insurance Management** – DGS, Office of Risk and Insurance Management provides management of the BEP statewide insurance program funded from food service vending machine locations.

### **California Department of Health Care Services (DHCS) Information Exchange**

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

### **DHCS and California Department of Developmental Services (DDS)**

**Cooperative Agreement: Individuals Eligible for Home and Community Based Waiver Programs** – CDOR has entered into formal cooperative agreements with DHCS, the state agency responsible for administering the State Medicaid plan under title XIX of the Social Security Act (42 U.S.C. 1396 et seq.), and DDS, the state agency with primary responsibility for providing services and supports for individuals with intellectual disabilities and individuals with developmental disabilities. The cooperative agreements were developed with respect to the delivery of VR services for individuals with the most significant disabilities who have been determined to be eligible for home and community-based services under a Medicaid waiver.

### **California Department of Technology Services**

**IA: Data Processing** – provides CDOR data processing services.

### **Independent Living Centers (ILC)**

**Statewide Grants: Administration and Oversight of IL Services** – Title VII Rehabilitation Act Funds are used to administer CDOR's IL program and monitor 28 ILCs that provide federally required services, including IL skills and assistive technology services to individuals with disabilities.

**Grant #1: Provision of IL Services** – Assembly Bill 204 grants that are issued to non-profit ILCs provide IL services that assist individuals with disabilities in achieving social and economic independence. Core services provided include peer counseling, advocacy, attendant referral, housing assistance, and IL skills training; and others services and referrals deemed necessary such as transportation, job development, equipment maintenance and evaluation, and mobility assistance and communication.

**Grant #2: IL Long-term Stability** – Title VII B grants funds used for technical assistance and capacity building to achieve greater long-term stability for IL networks.

### **Older Individuals who are Blind (OIB)**

**Grants: OIB Program Administration and Services** – Title VII, Chapter 2 Rehabilitation Act funds used to administer and monitor the delivery of local OIB program services to visually impaired individuals age 55 and older to assist them to live independently, including funding 22 vendors 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.

### **The Regents of the UC**

**MOU: 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 (SCO)**

**IA #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.

**IA #2: Employee Leave System** – provides CDOR Human Resource (HR) staff access and use of the SCO 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.

**IA #3: HR Reports** – provides CDOR HR 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.

### **State Independent Living Council (SILC)**

**Grants: SILC 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 IL by programs for people with disabilities.

### **California State Personnel Board (SPB)**

**IA #1: Training Agreement** – CDOR provides training on the Introduction to Fair Employment and Housing Act and the Americans with Disabilities Act, Practical Solutions to Reasonable Accommodation, and Writing an Effective Duty Statement.

**IA #2: Exam Access** – SPB's 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.

### **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 farmworkers with disabilities.

### **Ticket to Work (TTW) and Self-Sufficiency Program**

The CDOR actively coordinates with the TTW and Self-Sufficiency Program. TTW is a voluntary work incentive program for SSDI or SSI beneficiaries between the ages of 18 and 64 who are interested in going to work. The TTW Program provides beneficiaries with access to VR, training, and placement 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 (EN). A ticket cannot be assigned to an EN and in-use with CDOR at the same time.

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

2. coordination, in accordance with the requirements of paragraph 4.8(c) of this section, with education officials to facilitate the transition of students with disabilities from school to the receipt of VR services;

#### **CDOR Response:**

Refer to the response for 4.8(b)(2) – Coordination with Education Officials.

3. establishment of cooperative agreements with private nonprofit VR service providers, in accordance with the requirements of paragraph 5.10(b) of the State Plan; and

#### **CDOR Response:**

4.8(b)(3) – Cooperative Agreements with Private Nonprofit Organizations. CDOR develops federally-required cooperative agreements with private non-profit organizations consistent with California State Contracting Rules, CDOR Title 9 Regulations, and internal policy and procedures for the establishment, development, or improvement of CRPs. 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 4.7(b)(3) – Request for Waiver of Statewideness. The types of services provided include:

- Assessment Services – improves a consumer’s outcome by identifying specific barriers to employment and recommendations to eliminate those barriers.
- Training Services – enhances 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 – assists a consumer, in an organized planned manner, to prepare for, obtain, and retain employment.
- Support Services – provides direct services such as IL skills training and Assistive Technology assessments that enhance independence and employability for CDOR consumers.

### **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 4.11(a) – Comprehensive Statewide Needs 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.

### **CDOR Community Resources Development (CRD) Section**

The CDOR’s 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.

### **Case Service Contracts**

When CDOR identifies a need for VR services to be provided by CRPs to consumers served through local public agency cooperative arrangements identified in the response for 4.7(b)(3) – 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 MH 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. CRD 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, the 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, or, 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:

- CDOR continues to review and consolidate Individual Service Providers (ISP) services in an effort to maintain consistent, fair, and effective services.
  - 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.
  - Efforts are taking place to update the CRP Vendorization and Certification Guidelines with information on PETS and Customized Employment WIOA services.
  - In early 2014, a proof of concept titled "Placement Plus" was administered in select CRPs to test a new employment services fee for service structure. The lessons learned and evaluation of the Placement Plus is informing CDOR's current efforts to redesign employment services statewide.
4. efforts to identify and make arrangements, including entering into cooperative agreements, with other state agencies and entities with respect to the provision of SE and extended services for individuals with the most significant disabilities, in accordance with the requirements of subsection 6.5 of the supplement to this State Plan.

### **CDOR Response:**

4.8(b)(4) – Arrangements and Cooperative Agreements for the Provision of Supported Employment Services. CDOR identifies and makes arrangements with private non-profit organizations, as identified in the response for 4.8(b)(3) – Cooperative Agreements with Private Nonprofit Organizations, to provide SE services for individuals with the most significant disabilities, including youth.

The CDOR collaborates with DDS, Regional Centers, CRPs, CDE, the California workforce development system and business partners to provide SE services to eligible individuals. For additional services, CDOR may also collaborate with local county mental health agencies, CRPs (including ILCs) and other community partners to provide SE services. Currently, CDOR has 124 SE vendors (CRPs) with 234 associated facility locations statewide.

In California, the hourly rates for SE job coaching, intake, placement, and retention services are statutorily-defined. The current rates were set in 2008 (Assembly Bill 1781). CDOR sets a rate structure policy that is consistent with state statutes and policies, including the State Administration Manual, and DGS requirements. The DDS Community Rate Section is responsible to set and maintain billing rates for the Work Activity Program. DDS funds the Work Services Program (WSP) for extended services to consumers with intellectual and developmental disabilities who achieve SE outcomes through CDOR's VR program and who are eligible for WSP services.

For consumers not served under the WSP, other extended services can be used. These sources vary depending on the individual's eligibility for other programs or availability of other resources. Funding for extended services for individuals with mental illness may be provided by county mental health agencies, which may allocate Medi-Cal, Mental Health Services Act, or Short-Doyle funds as determined by each county. Social Security Administration Work Incentives, such as Impairment Related Work Expense or an approved Plan for Achieving Self Support, may be used. SE services provided under Veteran's Health Administration Compensated Work Therapy Program may also be used to fund extended services.

California state regulations do not allow Traumatic Brain Injury (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 SE, such as job coaching can be served through additional resources at local ILCs.

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

### **California Initiatives**

California has enacted legislation and implemented statewide initiatives that have made an impact on the provision of SE services to individuals with intellectual and developmental disabilities:

- The Lanterman Act (1969) provides Californians with intellectual and developmental disabilities the right to obtain the services and supports to enable them to live a more independent life; this includes the funding for SE extended services. This Act is unique to California.
- 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 intellectual and developmental disabilities, and identifies best practices and incentives for increasing integrated employment and gainful employment

opportunities for people with intellectual and developmental disabilities. The Employment First policy requires Regional Centers to develop Individual Program Plans to ensure individuals with intellectual and developmental disabilities beginning at age 14 are provided options, competitive integrated employment, and post-secondary education to enable the consumer to transition from school to work. CDOR is an active participant in the Employment First Committee to help with transition planning.

- California Competitive Integrated Employment (Cal CIE): Blueprint for Reform for Individuals with Disabilities. In December 2014, CDOR, CDE and DDS entered into a MOU to further advance the state’s “Employment First” Policy and other federal and state laws to address employment in integrated settings, at competitive wages, for individuals with intellectual and developmental disabilities. The goal of Cal CIE is to develop a “blueprint” that will outline plans for:
  - Improving collaboration and coordination between the three departments to prepare and support all individuals with intellectual and developmental disabilities who chose competitive integrated employment;
  - Building capacity to increase opportunities for individuals with intellectual and developmental disabilities who choose competitive integrated employment to prepare for and participate in the California workforce development system; and,
  - Increasing the ability of individuals with intellectual and developmental disabilities to make informed choices, adequately prepare for, transition to, and engage in competitive integrated employment.

Notably, Cal CIE serves populations that have been underserved and unserved in response to WIOA and also expands the provision of services to a broader group of youth. A focus of Cal CIE is exemplary, effective and emerging practices and “Real Work for Real Pay in the Real World.”

- Promoting the Readiness of Minors in Supplemental Security Income (CaPROMISE) is a joint initiative of the U.S. Department of Education, Social Security Administration and Department of Health and Human Services and Department of Labor and awarded to California in October 2013. CDOR is the lead coordinator for the grant in California. CaPROMISE will improve the coordination of services and supports for child SSI recipients and their families in order to achieve improved education and employment outcomes and reduce reliance on SSI.

(c) Coordination with education officials.

1. 4.8(b)(2) describes the plans, policies and procedures for coordination between the designated state agency and education officials responsible for the public education of students with disabilities that are designed to facilitate the transition of the students who are individuals with disabilities from the receipt of educational services in school to the receipt of VR services under the responsibility of the designated state agency.

2. The State Plan description must:
  - A. provide for the development and approval of an IPE in accordance with 34 CFR 361.45 as early as possible during the transition planning process but, at the latest, before each student determined to be eligible for VR services leaves the school setting or if the designated state unit is operating on an OOS before each eligible student able to be served under the order leaves the school setting; and
  - B. include information on a formal interagency agreement with the state educational agency that, at a minimum, provides for:
    - i. 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;
    - ii. transition planning by personnel of the designated state agency and the educational agency for students with disabilities that facilitates the development and completion of their individualized education programs under Section 614(d) of the Individuals with Disabilities Education Improvement Act;
    - iii. roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services; and
    - iv. procedures for outreach to students with disabilities as early as possible during the transition planning process and identification of students with disabilities who need transition services.

**CDOR Response:**

4.8(b)(2) – Coordination with Education Officials.

**IA with CDE**

As required by the Individuals with Disabilities Education Improvement Act and the Rehabilitation Act, CDOR participates with the CDE through an IA to create a coordinated system of educational and VR services, including PETS, for eligible students with disabilities. This agreement helps to facilitate a smooth and seamless transition for students with disabilities from school to employment in addition to addressing consultation and technical assistance, transition planning, identifying roles and responsibilities, and outreach activities.

**Consultation, Technical Assistance and Communities 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 PETS. Locally, Transition Liaison staff in each CDOR District provide outreach, consultation and technical assistance to LEA seeking information on VR services for students with disabilities. In addition, CDOR participates in the Communities

of Practice (CoP), 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 CoP leadership team includes representatives from CDOR, CDE, DDS, the California Department of Social Services (DSS), the California Employment Development Department (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 provides 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 vocational services and supports leading to employment for transition age youth. The training topics include: employment preparation, job development and placement; transition-age youth; disability, medication, and vocational impact; benefits planning and management; and collaboration and team building. These trainings help support the further success of CDOR consumers who are students with disabilities in securing and maintaining employment.

### **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 IA 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.

### **Determining Eligibility and IPE Development**

The CDOR is responsible to determine 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 OOS requirements, as identified in the response for 4.11(c)(3) – Order of Selection. When a student with a disability is referred to CDOR, is determined eligible, and is able to be served under OOS, CDOR develops the consumer's IPE. The IPE is developed within 90 days or by an agreed-upon extension date, and before leaving the school setting. CDOR is responsible for providing and paying for the transition services, including PETS, 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.

