



# California SRC 2020 Annual Report

October 1, 2019 – September 30, 2020



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## Message from the SRC Chair

December 2020



To the Honorable Governor Gavin Newsom and  
RSA Commissioner Mark Schultz

It is my pleasure to submit the 2020 Annual Report on behalf of the California State Rehabilitation Council (SRC). The SRC works in an advisory capacity to California's Department of Rehabilitation (DOR). DOR administers the largest vocational rehabilitation and independent living programs in the country.

This year brought new challenges for the SRC and the DOR. Due to the pandemic, the SRC shifted to virtual meetings, maintaining engagement with the DOR and stakeholders, with special focus on:

- Service access and delivery during COVID-19
- Eliminating racial, ethnic, and cultural disparities throughout operations
- Recruitment and retention of vocational rehabilitation counselors

On behalf of the SRC, we very much appreciate DOR's leadership and staff for their important work and agility during this difficult time, and we thank you for your support of the SRC and the DOR as we all work to increase equality and employment for Californians with disabilities.

This report summarizes the SRC's recommendations, activities and provides information on the SRC's diverse, engaged membership.

Theresa Comstock  
Chair, State Rehabilitation Council

## Message from the DOR Director

December 2020

To the Honorable Governor Gavin Newsom and  
RSA Commissioner Mark Schultz



I am pleased to join the State Rehabilitation Council (SRC) in presenting its 2020 Annual Report that details the SRC's accomplishments from October 1, 2019 – September 30, 2020. Throughout this term, the SRC and DOR actively engaged in discussions about student services, consumer financial participation, diversity and inclusion, and the new ways DOR engaged with consumers in response to the COVID-19 pandemic.

In response to COVID-19, DOR supported and guided innovation by shifting most employees to a remote workforce, keeping stakeholders engaged through virtual events, and serving consumers through digital platforms. DOR is grateful to have partnered with SRC and our stakeholders to inform our decisions and actions to continue to provide essential services to Californians with disabilities.

DOR celebrates the accomplishments of this year along with the 100<sup>th</sup> Anniversary of the establishment of a national vocational rehabilitation program and the 30<sup>th</sup> Anniversary of the Americans with Disabilities Act. Working with SRC, we will continue to make progress toward the shared goal of employment, independence, and equality for all Californians with disabilities.

Joe Xavier, Director  
California Department of Rehabilitation

# The Rehabilitation Act and the SRC

When new SRC members are appointed by the Governor, they are provided with information on how and why the SRC exists in relation to findings, purpose, and principles of the Rehabilitation Act of 1973 (as amended). This foundational information provides context and helps to frame subsequent SRC discussions and activities.

## Rehabilitation Act – Findings

In the Rehabilitation Act, Congress identified individuals with disabilities have the right to: live independently, enjoy self-determination, make choices, contribute to society, pursue meaningful careers, and enjoy full inclusion and integration in society. In the Act, Congress also identified the need to support students with disabilities as they transition from school to postsecondary life.

## Rehabilitation Act – Purpose

Based upon these rights, the purpose of the Rehabilitation Act is to serve individuals with disabilities to maximize competitive integrated employment, economic self-sufficiency, and inclusion into society. The purpose of the Rehabilitation Act also includes:

- Ensuring youth with disabilities have opportunities for post-secondary success.
- Having vocational rehabilitation (VR) service providers and employers provide meaningful input, thereby increasing employment opportunities and outcomes for individuals with disabilities.
- Ensuring the federal and state governments support the employment of individuals with disabilities.

## The SRC and DOR Partnership

The SRC and the DOR partner together to carry out the Rehabilitation Act to maximize the employment and independence of people with disabilities. The partnership is a call to action to advocate and hear the voices of individuals served by VR in

California. The