### **IEP or IPE Responsibilities**

The CDOR and 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. The local agency (LEA, SELPA, or other entity) that develops the eligible students' IEP is responsible for paying for the agreed upon transition services required to be provided under the Individuals with Disabilities Education Improvement Act. CDOR is responsible for providing and paying for the VR services, including PETS, 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**

Currently, CDOR does not have the fiscal and staffing resources available to cover statewide transition needs, including PETS, for students with disabilities through third-party cooperative agreements, as identified in the response for 4.7(b)(3) – Request for Waiver of Statewideness. However, CDOR implements procedures for enhancing outreach and identification of students with disabilities in need of transition services. 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. Throughout the next four years, 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 CDOR services by reaching out to organizations that serve and represent students with disabilities, including parent resource centers, ILCs, Regional Centers, and organizations that serve youth who are blind or visually impaired or deaf or hard of hearing.

### **Cooperative Programs Advisory Committee (CPAC)**

In an effort to support the provisions of this IA, CDOR established a CPAC comprised of representatives from CDE, LEAs, MH agencies, and community based organizations. CPAC assists CDOR in the development of policies and procedures to promote the transition of CDOR students with disabilities from secondary to post-secondary school, and training and employment activities. CPAC members present on the availability and benefits of CDOR services to students with disabilities and advocacy groups. Examples of these groups include: Developmental Disability Council, County Mental Health Directors Association, and the Special Education Council.

- (d) Coordination with statewide independent living council and independent living centers.

The designated state unit, the Statewide Independent Living Council established under Section 705 of the Rehabilitation Act and 34 CFR 364, and the independent living centers

described in Part C of Title VII of the Rehabilitation Act and 34 CFR 366 have developed working relationships and coordinate their activities.

- (e) Cooperative agreement with recipients of grants for services to American Indians.
1. There is in the state a recipient(s) of a grant under Part C of Title I of the Rehabilitation Act for the provision of VR services for American Indians who are individuals with disabilities residing on or near federal and state reservations. **Yes**
  2. If "Yes", the designated state agency has entered into a formal cooperative agreement that meets the following requirements with each grant recipient in the state that receives funds under Part C of Title I of the Rehabilitation Act:
    - A. strategies for interagency referral and information sharing that will assist in eligibility determinations and the development of individualized plans for employment;
    - B. procedures for ensuring that American Indians who are individuals with disabilities and are living near a reservation or tribal service area are provided VR services; and
    - C. provisions for sharing resources in cooperative studies and assessments, joint training activities, and other collaborative activities designed to improve the provision of services to American Indians who are individuals with disabilities.

#### **4.9 Methods of administration.**

(Section 101(a)(6) of the Rehabilitation Act; 34 CFR 361.12, .19 and .51(a) and (b))

(a) In general.

The state agency employs methods of administration, including procedures to ensure accurate data collection and financial accountability, found by the commissioner to be necessary for the proper and efficient administration of the plan and for carrying out all the functions for which the state is responsible under the plan and 34 CFR 361.

(b) Employment of individuals with disabilities.

The designated state agency and entities carrying out community rehabilitation programs in the state, who are in receipt of assistance under Part B, of Title I of the Rehabilitation Act and this State Plan, take affirmative action to employ and advance in employment qualified individuals with disabilities covered under and on the same terms and conditions as set forth in Section 503 of the Rehabilitation Act.

(c) Facilities.

Any facility used in connection with the delivery of services assisted under this State Plan meets program accessibility requirements consistent with the provisions, as applicable, of the Architectural Barriers Rehabilitation Act of 1968, Section 504 of the Rehabilitation Act, the Americans with Disabilities Act of 1990 and the regulations implementing these laws.

#### **4.10 Comprehensive system of personnel development (CSPD).**

(Section 101(a)(7) of the Rehabilitation Act; 34 CFR 361.18)

4.10 describes 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. The description includes the following:

##### **(a) Data system on personnel and personnel development.**

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

1. Qualified personnel needs.
  - A. 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;
  - B. The number of personnel currently needed by the state agency to provide VR services, broken down by personnel category; and
  - C. Projections of the number of personnel, broken down by personnel category, who will be needed by the state agency to provide VR services in the state in five 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.
2. Personnel development.
  - A. A list of the institutions of higher education in the state that are preparing VR professionals, by type of program;
  - B. The number of students enrolled at each of those institutions, broken down by type of program; and
  - C. The number of students who graduated during the prior year from each of those 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.

(b) Plan for recruitment, preparation and retention of qualified personnel.

Development, updating on an annual basis, and implementation of a plan to address the current and projected needs for qualified personnel based on the data collection and analysis system described in paragraph (a) of this subsection and that provides for 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 in accordance with paragraph (c) of this subsection, including personnel from minority backgrounds and personnel who are individuals with disabilities.

(c) Personnel standards.

Policies and procedures for the establishment and maintenance of personnel standards to ensure that designated state unit professional and paraprofessional personnel are appropriately and adequately prepared and trained, including:

1. standards that are consistent with any national- or state-approved or recognized certification, licensing, registration, or, in the absence of these requirements, other comparable requirements (including state personnel requirements) that apply to the profession or discipline in which such personnel are providing VR services.
2. To the extent that existing standards are not based on the highest requirements in the state applicable to a particular profession or discipline, the steps the state is currently taking and the steps the state plans to take in accordance with the written plan to retrain or hire personnel within the designated state unit to meet standards that are based on the highest requirements in the state, including measures to notify designated state unit personnel, the institutions of higher education identified in subparagraph (a)(2), and other public agencies of these steps and the time lines for taking each step.
3. The written plan required by subparagraph (c)(2) describes the following:
  - A. specific strategies for retraining, recruiting and hiring personnel;
  - B. the specific time period by which all state unit personnel will meet the standards required by subparagraph (c)(1);
  - C. procedures for evaluating the designated state unit's progress in hiring or retraining personnel to meet applicable personnel standards within the established time period; and
  - D. the identification of initial minimum qualifications that the designated state unit will require of newly hired personnel when the state unit is unable to hire new personnel who meet the established personnel standards and the identification of a plan for training such individuals to meet the applicable standards within the time period established for all state unit personnel to meet the established personnel standards.

(d) Staff development.

Policies, procedures and activities to ensure that all personnel employed by the designated state unit receive appropriate and adequate training. The narrative describes the following:

1. 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.
2. Procedures for the acquisition and dissemination to designated state unit professionals and paraprofessionals significant knowledge from research and other sources.

(e) Personnel to address individual communication needs.

Availability of personnel within the designated state unit or obtaining the services of other individuals who are able to communicate in the native language of applicants or eligible individuals who have limited English speaking ability or in appropriate modes of communication with applicants or eligible individuals.

(f) Coordination of personnel development under the Individuals with Disabilities Education Improvement Act.

Procedures and activities to coordinate the designated state unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Improvement Act.

**CDOR Response:**

4.10 – Comprehensive System of Personnel Development. CDOR, in partnership with the SRC, develops and maintains a CSPD 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.

**DATA SYSTEM ON PERSONNEL AND PERSONNEL DEVELOPMENT**

The CDOR has a comprehensive system for collecting, maintaining, and analyzing, on an annual basis, data on qualified personnel needs, training, and development.

**Data on Qualified Personnel**

The CDOR tracks the following positions: VR Counselor; Teacher, Orientation and Mobility for the Blind (Teacher, O&M); Medical Consultant (MC); Dental Consultant (DC); and Consulting Psychologists. Employees in each of these positions are required to meet education and, or, certification standards as a condition of employment that CDOR tracks in a database and validates with the appropriate programs. Current staffing patterns and projected vacancies, including personnel expected to retire or leave positions, over the next five years are outlined in the chart below:

**Current staffing patterns – End of FFY 2015**

<b>Position Title</b>	<b>Total Positions</b>	<b>Current Vacancies</b>	<b>Projected Vacancies Over the Next 5 Years</b>
VR Counselor	537	16.5	166
Teacher, O&M	6	0	2
Medical Consultant	7	0	2
Dental Consultant	1	0	0
Team Manager	122	4	38
Service Coordinator	201.5	10.5	64
Employment Coordinator	81	9	27
Case Support Staff	184	16.5	60
Consulting Psychologists	6	0	2
Optometric Consultant	1	0	0

Data Source: CDOR’s Personnel Services Section and Budgets, Fiscal Forecasting and Research Section

**CSPD Personnel and Caseload Projections**

As of the end of FFY 2015, CDOR actively provided VR services to 71,228 applicants and eligible consumers. CDOR is currently operating under an OOS, as identified in the response for 4.11(c)(3) – Order of Selection. Currently, the full range of VR services may be provided to consumers assigned to Priority Categories 1 and 2 who apply on or before June 30, 2016, and Priority Category 3, who applied on or before May 31, 2015, including individuals who are on the Waiting List. The OOS may change in the future based on budgetary constraints.

VRSD Teams

In FFY 2015, CDOR developed and implemented an evaluation and assessment plan to collect and analyze VRSD team data to measure the impact of the team approach and identify improvements on program design and implementation. The evaluation and assessment found that the VRSD team model had cultivated a team environment; majority of CDOR staff were satisfied with the VRSD team model; VRSD team model had standardized practices; and, VRSD team model had led to an increase in the number of employment outcomes. Wages at closure, however, had not increased.

In FFY 2016, 104 VRSD teams will provide services to an estimated 73,000 individuals in open status. In the VRSD team, the VR Counselors are exclusively responsible for the five non-delegable 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 (SC), Employment Coordinator (EC), and Case Support Staff focus on providing VR services necessary for consumers to prepare for, find, and retain employment. Each VRSD team typically includes 10 direct service personnel: five VR Counselors; two SCs; one EC, and two Case Support Staff; however, specific teams could vary due to resource or operational needs. On average, each VRSD team provides services to approximately 678 individuals, or about 62 individuals per team member.

### Orientation Center for the Blind

The CDOR operates the Orientation Center for the Blind (OCB) to assist CDOR consumers who are blind and visually impaired adjust to their vision loss. Credentialed teachers, including Teachers, O&M, provide training and services to CDOR consumers at OCB including independent travel, daily living skills, assistive technology use, and pre-vocational preparation.

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

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

In California, there are six CORE-accredited Master's Degree in Rehabilitation Counseling programs and one CORE-accredited undergraduate Bachelor's of Science Degree in Rehabilitation Services program through the following universities: CSU Fresno (CSUF), CSU Los Angeles (CSULA), CSU Sacramento (CSUS), CSU San Bernardino (CSUSB), San Diego State University (SDSU), and San Francisco State University (SFSU). Only CSULA offers a Bachelor's of Science Degree in Rehabilitation Services.

The tables below provide data on the number of students enrolled in or graduated from a CORE-accredited Master's or Bachelor's Degree program and the numbers of students sponsored by CDOR and, or, the RSA.

### **Students Enrolled in or Graduated from a CORE-accredited Master's Degree in Rehabilitation Counseling Program for Academic Year 2014-15**

<b>University</b>	<b>Students Enrolled</b>	<b>Employees Sponsored by CDOR and, or, RSA</b>	<b>Graduates sponsored by CDOR and, or, RSA</b>	<b>Graduates from the previous academic year</b>
CSUF	27	4	12	2
CSULA	56	3	2	24
CSUS	32	0	0	10
CSUSB	58	20	9	12
SDSU	107	55	21	39
SFSU	21	0	3	21
<b>Total</b>	<b>301</b>	<b>82</b>	<b>47</b>	<b>108</b>

Data Source: CDOR's Staff Development Unit

**Students Enrolled in or Graduated from a CORE-accredited Bachelor’s of Science Degree in Rehabilitation Services Program for Academic Year 2014-15**

University	Students Enrolled	Employees Sponsored by CDOR and, or, RSA	Graduates sponsored by CDOR and, or, RSA	Graduates from the previous academic year
CSULA	325	0	0	122
Total	325	0	0	122

Data Source: CDOR’s Staff Development Unit

**RECRUITMENT, PREPARATION, AND RETENTION OF VR COUNSELORS AND PARAPROFESSIONALS**

The CDOR has a 2012-15 Recruitment and Retention Plan that is reviewed, implemented, monitored, and updated annually by the Department’s Diversity Officer. The plan provides a comprehensive strategy to recruit, prepare, and retain educated, high quality, and culturally competent employees by identifying specific goals and strategies. Factors that include achieving and maintaining diversity in the workplace, unserved and underserved population needs by District, alternative communication needs, and CDOR’s long-term succession planning were crucial to the development of the plan. The strategies for retraining, recruiting, and hiring personnel involve collaborative approaches among CDOR’s field offices, CORE, and CDOR’s Executive Leadership Team. The 2016-19 Recruitment and Retention Plan is in development and will include talent management needs across the Department, and support CDOR’s efforts to provide effective customer-focused services to consumers, partners, employers, and employees.

**Current and Projected Needs for Qualified Personnel**

To meet the current needs for qualified personnel, CDOR’s Staff Development Unit (SDU) 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. SDU 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, SCs, ECs 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, SDU will rely on a number of tools including CDOR’s:

- Triennial CSNA
- SDU Needs Assessment

- State and Strategic Plans
- Workforce Strategic Plan
- Triennial Organizational Climate Survey

The SDU will identify projected training needs through analysis of audit findings, program reviews, policy inquiries, and an evaluation of WIOA. Delivery of training regarding services to youth, use of labor market information, and PETS will be priority.

The SDU will support continuing education by offering a variety of methods and topics including rehabilitation technology, documentation, case assessment and post-secondary education. SDU will also coordinate additional classes focusing on Section 508 compliance.

### **Coordination of CDOR, 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. CDOR partners with CORE universities to conduct “How to Apply to the CDOR” workshops that help CORE university students navigate the civil service application process. CDOR also partners with CORE universities and professional associations to promote CDOR career opportunities to their databases.

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

The CDOR is committed to recruiting and hiring employees representative of California’s multicultural population including people with disabilities that support the vision of employment, independence, and equality for all Californians with disabilities. As of December 31, 2014, CDOR employed 1,867 staff. Of those, 620, or 33 percent indicate they are a person with a disability. Of the 620, 87, or 14 percent are in a leadership role. CDOR fosters a workplace environment that respects the diversity of its staff and consumers. CDOR’s Diversity and Inclusion Advisory Committee, composed of CDOR management and staff, meets quarterly to discuss practices to ensure a culturally competent and diverse workforce is in order to meet consumer’s needs. .

## **PERSONNEL STANDARDS**

### **Personnel Standards**

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

The CDOR recruits entry level SCs and ECs using the state civil service Staff Services Analyst classification. Candidates applying for the Teacher, O&M; MC; DC; and Consulting Psychologist classifications must also meet California's personnel standard prior to appointment. California's standard for the Teacher, O&M; MC; DC; and Consulting Psychologist classifications includes certification, licensing, and registration requirements.

The standard CDOR utilizes to certify Senior Vocational Rehabilitation Counselor, Qualified Rehabilitation Professionals (referred to as “VR Counselors” throughout the State Plan) is 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.

At the time of hire, VR Counselors already meet the required national standard, which is a Bachelor’s Degree. CDOR Personnel conducts a comprehensive review of the education and work experience to ensure each appointee meets the minimum qualifications set forth by California Department of Human Resources (CalHR) for entry into the classification the candidate is being considered for and that the education and work experience of the candidate are adequate to enable the candidate to learn and perform the essential functions of the position.

### **21<sup>st</sup> Century Understanding**

WIOA describes the need for personnel to have a 21<sup>st</sup> century understanding of the evolving labor force and the needs of individuals with disabilities. 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 in 2016:

- 21st Century Labor Market (Job-Driven Economy)
- Competitive Integrated Employment
- Customized Employment
- Building Effective Partnerships with Employers
- Building Effective Partnerships with Job Centers (One-Stop Centers)
- Medical Aspects of Disability

### **Staff Development**

In 2016, CDOR will provide training through four 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. In 2016, onboarding trainings will be offered regularly throughout the year in various modalities and will include:

- Orientation
- Welcome to CDOR
- Accessible Web-based Activity Reporting Environment (AWARE)
- Disability Awareness and Etiquette
- Workplace Communication

Track 2: The Academies - provides practical, job-specific training for each classification of the VRSD team: Team Manager, VR Counselor, SC, EC and Office Technician. Assessment, vocational counseling and job development are all key components of the curriculum.

Track 3: Continuing Education - provides ongoing training via webinar on a range of current VR topics, including:

- Employment Outcomes
- Documentation
- Case Assessment
- The Case (Record of Services) Process
- Case Assessment Services
- Post-Secondary Education
- Medical Aspects of Disability

Instructor-led continuing education trainings will be offered once or twice a year and include:

- Rehabilitation Technology
- Diversity and Inclusion
- Health and Benefits Training on Work and Disability
- Plan to Achieve Self-Support
- Diffusing Difficult Situations

Track 4: WIOA-Based Training - to be offered regularly and include:

- Introduction to WIOA
- 21st Century Labor Market (Job-Driven Economy)
- Working Effectively With Youth
- PETS

#### Training for Supervisory Staff

In addition to the four training tracks, the following is offered for supervisory staff:

- National Rehabilitation Leadership Institute Executive Leadership Seminar
- CHHS Supervisor's Academy and Leadership Development Academy
- Leadership and Management Balance training
- Managing Diversity
- Quarterly Knowledge-Based Trainings covering various VR topics

#### Training-Related Support

The SDU provides the following training-related support services to CDOR employees:

- Timely processing of training request and reimbursement forms
- Technical support for new users of the web-conferencing software Adobe Connect, used for online meetings and virtual classroom instruction
- A master training calendar via CDOR's Intranet site
- CDOR Resource Library

The CDOR continues to routinely acquire and disseminate significant VR research, including:

- Topical webinars from VR leaders including the Research Technical Assistance Center, National Center on Leadership for the Employment and Economic Advancement of People with Disabilities, and the Employment and Training Administration.
- Newly published research disseminated via CDOR's Intranet site.
- Procedures for the acquisition and dissemination of significant knowledge from research and other sources to CDOR personnel.

## **PERSONNEL TO ADDRESS INDIVIDUAL COMMUNICATION NEEDS**

California is a culturally diverse state and CDOR is committed to providing timely and quality language services, as required, to all persons seeking services. 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. 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 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. CDOR translates a variety of written materials that communicate its services in the following languages: Spanish, Armenian, Cambodian, Chinese, Korean, Tagalog, and Vietnamese. Additionally, appropriate auxiliary aids and services are also 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.

### **Coordination of Personnel Development Under The Individuals With Disabilities Education Improvement Act**

The CDOR has an IA with CDE supporting the provisions outlined in the Individuals with Disabilities Education Improvement Act. Through the IA, CDOR and CDE coordinate statewide educational and VR services for eligible secondary students with disabilities to result in an effective transition from school to employment.

The CDOR and CDE are jointly responsible for providing LEAs and CDOR staff with leadership, monitoring, and training. CDOR and CDE facilitate the development of cooperative programs for secondary students to increase the number of secondary and post-secondary transition-age youth with disabilities who receive services from CDOR. To foster state collaboration, a CDE representative is also a member on the SRC. CDOR also contributed to CDE's Transition to Adult Living Guide which helps students and their families, local education agencies, teachers, communities, and state agencies facilitate the movement from school to post-school activities.

The CDOR and CDE established a core series of regional training and technical assistance curriculum designed for CDOR and LEA staff. These trainings are initiated by cooperative program partners and include topics on VR-relevant subjects such as Employment Preparation, Job Development and Placement; Transition-Age Youth; Disability, Medication, and Vocational Impact; Benefits Planning and Management; Collaboration and Team Building; and Strategies for Veterans Entering and Reentry into the Civilian Workforce. Additionally, CDOR provides cross-training to LEAs with designated school district VRSD teams to inform and support educators on CDOR services and application processes

**4.11. Statewide assessment; annual estimates; annual state goals and priorities; strategies; and progress reports.**

(Sections 101(a)(15), 105(c)(2) and 625(b)(2) of the Rehabilitation Act; 34 CFR 361.17(h)(2), .29, and 363.11(b))

(a) Comprehensive statewide assessment.

1. 4.11(a) documents the results of a comprehensive, statewide assessment, jointly conducted every three years by the designated state unit and the SRC (if the state has such a council). The assessment describes:
  - A. the rehabilitation needs of individuals with disabilities residing within the state, particularly the VR services needs of:
    - individuals with the most significant disabilities, including their need for supported employment services;
    - individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the VR program carried out under this State Plan; and
    - individuals with disabilities served through other components of the statewide work force investment system.
  - B. The need to establish, develop or improve community rehabilitation programs within the state.
2. For any year in which the state updates the assessments, the designated state unit submits to the commissioner a report containing information regarding updates to the assessments.

**CDOR Response:**

4.11(a) – Comprehensive Statewide Needs Assessment. CDOR and the SRC jointly conducts a comprehensive statewide needs assessment annually over a three year period to identify the VR services needs of Californians with disabilities and CRPs within the State. The first year of the CSNA was conducted during FFY 2014-15.

**CSNA Methodology**

The quantitative data consists of CDOR's caseload data compared to other demographic data sets within local, state, and Federal resources, such as CDE, the California Department of Finance (DOF), EDD, and the American Community Survey (ACS). The qualitative data consists of input provided through a public meeting, public forums, an annual Consumer Satisfaction Survey, and fair hearings determinations, which are then grouped into themes.

### **CSNA - Year One – Preliminary Findings**

The CSNA analyzes quantitative and qualitative data to identify the needs and barriers of CDOR consumers and populations potentially unserved or underserved by CDOR. The results are used to help guide future State Plan priorities, goals, objectives, and strategies to best meet the needs of Californians with disabilities.

The following needs were identified.

For individuals with the most significant disabilities:

- Additional specialized job development and job retention services.
- Individualized advocacy focused on increasing success in competitive integrated employment settings.
- Counseling on identifying natural support resources within the community and building the support network necessary to maintain long-term employment.
- Increased SE training provided to vendors on employment and retention strategies for consumers.

For individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the VR program:

- Increase career pathway services for Hispanic and Latino consumers.
- Additional PETS for Hispanic and Latino consumers.
- Increase outreach to potentially eligible individuals in the Asian American, and Hispanic, and Latino communities
- Increase services and collaboration with American Indian organizations.

For individuals who have been served through other components of the statewide workforce development system include:

- Better coordination with America's Job Centers of California (AJCCs), Adult Education Programs, and Dislocated Worker Programs.
- Closer collaboration with workforce service providers who assist English language learners.
- More CDOR staff assigned to liaison with AJCCs.
- Increased Disability Awareness and Sensitivity Training at the AJCCs and other WIOA core program partners.
- Ensure physical, electronic, and programmatic accessibility to other WIOA core programs for individuals with disabilities.

For CRPs within the state:

- Increase training and coordination efforts between CDOR staff and CRPs regarding the use of Assistive Technology, including the procedures for purchasing and requesting repairs.
- More in-depth training for consumers and CRP staff regarding CDOR’s process for plan development and employment services so consumers and vendors will better understand their roles and responsibilities to each other and to the VRSD team.
- Expand job exploration and placement services for VR consumers to include more time and focus on career pathways and business sector strategies.
- Identify ways for CDOR to assume more of the vendor’s risks such as paying for no-show appointments and background checks for new jobs.
- Evaluate the vendor reimbursement model to ensure it adequately covers the cost of providing quality services.

For individuals who are eligible for PETS:

- Peer based mentors to provide coaching and model work readiness skills for youth.
- Expand transition services beyond school to work to include work to work transitions.
- Information about the transition from school to work provided at an earlier age to youth with disabilities.
- Strengthen and expand the college to career model.
- Provide benefits education planning and services to parents and guardians of youth with disabilities.
- Connect youth with local business representatives who can provide guidance on what they need from future employees in their respective business sector.
- Specialized training and increased awareness for VR staff and service providers on the unique needs of youth.
- Closer collaboration between VR and LEA staff.

(b) Annual estimates.

4.11(b) identifies on an annual basis state estimates of the:

1. number of individuals in the state who are eligible for services under the plan;
2. number of eligible individuals who will receive services provided with funds provided under Part B of Title I of the Rehabilitation Act and under Part B of Title VI of the Rehabilitation Act, including, if the designated state agency uses an OOS in accordance with subparagraph 5.3(b)(2) of this State Plan, estimates of the number of individuals to be served under each priority category within the order; and
3. costs of the services described in subparagraph (b)(1), including, if the designated state agency uses an order of selection, the service costs for each priority category within the order.

**CDOR Response:**

4.11(b) – Annual Estimates. The U.S. Census Bureau, 2012 American Community Survey estimates that in 2015 there will be 1,861,223 adults ages 18-64 with a disability

residing in California. These individuals may qualify for VR services under Title I, Part B or Title VI, Part B.

During FFY 2016, CDOR estimates it will provide a range of services to approximately 111,000 individuals with disabilities who will meet the OOS policy, as identified in the response for 4.11(c)(3) – Order of Selection. Approximately 40,000 applications will be received from individuals with disabilities; of which 27,700 may be determined eligible consumers. Currently, the full range of VR services may be provided to consumers assigned to Priority Categories 1 and 2 who apply on or before June 30, 2016, and Priority Category 3, who applied on or before May 31, 2015, including individuals who are on the Waiting List. The chart below includes the estimated costs of services and number of individuals to be served for each priority category.

**FFYs 2016 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>
Category 1: Individual With a Most Significant Disability	Title I	\$101,329,470	58,442	\$1,734
Category 1: Individual With a Most Significant Disability	Title VI	\$3,186,000	500	\$6,372
Category 2: Individual With a Significant Disability	Title I	\$76,441,530	51,826	\$1,475
Category 3: All Other Eligible Individuals	Title I	\$600,000	500	\$1,200
<b>Totals</b>		<b>\$181,557,000</b>	<b>111,268</b>	<b>\$1,632</b>

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

**FFYs 2017 Estimates of Cost of Services for Consumers Served\***

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<b>Totals</b>		<b>\$181,557,000</b>	<b>111,268</b>	<b>\$1,632</b>

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

\*Adjustments to the annual estimates table may be needed to distinctly separate the new 15 percent PETS funding and 50 50 SE funding requirements.

(c) Goals and priorities.

1. 4.11(c)(1) identifies the goals and priorities of the state that are jointly developed or revised, as applicable, with and agreed to by the SRC, if the agency has a council, in carrying out the VR and SE programs.

**CDOR Response:**

4.11(c)(1) – Goals and Priorities. CDOR and the SRC jointly developed, reviewed, and agreed to the following State Plan Priorities and Goals:

**Priority: Youth**

**Goal:** Increase opportunities and outcomes for training and employment services for youth with disabilities.

**Goal:** Outreach to potentially eligible students with disabilities to enhance awareness of, and the opportunities to receive, CDOR services.

**Goal:** Increase coordination of services between CDOR and other partners to support youth with disabilities.

**Priority: Business Engagement**

**Goal:** Increase partnerships with businesses within the local areas to develop or expand work experience, internship, and employment opportunities for adults and youth with disabilities.

**Goal:** Promote participation in career pathways to meet business sector and consumer employment needs.

**Priority: Capacity Building**

**Goal:** Establish or enhance partnerships with WIOA core programs to improve service delivery for adults and youth with disabilities.

**Priority: Competitive Integrated Employment**

**Goal:** Increase competitive integrated employment opportunities and outcomes and supports for adults and youth with disabilities, particularly those with the most significant disabilities and those underserved.

**Priorities and Goals**

The priorities and goals were based on input received from stakeholder public forums, WIOA, and collaboration with the CWDB.

The Youth priority and its corresponding goals, as defined by WIOA, addresses both youth with disabilities (14-24 years old) and students (16-21 years old) with disabilities, as students may be youth but not all youth may be students. The second Youth goal is specific to PETS.

The Business Engagement priority and its corresponding goals focuses on business engagement and partnerships and on career pathways and sector needs at the local and regional level.

The Capacity Building priority and its corresponding goal focuses on building and broadening capacity within CDOR and core programs to serve individuals with disabilities.

The Competitive Integrated Employment priority and its corresponding goal focuses on increasing competitive integrated employment opportunities and outcomes and supports for adults and youth with disabilities, particularly those with the most significant disabilities and those underserved.

2. The designated state agency submits to the commissioner a report containing information regarding any revisions in the goals and priorities for any year the state revises the goals and priorities.
3. Order of selection.  
If the state agency implements an OOS, consistent with subparagraph 5.3(b)(2) of the State Plan, 4.11(c)(3):
  - A. shows the order to be followed in selecting eligible individuals to be provided VR services;
  - B. provides a justification for the order; and
  - C. identifies the service and outcome goals, and the time within which these goals may be achieved for individuals in each priority category within the order.

**CDOR Response:**

4.11(c)(3) – Order of Selection. Since 1995, CDOR has operated the VR program under a Declaration of OOS due to inadequate resources to provide VR services to all individuals with disabilities in California. Annually, CDOR reviews projected resources and projected costs for each state fiscal year (SFY), 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 SFY. If projected resources remain inadequate to provide VR services to all individuals with disabilities in California, a new OOS 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 SFY.

### **Description of Priority Categories**

Under the OOS 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, All Other Eligible Individuals with Disabilities.

After an individual is found eligible for VR services, the VR Counselor evaluates the functional limitations, anticipated services needed, and duration of the services to identify the level of significance of disability (LSOD). Factors that cannot be used in determining the LSOD of eligible individuals include: residency, type of disability, age, race, color, or national origin, referral source, type of expected employment outcome, need for or anticipated cost of specific VR services required for an individual's plan for employment, nor an individual's or family's income level. The LSOD is used to determine the applicable OOS priority category.

#### **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.

#### **Priority Category 3: All Other Eligible Individuals with Disabilities**

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.

#### **Priority of OOS Categories**

The CDOR formally notifies all VR program applicants of their OOS Priority Category in writing. Currently, the full range of VR services may be provided to consumers assigned to Priority Categories 1 and 2 who apply on or before June 30, 2016, and Priority Category 3, who applied on or before May 31, 2015, including individuals who are on the Waiting List.

#### **Service and Outcome Goals**

During FFY 2016, CDOR estimates it will serve approximately 111,000 individuals with disabilities who will meet the OOS policy. The total spending for all consumers served is

estimated at \$181,557,000. CDOR estimates 13,909 individuals will be Closed-Rehabilitated, of which 4,847 will be in Priority Category 1, 9,002 will be in Priority Category 2, and 60 will be in Priority Category 3.

**FFY 2016 Estimated Service Numbers and Outcome Goals**

Priority Category	Number Served	Closed - Rehabilitated	Closed - Other	Months In Plan To Closure	Cost of Services
1	58,942	4,847	6,810	22	\$104,515,470
2	51,826	9,002	18,413	23	\$76,441,530
3	500	60	150	28	\$600,000
Total	111,268	13,909	25,373	-	\$181,557,000

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

**New WIOA OOS Language**

New language (as follows) was added by WIOA regarding the OOS: “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.” The CDOR is examining the impact of such a policy change to programs and existing resources and will revisit this option during the two-year revision of the PY 2016 – 2020 State Plan. At this time, CDOR has elected to not alter the existing OOS policy to allow provision of services to eligible individuals, whether or not receiving VR services, who require specific services or equipment to maintain employment.

- 4. Goals and plans for distribution of Title VI, Part B, funds.
  - 4.11(c)(4) specifies, consistent with subsection 6.4 of the State Plan supplement, the state's goals and priorities with respect to the distribution of funds received under Section 622 of the Rehabilitation Act for the provision of supported employment services.

**CDOR Response:**

4.11(c)(4) – Goals and Plans for Distribution of Title VI, Part B Funds. CDOR will utilize an estimated \$2,759,000 in funds received under the Rehabilitation Act Title VI, Part B to provide SE services for eligible individuals with most significant or significant disabilities. In accordance with WIOA, 50 percent of the funding received is designated for transition-aged youth. During FFY 2016, CDOR anticipates 2,460 consumers will receive SE services under Title VI, Part B and Title I funds. Of this number, an estimated 500 consumers will be funded from Title VI, Part B funds. When these funds are exhausted, CDOR will utilize Title I funds as necessary to meet the needs of the remaining consumers determined eligible and in need of SE services.

The CDOR’s goal for Title VI, Part B funds is identified in the response for 4.11(c)(1) – Goals and Priorities under the competitive integrated employment priority: “Goal: increase competitive integrated employment opportunities and outcomes and supports for adults and youth with disabilities, particularly those with the most significant disabilities and those underserved.”

The actions that will be used to advance competitive integrated employment of consumers receiving SE services include:

- Identifying additional funding sources for extended services.
- Exploring natural supports as a source for extended services.
- Working collaboratively with all extended service providers, including employers.
- Coordinating with CDOR Districts to identify outreach strategies and procedures to unserved and underserved populations including minority groups, transition-aged youth with disabilities, and individuals in rural areas who may be eligible for SE services.

The CDOR's collaboration efforts regarding SE services and extended services are identified in the response for 4.8(b)(4) – Arrangements and Cooperative Agreements for the Provision of Supported Employment Services.

(d) Strategies.

1. 4.11(d) describes the strategies, including:
  - A. the methods to be used to expand and improve services to individuals with disabilities, including how a broad range of assistive technology services and assistive technology devices will be provided to those individuals at each stage of the rehabilitation process and how those services and devices will be provided to individuals with disabilities on a statewide basis;
  - B. outreach procedures to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities in accordance with subsection 6.6 of the State Plan supplement, and individuals with disabilities who have been unserved or underserved by the VR program;
  - C. as applicable, the plan of the state for establishing, developing or improving CRPs;
  - D. strategies to improve the performance of the state with respect to the evaluation standards and performance indicators established pursuant to Section 106 of the Rehabilitation Act; and
  - E. strategies for assisting other components of the statewide work force investment system in assisting individuals with disabilities.
2. 4.11 (d) describes how the designated state agency uses these strategies to:
  - A. address the needs identified in the assessment conducted under paragraph 4.11(a) and achieve the goals and priorities identified in the State Plan under paragraph 4.11(c);

- B. support the innovation and expansion activities identified in subparagraph 4.12(a)(1) and (2) of the plan; and
- C. overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the state VR services program and state SE services program.

**CDOR Response:**

4.11(d) – State’s Strategies. CDOR developed measurable objectives to support CDOR’s achievement of the Priorities and Goals identified in the response for 4.11(c)(1) – Goals and Priorities. These program goals and objectives represent CDOR’s approach to serving youth, expanding business engagement, enhancing capacity building, and increasing competitive integrated employment. Actions (referred to as “Strategies”) to help support the objectives, innovation and expansion activities, and overcome barriers to accessing the VR and SE programs are identified below.

**CDOR Priority: Youth**

**Goal 1:** Increase opportunities and outcomes for training and employment services for youth with disabilities.

**Objective 1.1:** By June 30, 2017, provide 2,000 additional students with work experience placements with local employers at an average of 100 hours per student.

**Strategies:**

- CDOR’s Cooperative Programs Section, Contracts and Procurement Section, and the CDOR Districts will collaborate to add PETS into the TPP contracts.
- CDOR’s Cooperative Programs Section will oversee work experience placements for eligible youth through monitoring of contracts developed with program partners.
- CDOR will release approximately \$4.0 million dollars to LEAs for direct funding of work experience placements for eligible students.
- The LEAs will provide real work experience opportunities to youth in a variety of settings and types of jobs in the community and on campus.
- CDOR will establish business partnerships on a continual basis to provide opportunities for youth including situational assessments, job shadowing, trial work experience, volunteer work, nonpaid work experience, paid work experience, on the job training, and employment.
- At the local level, with a focus on youth, develop employer outreach materials, facilitate informational interviews and participation in job fairs.

**Goal 2:** Outreach to potentially eligible students with disabilities to enhance awareness of, and the opportunities to receive, CDOR services.

**Objective 2.1:** By June 30, 2016, conduct a needs assessment in each CDOR District, focused on outreach to schools without a TPP program that provide services to PETS-eligible youth to identify service gaps and the number of unserved students.

**Strategies:**

- CDOR's Cooperative Programs Section will collaborate with CDOR's District Administrators to design the needs assessment.
- CDOR's Cooperative Programs Section will collaborate with the VRSD teams and field offices to conduct the needs assessment and summarize the results.

**Objective 2.2:** By June 30, 2018, CDOR will develop a process that schools can use to identify eligible students, make referrals, and conduct outreach.

**Strategies:**

- CDOR will develop strategies for conducting outreach to eligible students through multiple and emerging modalities.
- CDOR Districts will develop local processes for high schools to make referrals for eligible students.
- VR Counselors will be encouraged to visit campuses to attend IEP sessions and provide information about CDOR to conduct outreach, make referrals and identify students.
- CDOR will conduct an outreach campaign to inform TPP recipients, LEAs, and other program partners serving eligible students on the definition and requirements of PETS.
- CDOR will disseminate information on VR services to students with disabilities through written communications, IEP meetings, and one-on-one conversations.
- Through the existing TPP contracts and new youth employment initiatives, CDOR will conduct outreach to develop new opportunities for the provision of work experience services and permanent employment opportunities.

**Goal 3:** Increase coordination of services between CDOR and other partners to support youth with disabilities.

**Objective 3.1:** By June 30, 2017, release approximately \$1.0 million dollars in Request for Proposals (RFPs) for self advocacy training, as well as summer youth employment readiness and work experience training.

**Strategies:**

- Provide public information about the availability of RFPs when they are released.
- Conduct research on best practices for self advocacy training, summer youth employment readiness and work experience training models.
- CDOR's Cooperative Programs Section, the Contracts and Procurement Section, and the CDOR Districts will collaborate to issue and administer the RFPs.

- CDOR and LEAs will continually coordinate with the local Workforce Development Board (WDB) Youth Councils to participate in summer and year-round youth programs.
- As students training (or working at) work sites through unpaid or paid work experiences and employer paid jobs near the “ready for hiring” process, students will be provided additional services to facilitate placement in permanent competitive integrated employment.

**DOR Priority: Business Engagement**

**Goal 4:** Increase partnerships with local businesses to develop or expand work experience, internship, and employment opportunities for adults and youth with disabilities.

**Objective 4.1:** By June 30, 2018, develop relationships and provide direct services to at least 100 new business partners.

**Strategies:**

- Develop a “menu” of CDOR services to be used by CDOR staff when conducting outreach to local business partners.
- Develop an online service request system for businesses.
- Identify and approach businesses that have public contracts with requirements for the hiring of individuals with disabilities.
- Support the recruitment of job seekers with disabilities through direct referral from CDOR offices and through the Talent Acquisition Portal (TAP) online job matching system.
- Serve as a resource to the local WDBs, AJCCs, and core partners to support the hiring, retention and promotion of adults and youth with disabilities.
- Provide Disability Awareness and or Windmills trainings to private and public employers.
- The CDOR will continue to provide outreach, education, and technical assistance to state and federal employers with the purpose of increasing the number of people with disabilities that they hire.

**Goal 5:** Promote participation in career pathways to meet business sector and consumer employment needs.

**Objective 5.1:** By June 30, 2018, develop at least two pilot partnerships with businesses focused on using sector strategies to meet business sector and consumer employment needs.

**Strategies:**

- Work up-front with businesses to determine local hiring needs and design training programs that are responsive to those needs.

- Measure and evaluate employment and earnings outcomes in different sectors and with different businesses to identify potential pilot partners.
- The CDOR will provide information to direct service providers and program partners on the career pathways model for the purpose of supporting consumers in obtaining employment that meets market sector needs.

**Objective 5.2:** By January 2017, provide field guidance to CDOR Districts on how to use current local and regional labor market data during the consumer planning and placement process.

**Strategies:**

- Host quarterly statewide (or regional) calls addressing different sectors (e.g. finance, transportation, healthcare) with businesses and CDOR staff.
- During the calls, have discussions about career pathway options within those businesses to educate CDOR staff.
- The CDOR’s Workforce Development Section in collaboration with the staff will recruit business partners for participation in the calls.
- Work in collaboration with EDD, local WDBs, AJCCs, and the Chambers of Commerce and economic development agencies to provide labor market information and identify areas for competitive integrated employment.

**DOR Priority: Capacity Building**

**Goal 6:** Establish or enhance partnerships with the WIOA core programs to improve service delivery for adults and youth with disabilities.

**Objective 6.1:** By June 30, 2018, develop and implement a work plan to enhance the WIOA core program partner’s capacity to serve individuals with disabilities.

**Strategies:**

- Conduct focus groups to solicit feedback about what the partners think is needed to enhance services for people with disabilities.
- Develop a CDOR referral form and referral process for the AJCCs.
- Provide training to local AJCC staff on topics such as: CDOR services; eligibility; job placement; case management; benefits counseling; job readiness and soft skills; disability awareness and etiquette; hiring persons with disabilities; disability disclosures; competitive integrated employment; customized employment; assistive technology; and, reasonable accommodation.
- Provide tools and resources to the WIOA core programs serving individuals with disabilities such as accommodations for individuals who are blind and visually impaired or deaf and hard of hearing.

- Identify the single point of contact for all local WIOA core program partners.

**Objective 6.2:** By June 30, 2018, develop and implement a work plan to leverage partnerships with WIOA core program partners to increase CDOR's capacity to serve consumers.

**Strategies:**

- Develop a CDOR resource guide that includes information about the WIOA core program partners including their services and resources.
- Share data outcomes with the local AJCCs, such as the number of referrals, IPEs developed and closures.
- Increase and maintain communication with the WIOA core program partners about policies, procedures, and outcomes.
- Assess each CDOR District's unserved and underserved populations and use this information as a strategy to leverage partnerships.
- CDOR Districts to have reoccurring meetings with the WIOA core program partners to identify issues and implement solutions.
- Provide training and educational opportunities including, but not limited to, webinars, on-line instruction, classroom training, presentations, workshops, fairs, and events in the areas of disability employment, physical access, program access, and digital access.
- Increase technical assistance and informational responses for WIOA core program partners in the areas of disability employment, physical access, program access, and digital access.

**DOR Priority: Competitive Integrated Employment**

**Goal 7:** Increase competitive integrated employment opportunities and outcomes and supports for adults and youth with disabilities, particularly those with the most significant disabilities and those underserved.

**Objective 7.1:** By June 30, 2018, implement a statewide cross-departmental partnership for increasing competitive integrated employment opportunities, outcomes and supports for adults and youth with disabilities.

**Strategies:**

- Continue coordination and collaboration with CDE and DDS through the Cal CIE effort to prepare and support all individuals with intellectual and developmental disabilities in attaining competitive integrated employment.
- Improve data collection and sharing between CDOR, CDE, and DDS.
- Promote collaboration at the local level and develop MOUs that address competitive integrated employment.

- Hold stakeholder meetings and forums to communicate information on achieving competitive integrated employment for individuals with intellectual and developmental disabilities.
- Amend the current IAs and MOUs between CDOR, CDE, and DDS to include an emphasis on competitive integrated employment.

**Identify how a broad range of Assistive Technology (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 Assistive Technology Act (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 Unit, 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. 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. Through these activities, as detailed below, CDOR assures coordination with AT programs.

The CDOR provides AT services and devices for 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.

To educate VR Counselors, SCs, and ECs 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, CDOR also provides AT services through the California AT Systems, a statewide program federally funded through the AT Act of 1998, as amended in 2004 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 AT devices for sale. There are five centers providing reused equipment 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, AT services and devices.

Individuals with disabilities can access CDOR's Internet website for information on AT program resources and services. To address ongoing issues with timely delivery of AT goods and services for consumers, CDOR worked with DGS to streamline the procurement process. In 2013, CDOR negotiated a contract with DGS to streamline the process of procuring AT goods and services through the State Price Schedule (SPS). CDOR also created an AT vendor website where field staff can search for and select products and services for consumers. CDOR continues to evaluate ways to increase the number of vendors and the timeliness of services to meet consumer AT needs. CDOR continues to identify improvements to AT processes, including upgrading the AT vendor website to make it easier to use, providing training to field staff and vendors, and addressing focused concerns regarding use of the SPS for purchases for individuals with particular physical impairments.

**Identify what outreach procedures will be used to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities; and individuals who are unserved and underserved by the VR program.**

Through the CSNA, as identified in 4.11(a) – Comprehensive Statewide Needs 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

Based on the assessment, strategies to better serve consumers who may be from unserved or underserved minority groups are shared with staff. For example, CDOR established bi-monthly meeting taskforces to address the needs, barriers, and services deficits of individuals with disabilities who are Asian American, African American, and Hispanic. CDOR also established the Diversity and Inclusion Advisory Committee 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 Diversity and Inclusion Advisory Committee meets quarterly to identify outreach and diversity gaps and determine potential solutions for consideration by CDOR's Executive Leadership Team. To enhance CDOR's ability to reach out to individuals with disabilities, consumers, and stakeholders electronically, CDOR maintains Facebook, Twitter, You Tube, Vimeo, and Intranet and Internet websites. Through these sites, CDOR provides information about current events, resources, consumer highlights, and VR services for staff, consumers, and the public. To promote deaf awareness and sensitivity, CDOR provides annual training to VRSD team members on how to effectively serve individuals who are deaf, hard of hearing, late-deafened, and deaf-blind.

**Identify plans for establishing, developing, or improving CRPs, if applicable.**

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. Established in 2012, CDOR created a review process to create consistency and increase efficiencies, particularly for CRPs receiving payments to provide CDOR services to applicants and consumers under different VR and SE programs. CDOR continues to evaluate the effectiveness of the review processes and update the master program review calendar each year.

The CDOR's CDR Section continues to update and use the Rehabilitation Resources Directory (RRD), an online resource on CDOR's website that provides users with complete information about CRPs throughout California. CDOR's CRD Section is updating the CRP Vendorization and Certification Guidelines with information on PETS and Customized Employment WIOA services. In early 2014, a proof of concept titled "Placement Plus" was administered in select CRPs to test a new employment services fee for service structure. The lessons learned and evaluation of the Placement Plus is informing CDOR's current efforts to redesign employment services statewide.

### **Strategies to improve the performance with respect to the evaluation Standards and Performance Indicators.**

In FFY 2015, CDOR passed performance indicators 1.1, 1.2, 1.3, 1.4, 1.6, and 2.1, but experienced challenges in meeting performance indicator 1.5., Average Hourly Earnings.

The performance indicators under WIA will remain in effect until the new performance indicators, under WIOA, go into effect July 1, 2016. Until that time, CDOR will implement current and new strategies to improve performance, including: monthly monitoring of performance indicator data; attend California Model Employer Initiative meetings in order to increase the number of individuals with disabilities in state employment; identify and implement improvements in furtherance of the state's "Employment First" policy to gain integrated competitive wages for persons with intellectual and developmental disabilities; increase jobs-driven employment and consumer self-sufficiency for consumers who are job ready through WIP; establish new partnerships with employers through the National Employment Team; maximize the use of the TAP, an online system which includes both a national talent pool of VR candidates looking for employment and a job posting system for businesses looking to hire individuals with disabilities, to link job ready consumers with employers; and, enhancement of staff training curriculums to include the use of social media strategies and the electronic job application process. These efforts are expected to contribute towards passing the performance indicators in FFY 2016.

#### WIOA Performance Indicators

CDOR will utilize an updated AWARE system to collect some of the data needed to calculate the WIOA performance indicators. The data will be collected and entered by VRSD Teams located throughout California. Wage data is currently (and will continue to be) collected through an IA with EDD. CDOR may also partner with EDD or CDE to collect postsecondary credential or diploma or its recognized equivalent. CDOR will report

individual consumer record data quarterly through the report titled “RSA-911” as required by WIOA.

**Strategies to assist other components of the statewide workforce investment system in assisting individuals with disabilities.**

The CDOR’s Director is a member of the WIOA Implementation Work Group, which is responsible for a collaborative approach on how to adequately implement WIOA. The WIOA workgroup includes state department heads who are experts in policy, education, and employment. CDOR collaborates with the CWDB as an active partner with the 49 Local Workforce Development Boards, and has contracts with the AJCCs for co-locating staff, and collaborates with the following agencies within the workforce investment system to meet consumer need:

**California Department of Education**

See 4.8(b)(4) under “California Initiatives”.

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

The California Community Colleges offers academic and vocational education at the lower division level for both younger and older students, including those persons returning to school. Potentially eligible students are referred to CDOR for eligibility determination and, if appropriate, services.

**UC Regents**

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

**The California Association of Student Financial Aid Administrators (CASFAA)**

The CASFAA 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 post-secondary education system.

**Sycuan Inter-Tribal Vocational Rehabilitation Program (SITVR)**

The SITVR 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 Universities**

The CSU campuses refer appropriate student 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.

**CDOR Strategies:**

**(a) Achieve goals and priorities identified in the response for 4.11(c)(1):**

The CDOR will achieve its priorities and goals as identified in 4.11(c)(1) – Goals and Priorities. In addition, CDOR continues to establish initiatives and continuous improvement efforts designed to improve service delivery, outreach, and administrative business operations.

**(b) Support innovation and expansion activities:**

The CDOR will use Section 110 funds of the Rehabilitation Act towards improvements to the AWARE case management and financial modules and to support the activities of the SRC.

**AWARE**

Working closely with the AWARE vendor, CDOR will implement enhancements for the case services and financial modules to continuously improve the user interface and provide a more streamlined business process. On September 2, 2015, AWARE update 5.17 was implemented. Future releases are under development and will include new features for WIOA reporting requirements.

**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, CSNA, and Consumer Satisfaction Survey.

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

**CalHR Core Group and Workgroups**

The CDOR is participating in CalHR's Core Group and Workgroups which will increase the number of persons with disabilities working in state service; improve the reasonable accommodation process to enable employees with disabilities to work more effectively; and will enhance promotional opportunities.

**Consumer Highlight Campaign**

The CDOR's Consumer Highlight Campaign is designed to increase the visibility of the Department, highlight the work of CDOR staff and consumers, and showcase CDOR's contributions to the community. Key elements of the campaign include brief audio interviews with present and former consumers, their friends and family, CDOR staff, and other community members; a rolling blog housing the audio interviews accompanied by a picture and written synopsis; media pitches and social media spotlights.

**District Quality Assurance Project (DQAP)**

The CDOR established the DQAP to support operational excellence and quality service delivery through the provision of management tools, activities and resources for performance management, quality assurance and oversight of districts. Notably, a District Management Portal was created on CDOR's Intranet to provide tools and resources for CDOR management and staff on AWARE, benefits planning, case

management, communication, desk manuals, fair hearings, regulations, the California Rehabilitation Administrative Manual, and tracking and monitoring supports.

**(c) Overcome identified barriers relating to equitable access to and participation of individuals with disabilities in the State VR Services Program and State SE 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. Through CDOR's CSNA, potential barriers and strategies identified in the response for 4.11(a) – Comprehensive Statewide Needs Assessment include:

- The need for closer coordination, cross referrals, and cross training between CDOR VRSD teams, vendors, and WIOA program partners.
- Awareness of VR services and benefits of receiving services, particularly in the Asian American, Hispanic, and Latino communities.
- The need for more service delivery models that address the unique needs of youth and students with disabilities.

In compliance with Section 427 of the U.S. Department of Education's General Education Provisions Act, CDOR continuously plans to identify and provide services to individuals with disabilities to ensure equitable access to and participation in VR and SE services. As outlined in the strategies described above and the recommendations in 4.11(a) – Comprehensive Statewide Needs Assessment, to overcome identified barriers and ensure equal access to all individuals with disabilities, CDOR will:

- Undertake capacity building of internal resources, vendors, and of WIOA program partners through cross training, entering into more formalized partnerships, establishing more regular communication opportunities, and developing systems for sharing data.
- Conduct outreach through a variety of modalities and languages, directly and indirectly through program partners, while continuously assessing which communities continue to be unserved or underserved.
- Conduct assessments, provide training, establish new partnerships, and develop new services with the aim of addressing the PETS needs of youth and students with disabilities.

**(e) Evaluation and reports of progress.**

1. The designated state unit and the SRC, if the state unit has a council, jointly submits to the commissioner an annual report on the results of an evaluation of the effectiveness of the VR program and the progress made in improving the effectiveness of the program from the previous year.

2. 4.11(e)(2):
  - A. provides an evaluation of the extent to which the goals identified in 4.11(c)(1) and, if applicable, 4.11(c)(3) were achieved;
  - B. identifies the strategies that contributed to the achievement of the goals and priorities;
  - C. describes the factors that impeded their achievement, to the extent they were not achieved;
  - D. assesses the performance of the state on the standards and indicators established pursuant to Section 106 of the Rehabilitation Act; and
  - E. provides a report consistent with paragraph 4.12(c) of the plan on how the funds reserved for innovation and expansion activities were utilized in the preceding year.

**CDOR Response:**

4.11(e)(2) – Evaluation and Reports of Progress. CDOR, jointly with the SRC, established three program goals for FFY 2014. These program goals were developed based on information from the CSNA, requirements related to the federal Standards and Performance Indicators, CDOR’s 2013-2018 Strategic Plan, and stakeholder input.

**FFY 2014 STATE PLAN PROGRAM GOALS**

**Program Goal 1:** Increase the quality and quantity of VR and SE employment outcomes for CDOR consumers, including unserved and underserved individuals with disabilities.

**Objective 1.1:** By September 30, 2014, increase the number of applications for individuals with Autism Spectrum Disorder (ASD) and Acquired Brain Injury (ABI) and TBI by one percent over the FFY 2013 level.

FFY 2014 target:	842 ASD and 392 ABI TBI
FFY 2014 achieved:	1,415 ASD and 410 ABI TBI

**Objective 1.2:** By September 30, 2014, increase the number of successfully rehabilitated SE consumer case closures by two percent over the FFY 2013 level.

FFY 2014 target:	1,443 consumers
FFY 2014 achieved:	1,552 consumers

**Objective 1.3:** By September 30, 2014, increase the median hourly wage of consumers achieving competitive integrated employment by five percent to increase placement outcomes in higher-wage positions.

FFY 2014 target: \$10.50  
FFY 2014 achieved: \$9.90

**Objective 1.4:** During FFY 2014, reduce the number of cases closed from “Service-Status” to “Closed-Other” with a closure outcome description of “Other Than Rehabilitated” and the reason description of “Unable to Locate, Contact or Moved” by 25 percent under the FFY 2013 level.

FFY 2014 target: 3,130 outcomes  
FFY 2014 achieved: 3,948 outcomes

**Program Goal 2:** Advance accessibility and equality to improve opportunities for individuals with disabilities to achieve their employment goals and independence.

**Objective 2.1:** By September 30, 2014, make AT Network and AT Loan Guarantee Program information available to all applicants and consumers.

FFY 2014 target: Meet by September 30, 2014  
FFY 2014 achieved: Partially met by September 30, 2014

**Objective 2.2:** By September 30, 2014, improve the Soft Skills Training curriculum and instructional delivery provided by the SDU.

FFY 2014 target: Meet by September 30, 2014  
FFY 2014 achieved: Met by September 30, 2014

**Program Goal 3:** Continuously improve the service delivery system and administrative operations to better serve consumers.

**Objective 3.1:** By September 30, 2014, implement VR Modernization project activities that will result in an improved VR and SE service delivery system.

FFY 2014 target: Meet by September 30, 2014  
FFY 2014 achieved: Met by September 30, 2014

**Objective 3.2:** During FFY 2014, increase the response rate of the Consumer Satisfaction Survey by 15 percent over the 2012 level. Based on the mid-year 2013 estimate, the FFY 2014 projection is 1,457 surveys will be returned.

FFY 2014 target: 1,457  
FFY 2014 achieved: 1,911

## **EVALUATION AND REPORTS OF PROGRESS ON VR GOALS**

### **Factors Contributing to the Achievement of VR Goals**

The CDOR was successful in achieving Goal 3. The strategies that contributed to the success included CDOR communication through internal and external websites and stakeholder meetings on the VRSD team model implementation.

### **Factors Limiting the Achievement of VR Goals**

The CDOR had challenges in achieving Goals 1 and 2.

Goal 1, Objective 1.3: By September 30, 2014, the median hourly wage of consumers achieving competitive integrated employment was not increased by five percent to increase placement outcomes in higher-wage positions.

The limiting factors to achieving Objective 1.3 include:

- CDOR convened the Business Partner Forum in October 2014. As this was the inaugural forum, actual business partner attendance was limited to only five partners.
- Due to limited staff resources, only new VR Counselors were trained on emerging labor market trends and job seeking strategies via the New Counselor Academy.
- Employer utilization of TAP was not commensurate with CDOR consumer enrollment levels.
- While ECs continue to collaborate with the Workforce Development Section to coordinate employment resources and job opportunities for consumers via monthly conference calls, many ECs are just now acclimating to their new roles. ECs receive job-leads from large employers statewide via “Hot Jobs” and, or, direct email from the Workforce Development Section.

To improve on objective 1.3, CDOR’s SDU is currently engaged with enhancing appropriate staff training curriculums to also include the use of social media strategies and the electronic job application progress.

Goal 1, Objective 1.4: During FFY 2014, CDOR did not reduce the number of cases closed from “Service-Status” to “Closed-Other” with a closure outcome description of “Other Than Rehabilitated” and the reason description of “Unable to Locate, Contact or Moved” by 25 percent under the FFY 2013 level.

As an unplanned, and most likely a temporary consequence following VRSD implementation, due to team involvement, more consumer cases were identified and closed as “unable to locate, contact, or moved”. This resulted in frequent attempts to reestablish contact which allowed for a timely determination that the consumer had moved, relocated or discontinued working on their VR program. Factors limiting the successful achievement of objective 1.4 included the vacancies of the Deputy Director and AT staff positions within the Independent Living and Assistive Technology Division.

To improve on objective 1.4, CDOR will prepare the VRSD teams with training opportunities, resources, and tools to monitor the effectiveness of services delivery to consumers; and further improve communication between the VRSD team, consumers, service providers, employers and others, as appropriate, resulting in timely identification of consumers who have moved, discontinued participation in the VR process or who, due to non-responsiveness, are determined to have lost contact with CDOR.

Goal 2, Objective 2.1: CDOR was partially able to make AT Network and AT Loan Guarantee Program information available to all applicants and consumers by the goal date of September 30, 2014.

Factors limiting the complete achievement of objective 2.1 include the:

- Need to strengthen the structure of the Assistive Technology Advisory Committee (ATAC).
- Lack of lender participation in CDOR's low-interest Loan Guarantee Program (LGP).
- CDOR does not engage in direct marketing of the AT program, which created challenges for increasing the number of organizations that donated new AT products and devices to the AT Network; however, CDOR's subcontractor did engage in marketing activities as part of the AT Act funding contract.

To improve on the partially met goal, CDOR is currently working to strengthen the structure and better define the purpose of the ATAC. The ATAC continues to be updated on current issues related to the AT Network, WIOA and the status of the LGP. In regards to the LGP, CDOR has a strategy in place that will allow the Department to partner with lenders next year.

## **PERFORMANCE ON THE STANDARDS AND INDICATORS**

The CDOR met the federally-required performance for Evaluation Standard 1- VR's Impact on Employment and Evaluation Standard 2 - Equal Access Opportunity for Individuals of All Groups and Backgrounds.

To meet Evaluation Standards, federal regulations require VR agencies to pass at least four of the six performance indicators: Change in Employment Outcomes (1.1), Percent of Employment Outcomes (1.2), Competitive Employment Outcomes (1.3), Significance of Disability (1.4), Earnings Ratio (1.5), and Self-Support (1.6); and Minority Background Service Rate (2.1). Also, federal regulations require passing at least two of the three performance indicators 1.3, 1.4, and 1.5.

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

The CDOR passed performance indicators 1.1, 1.2, 1.3, 1.4, 1.6, and 2.1 and credits its success to the combined efforts of CDOR staff and community providers. CDOR 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 contributed to or supported the consumers' employment outcomes.

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

The CDOR was unable to pass 1.5. The State of California's Average Hourly Wage is \$26.91. For consumers exiting CDOR, it was \$11.81. Refer to the limiting factors outlined under objective 1.3 for additional details.

#### **INNOVATION AND EXPANSION ACTIVITIES**

During FFY 2014, innovation and expansion funds were used to support the development and implementation of the AWARE releases which expanded and improved the provision of VR services to individuals with disabilities, particularly individuals with the most significant disabilities, consistent with the findings of the CSNA and the state's program priorities and goals. Between July 2014 and July 2015, CDOR released AWARE version updates.

Innovation and expansion funds were also used to support the activities of the SRC including their travel costs. The SRC meets at least quarterly in person and teleconferences between full council meetings. In addition to direct participation in the development of the State Plan, the SRC partners with CDOR in major programs, policies, and projects including the CSNA and the Consumer Satisfaction Survey.

#### **4.12 Innovation and expansion.**

(Section 101(a)(18) of the Rehabilitation Act; 34 CFR 361.35)

- (a) The designated state agency reserves and uses a portion of the funds allotted to the state under Section 110 of the Rehabilitation Act for the:
  - 1. development and implementation of innovative approaches to expand and improve the provision of VR services to individuals with disabilities under this State Plan, particularly individuals with the most significant disabilities, consistent with the findings of the statewide assessment identified in 4.11(a) and goals and priorities of the state identified in 4.11(c)(1) and, if applicable, 4.11(c)(3); and
  - 2. support of the funding for the SRC, if the state has such a council, consistent with the resource plan prepared under Section 105(d)(1) of the Rehabilitation Act and 34 CFR 361.17(i), and the funding of the Statewide Independent Living Council, consistent with the resource plan prepared under Section 705(e)(1) of the Rehabilitation Act and 34 CFR 364.21(i).
- (b) 4.11 (d) describes how the reserved funds identified in subparagraph 4.12(a)(1) and (2) will be utilized.
- (c) 4.11(e)(2) describes how the reserved funds were utilized in the preceding year.

#### 4.13 Reports.

(Section 101(a)(10) of the Rehabilitation Act; 34 CFR 361.40)

- (a) The designated state unit submits reports in the form and level of detail and at the time required by the commissioner regarding applicants for and eligible individuals receiving services under the State Plan.
- (b) Information submitted in the reports provides a complete count, unless sampling techniques are used, of the applicants and eligible individuals in a manner that permits the greatest possible cross-classification of data and protects the confidentiality of the identity of each individual.

**CDOR Response:** Per WIOA, CDOR will report on the following new data requirements:

- The number of applicants and the number of individuals determined to be eligible or ineligible for the program carried out under this title, including the number of individuals determined to be ineligible (disaggregated by type of disability and age).
- The number of individuals with open cases (disaggregated by those who are receiving training and those who are in post-secondary education), and the type of services the individuals are receiving (including supported employment).
- The number of students with disabilities who are receiving PETS under this title
- The number of individuals referred to CDOR by one-stop operators and the number of individuals referred to such one-stop operators by CDOR.
- The number who ended their participation in the program carried out under this title and the number who achieved employment outcomes after receiving VR services and, for those who achieved employment outcomes, the average length of time to obtain employment.

In addition, per WIOA, CDOR will report on the following information to the Administration of the Wage and Hour Division of the U.S. Department of Labor for each fiscal year:

- Semiannual review of the status of each individual with a disability served who is employed for 2 years after the beginning of such employment, and annually thereafter.
- Signed acknowledgement by the individual that the review took place.
- Maximum efforts to assist individuals in attaining competitive integrated employment.

### 5.1 Information and referral services.

(Sections 101(a)(5)(D) and (20) of the Rehabilitation Act; 34 CFR 361.37)

The designated state agency has implemented an information and referral system that is adequate to ensure that individuals with disabilities, including individuals who do not meet the agency's OOS criteria for receiving VR services if the agency is operating on an OOS, are provided accurate VR information and guidance, including counseling and referral for job placement, using appropriate modes of communication, to assist such individuals in preparing for, securing, retaining or regaining employment, and are referred to other appropriate federal and state programs, including other components of the statewide work force investment system in the state.

### 5.2 Residency.

(Section 101(a)(12) of the Rehabilitation Act; 34 CFR 361.42(c)(1))

The designated state unit imposes 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.

### 5.3 Ability to serve all eligible individuals; Order of Selection for services.

(Sections 12(d) and 101(a)(5) of the Rehabilitation Act; 34 CFR 361.36)

(a) The designated state unit is able to provide the full range of services listed in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, as appropriate, to all eligible individuals with disabilities in the state who apply for services. **No**

(b) If No:

1. Individuals with the most significant disabilities, in accordance with criteria established by the state, are selected first for VR services before other individuals with disabilities.
2. 4.11(c)(3):
  - A. shows the order to be followed in selecting eligible individuals to be provided VR services;
  - B. provides a justification for the OOS; and
  - C. identifies the state's service and outcome goals and the time within which these goals may be achieved for individuals in each priority category within the order.

3. Eligible individuals who do not meet the OOS criteria have access to the services provided through the designated state unit's information and referral system established under Section 101(a)(20) of the Rehabilitation Act, 34 CFR 361.37, and subsection 5.1 of this State Plan.

#### **5.4 Availability of comparable services and benefits.**

(Sections 101(a)(8) and 103(a) of the Rehabilitation Act; 34 CFR 361.53)

- (a) Prior to providing any VR services, except those services identified in paragraph (b), to an eligible individual or to members of the individual's family, the state unit determines whether comparable services and benefits exist under any other program and whether those services and benefits are available to the individual.
- (b) The following services are exempt from a determination of the availability of comparable services and benefits:
  1. assessment for determining eligibility and VR needs by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology;
  2. counseling and guidance, including information and support services to assist an individual in exercising informed choice consistent with the provisions of Section 102(d) of the Rehabilitation Act;
  3. referral and other services to secure needed services from other agencies, including other components of the statewide work force investment system, through agreements developed under Section 101(a)(11) of the Rehabilitation Act, if such services are not available under this State Plan;
  4. job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services;
  5. rehabilitation technology, including telecommunications, sensory and other technological aids and devices; and
  6. post-employment services consisting of the services listed under subparagraphs (1) through (5) of this paragraph.
- (c) The requirements of paragraph (a) of this section do not apply if the determination of the availability of comparable services and benefits under any other program would interrupt or delay:
  1. progress of the individual toward achieving the employment outcome identified in the IPE;
  2. an immediate job placement; or

3. provision of VR services to any individual who is determined to be at extreme medical risk, based on medical evidence provided by an appropriate qualified medical professional.
- (d) The governor in consultation with the designated state VR agency and other appropriate agencies ensures that an interagency agreement or other mechanism for interagency coordination that meets the requirements of Section 101(a)(8)(B)(i)-(iv) of the Rehabilitation Act takes effect between the designated state unit and any appropriate public entity, including the state Medicaid program, a public institution of higher education, and a component of the statewide work force investment system to ensure the provision of the VR services identified in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, other than the services identified in paragraph (b) of this section, that are included in the IPE of an eligible individual, including the provision of those VR services during the pendency of any dispute that may arise in the implementation of the interagency agreement or other mechanism for interagency coordination.

### **5.5 Individualized plan for employment.**

(Section 101(a)(9) of the Rehabilitation Act; 34 CFR 361.45 and .46)

- (a) An IPE meeting the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and implemented in a timely manner for each individual determined to be eligible for VR services, except if the state has implemented an OOS, and is developed and implemented for each individual to whom the designated state unit is able to provide VR services.
- (b) Services to an eligible individual are provided in accordance with the provisions of the IPE.

### **5.6 Opportunity to make informed choices regarding the selection of services and providers.**

(Sections 101(a)(19) and 102(d) of the Rehabilitation Act; 34 CFR 361.52)

Applicants and eligible individuals or, as appropriate, their representatives are provided information and support services to assist in exercising informed choice throughout the rehabilitation process, consistent with the provisions of Section 102(d) of the Rehabilitation Act and 34 CFR 361.52.

### **5.7 Services to American Indians.**

(Section 101(a)(13) of the Rehabilitation Act; 34 CFR 361.30)

The designated state unit provides VR services to American Indians who are individuals with disabilities residing in the state to the same extent as the designated state agency provides such services to other significant populations of individuals with disabilities residing in the state.

## **5.8 Annual review of individuals in extended employment or other employment under special certificate provisions of the fair labor standards act of 1938.**

(Section 101(a)(14) of the Rehabilitation Act; 34 CFR 361.55)

- (a) The designated state unit conducts an annual review and reevaluation of the status of each individual with a disability served under this State Plan:
  - 1. who has achieved an employment outcome in which the individual is compensated in accordance with Section 14(c) of the Fair Labor Standards Act (29 U.S.C. 214(c)); or
  - 2. whose record of services is closed while the individual is in extended employment on the basis that the individual is unable to achieve an employment outcome in an integrated setting or that the individual made an informed choice to remain in extended employment.
- (b) The designated state unit carries out the annual review and reevaluation for two years after the individual's record of services is closed (and thereafter if requested by the individual or, if appropriate, the individual's representative) to determine the interests, priorities and needs of the individual with respect to competitive employment or training for competitive employment.
- (c) The designated state unit makes maximum efforts, including the identification and provision of VR services, reasonable accommodations and other necessary support services, to assist the individuals described in paragraph (a) in engaging in competitive employment.
- (d) The individual with a disability or, if appropriate, the individual's representative has input into the review and reevaluation and, through signed acknowledgement, attests that the review and reevaluation have been conducted.

## **5.9 Use of Title I funds for construction of facilities.**

(Sections 101(a)(17) and 103(b)(2)(A) of the Rehabilitation Act; 34 CFR 361.49(a)(1), .61 and .62(b))

If the state elects to construct, under special circumstances, facilities for CRPs, the following requirements are met:

- (a) The federal share of the cost of construction for facilities for a fiscal year does not exceed an amount equal to ten percent of the state's allotment under Section 110 of the Rehabilitation Act for that fiscal year.
- (b) The provisions of Section 306 of the Rehabilitation Act that were in effect prior to the enactment of the Rehabilitation Act Amendments of 1998 apply to such construction.

- (c) There is compliance with the requirements in 34 CFR 361.62(b) that ensure the use of the construction authority will not reduce the efforts of the designated state agency in providing other VR services other than the establishment of facilities for CRPs.

#### **5.10 Contracts and cooperative agreements.**

(Section 101(a)(24) of the Rehabilitation Act; 34 CFR 361.31 and .32)

- (a) Contracts with for-profit organizations.

The designated state agency has the authority to enter into contracts with for-profit organizations for the purpose of providing, as VR services, on-the-job training and related programs for individuals with disabilities under Part A of Title VI of the Rehabilitation Act, upon the determination by the designated state agency that for-profit organizations are better qualified to provide VR services than nonprofit agencies and organizations.

- (b) Cooperative agreements with private nonprofit organizations.

4.8(b)(3) describes the manner in which the designated state agency establishes cooperative agreements with private nonprofit VR service providers.

## **Preprint - Section 6: Program Administration**

### **6.1 Designated state agency.**

(Section 625(b)(1) of the Rehabilitation Act; 34 CFR 363.11(a))

The designated state agency for VR services identified in paragraph 1.2 of the Title I State Plan is the state agency designated to administer the state SE services program authorized under Title VI, Part B, of the Rehabilitation Act.

### **6.2 Statewide assessment of supported employment services needs.**

(Section 625(b)(2) of the Rehabilitation Act; 34 CFR 363.11(b))

4.11(a) describes the results of the comprehensive statewide needs assessment conducted under Section 101(a)(15)(a)(1) of the Rehabilitation Act and subparagraph 4.11(a)(1) of the Title I State Plan with respect to the rehabilitation needs of individuals with most significant disabilities and their need for supported employment services, including needs related to coordination.

### **6.3 Quality, scope and extent of supported employment services.**

(Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(c) and .50(b)(2))

6.3 describes the quality, scope and extent of supported employment services to be provided to individuals with the most significant disabilities who are eligible to receive SE services. The description also addresses the timing of the transition to extended services to be provided by relevant state agencies, private nonprofit organizations or other sources following the cessation of supported employment service provided by the designated state agency.

#### **CDOR Response:**

6.3 – Quality, Scope and Extent of Supported Employment Services. CDOR provides SE services to eligible consumers with the most significant disabilities to ensure they are engaged in competitive integrated employment, or in an integrated work setting in which they are working on a short-term basis toward competitive integrated employment. The following information outlines how CDOR monitors the quality of the services consumers receive, scope of services provided, extent of SE services, and timing of transition to extended services. Additional information on extended services for SE are identified in the response for 4.8(b)(4) – Arrangements and Cooperative Agreements for the Provision of Supported Employment Services.

#### **Quality of SE Services**

SE services are mostly provided to consumers by CRP and partner agencies. In areas where CRP vendors are not available, or an individual has needs beyond those that can be met by a CRP, CDOR may authorize approved individual service providers to provide job coaching services.

CRP vendors providing SE services follow guidelines provided by CDOR's CRD section. These guidelines include submitting timely reports to VR Counselors as well as providing efficient services to consumers. Located at CDOR's Central Office is a statewide liaison to assist local CDOR Districts and CRPs with technical assistance and identify training needs. Locally, each district has nominated two district SE liaisons to assist in sharing information and training district staff. Additionally, CRD Specialists conduct on-site reviews, monitor CDOR certifications, review Commission on Accreditation of Rehabilitation Facilities accreditation of CRPs, and conduct ongoing assessment and evaluation of consumer services.

### **Scope of SE Services**

The VR process for SE is the same used for all consumers when establishing eligibility, and an eligible individual's Priority Category, when CDOR is under an OOS. The difference applies once the consumer and VR Counselor has identified SE services are required to reach an employment outcome. SE services for a consumer begins with a comprehensive assessment to identify strengths for employment, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. CDOR provides the full scope of SE 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 transitional employment due to mental illness;
- Are working on a short-term basis toward competitive integrated employment so long as they can reasonably anticipate achieving competitive integrated employment within six months of achieving an employment outcome of SE.
- Require intensive SE services and extended services to maintain employment; and
- Have at least a reasonable expectation that a source of extended services will be available at the time of transition to extended services.

As consumers' needs vary, CDOR provides additional options for SE programs, including Transitional Employment for consumers with MH disabilities.

SE services are provided to consumers with varying disabilities including, but not limited to, consumers with TBI, ABI, MH disabilities, ASD, and intellectual disabilities. The SE services provided meet the specialized needs of each consumer and include:

- A general meeting to review the SE job placement parameters used in developing a plan for employment.
- 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.
- If necessary, external situational assessments to assess the consumer's interests and abilities and allow the individual to consider different jobs, environments, settings, and tasks to maximize his or her potential. Situational assessments are also used to determine the techniques best suited to assist the consumer to learn the work skills and behaviors necessary for employment.

- On-site job coaching support services in a group or individual placement at the work place, and off-site services in an individual placement if they 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 WIPs, and, or, other third parties to identify appropriate work incentive programs as well as potential sources for ongoing support.
- Post-employment services, if needed to support and maintain employment and are not available through extended services, are available for Closed-Rehabilitated SE consumers in integrated settings.
- As appropriate, career counseling and information and referral to opportunities for competitive integrated employment.

With the passage of WIOA, CDOR will coordinate new PETS with LEAs under the Individuals with Disabilities Education Improvement Act. New or enhanced services that may be provided to eligible youth receiving SE services may include:

- Job exploration counseling.
- Counseling on opportunities for enrollment in comprehensive vocational training and postsecondary educational programs.
- Work-based learning experiences, including in-school or after school work experience and internship opportunities provided in an integrated environment.
- Workplace readiness training to develop social skills and independent living.
- Summer programs that provide work-based learning experiences and workplace readiness training.
- Instruction in self-advocacy, including peer mentoring.

**Extent of SE Services**

SE services are ongoing support services needed to support and maintain an individual with a most significant disability, including youth. SE 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.

**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 an extended services provider. The VR Counselor continues to track the consumer’s progress and job stability during the transition period. If the

consumer maintains stabilization for 60 days after transition to extended services, the case is Closed-Rehabilitated.

Transition to extended service providers is essential to maintain consistency and support for consumers receiving SE services. CDOR works to identify funding sources for extended services, 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 SE services include: public resources such as DDS, TTW Programs; private resources such as trust funds, private non-profits, religious or community organizations, and family; and, natural supports to ensure the consumer receiving SE services has greater success in the work environment.

Through outreach efforts, CDOR works closely with the Cooperative Programs identified in the response for 4.7(b)(3) – Request for Waiver of Statewideness for transition-aged youth and eligible individuals with MH disabilities to identify those in need of SE services. Also, CDOR works directly with the California TBI Program to identify consumers with TBI who could benefit from SE services.

#### **Youth with the Most Significant Disabilities**

In California, activities are conducted, with funds reserved pursuant to section 603(d), for youth with the most significant disabilities. Under the Lanterman Act (Division 4.5 of the Welfare and Institutions Code), California established a commitment to provide services and supports to individuals with developmental disabilities throughout their lifetime. Services and supports are provided through a combination of federal, state, county and local government services, private businesses, support groups and volunteers. CDOR works closely with DDS to leverage Medicaid funds for habilitation services for persons with intellectual and developmental disabilities, including the provision of “extended services” to help an individual with a most significant disability maintain employment after the CDOR case is closed.

Toward this end, the CDOR will continue to refer youth with the most significant disabilities to extended services currently funded by the DDS regional centers upon CDOR closure or when placed on a wait list. CDOR will continue to review the impacts of providing extended services to youth with the most significant disabilities who do not qualify or are unable to receive extended services funded by DDS or another funding source. Additional information on CDOR’s services for youth is provided in Section 4.11(d) – State’s Strategies under the youth goals, objectives and strategies.

#### **6.4 Goals and plans for distribution of Title VI, Part B, funds.**

(Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(d) and .20)

4.11(c)(4) identifies the state's goals and plans with respect to the distribution of funds received under Section 622 of the Rehabilitation Act.

#### **6.5 Evidence of collaboration with respect to supported employment services and extended services.**

(Sections 625(b)(4) and (5) of the Rehabilitation Act; 34 CFR 363.11(e))

4.8(b)(4) describes the efforts of the designated state agency to identify and make arrangements, including entering into cooperative agreements, with other state agencies and other appropriate entities to assist in the provision of SE services and other public or nonprofit agencies or organizations within the state, employers, natural supports, and other entities with respect to the provision of extended services.

#### **6.6 Minority outreach.**

(34 CFR 363.11(f))

4.11(d) includes a description of the designated state agency's outreach procedures for identifying and serving individuals with the most significant disabilities who are minorities.

#### **6.7 Reports.**

(Sections 625(b)(8) and 626 of the Rehabilitation Act; 34 CFR 363.11(h) and .52)

The designated state agency submits 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 SE services under Part B, of Title VI and individuals receiving SE services under Title I of the Rehabilitation Act.

## **Preprint - Section 7: Financial Administration**

### **7.1 Five percent limitation on administrative costs.**

(Section 625(b)(7) of the Rehabilitation Act; 34 CFR 363.11(g)(8))

The designated state agency expends no more than five percent of the state's allotment under Section 622 of the Rehabilitation Act for administrative costs in carrying out the state SE services program.

### **7.2 Use of funds in providing services.**

(Sections 623 and 625(b)(6)(A) and (D) of the Rehabilitation Act; 34 CFR 363.6(c)(2)(iv), .11(g)(1) and (4))

- (a) Funds made available under Title VI, Part B, of the Rehabilitation Act are used by the designated state agency only to provide SE services to individuals with the most significant disabilities who are eligible to receive such services.
- (b) Funds provided under Title VI, Part B, are used only to supplement and not supplant the funds provided under Title I, Part B, of the Rehabilitation Act, in providing SE services specified in the IPE.
- (c) Funds provided under Part B of Title VI or Title I of the Rehabilitation Act are not used to provide extended services to individuals who are eligible under Part B of Title VI or Title I of the Rehabilitation Act.

## **Preprint - Section 8: Provision of Supported Employment Services (ES)**

### **8.1 Scope of supported ES.**

(Sections 7(36) and 625(b)(6)(F) and (G) of the Rehabilitation Act; 34 CFR 361.5(b)(54), 363.11(g)(6) and (7))

- (a) SE services are those services as defined in Section 7(36) of the Rehabilitation Act and 34 CFR 361.5(b)(54).
- (b) To the extent job skills training is provided, the training is provided on-site.
- (c) SE services include placement in an integrated setting for the maximum number of hours possible based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice of individuals with the most significant disabilities.

### **8.2 Comprehensive assessments of individuals with significant disabilities.**

(Sections 7(2)(B) and 625(b)(6)(B); 34 CFR 361.5(b)(6)(ii) and 363.11(g)(2))

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 SE as an appropriate employment outcome.

### **8.3 Individualized plan for employment. (IPE)**

(Sections 102(b)(3)(F) and 625(b)(6)(C) and (E) of the Rehabilitation Act; 34 CFR 361.46(b) and 363.11(g)(3) and (5))

- (a) An IPE that meets the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and updated using funds under Title I.
- (b) The IPE:
  - 1. specifies the SE services to be provided;
  - 2. describes the expected extended services needed; and
  - 3. identifies the source of extended services, including natural supports, or, to the extent that it is not possible to identify the source of extended services at the time the IPE plan is developed, a statement describing the basis for concluding that there is a reasonable expectation that sources will become available.
- (c) Services provided under an IPE are coordinated with services provided under other individualized plans established under other federal or state programs.

### Certification Regarding Lobbying

As required by Section 1352, Title 31 of the U.S. Code, and implemented at 34 CFR Part 82, for persons entering into a Federal contract, grant or cooperative agreement over \$100,000, as defined at 34 CFR Part 82, Sections 82.105 and 82.110, the applicant certifies that:

(a) 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 any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement;

(b) 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 grant or cooperative agreement, the undersigned shall complete and submit Standard Form - LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions;

(c) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subgrants and contracts under grants and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

As the duly authorized representative of the applicant, I hereby certify that the applicant will comply with the above certification.

NAME OF APPLICANT	PR/AWARD NUMBER AND/OR PROJECT NAME
California Department of Rehabilitation PY 2016 – 2020 Vocational Rehabilitation Program	
PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE	
Joe Xavier, Director	
SIGNATURE: <i>on file</i>	DATE: <b>(pending)</b>

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NAME OF APPLICANT	PR/AWARD NUMBER AND/OR PROJECT NAME
California Department of Rehabilitation PY 2016 – 2020 Supported Employment Program	
PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE	
Joe Xavier, Director	
SIGNATURE: <i>on file</i>	DATE: <b>(pending)</b>

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## Glossary

ABI:	Acquired Brain Injury
ACS:	American Community Survey
AJCC:	America's Job Centers of California
ASD:	Autism Spectrum Disorder
AT Act:	Assistive Technology Act
AT:	Assistive Technology
ATAC:	Assistive Technology Advisory Committee
AWARE:	Accessible Web-based Activity Reporting Environment
BEP:	Business Enterprise Program
Cal CIE:	California Competitive Integrated Employment
CalHR:	California Department of Human Resources
CaPROMISE:	Promoting the Readiness of Minors in Supplemental Security Income
CASFAA:	California Association of Student Financial Aid Administrators
CCDA:	California Commission on Disability Access
CDE:	California Department of Education
CDOR:	California Department of Rehabilitation
CHHS:	California Health and Human Services Agency
CoP:	Communities of Practice
CORE:	Council on Rehabilitation Education
CPAC:	Cooperative Programs Advisory Committee
CRD:	CDOR Community Resources Development Section
CRP:	Community Rehabilitation Program
CSNA:	Comprehensive Statewide Needs Assessment
CSPD:	Comprehensive System of Personnel Development
CSS:	Consumer Satisfaction Survey
CSU:	California State University
CSUF:	California State University Fresno
CSULA:	California State University Los Angeles
CSUS:	California State University Sacramento
CSUSB:	California State University San Bernardino
CWDB:	California Workforce Investment Board
DC:	Dental Consultant
DDS:	California Department of Developmental Services
ECs:	Employment Coordinators
DGS:	California Department of General Services
DHCS:	California Department of Health Care Services
DOF:	California Department of Finance
DQAP:	District Quality Assurance Project
DSS:	California Department of Social Services
EDD:	California Employment Development Department
EN:	Employment Network
FFY:	Federal Fiscal Year
HR:	Human Resources
IA:	Interagency Agreements

IEP:	Individualized Education Program
IL:	Independent Living
ILC:	Independent Living Centers
IPE:	Individualized Plan for Employment
ISP:	Individual Service Providers
IT:	Information Technology
LEA:	Local Education Agencies
LGP:	Loan Guarantee Program
LSOD:	Level of Significance of Disability
MC:	Medical Consultant
MH:	Mental Health
MOU:	Memorandum of Understandings
OAH:	California Department of General Services Office of Administrative Hearings
OCB:	Orientation Center for the Blind
OIB:	Older Individuals who are Blind
OOS:	Order of Selection
PETS:	Pre-Employment Transition Services
PY:	Program Year
RAM:	Rehabilitation Administrative Manual
RFPs:	Request for Proposals
ROP:	Regional Occupational Programs
RSA:	Rehabilitation Services Administration
RRD:	Rehabilitation Resources Directory
SC:	Service Coordinator
SCO:	State Controller's Office
SDSU:	San Diego State University
SDU:	Staff Development Unit
SE:	Supported Employment
SELPA:	Special Education Local Plan Areas
SFSU:	San Francisco State University
SFY:	State Fiscal Year
SILC:	State Independent Living Council
SITVR:	Sycuan Inter-Tribal Vocational Rehabilitation Program
SPB:	State Personnel Board
SPS:	State Price Schedule
SRC:	State Rehabilitation Council
SSDI:	Social Security Disability Insurance
SSI:	Supplemental Security Income
TANF:	Temporary Assistance to Needy Families
TAP:	Talent Acquisition Portal
TBI:	Traumatic Brain Injury
Teacher, O&B:	Teacher, Orientation and Mobility for the Blind
TPP:	Transition Partnership Programs
TTW:	Ticket to Work
UC:	University of California

VR: Vocational Rehabilitation  
VRSD: Vocational Rehabilitation Service Delivery  
WAI: WorkAbility I  
WAI: WorkAbility II  
WAI: WorkAbility III  
WAI: WorkAbility IV  
WDB: Workforce Development Board  
WIOA: Workforce Innovation and Opportunity Act  
WIPs: Work Incentives Planners  
WSP: Work Services Program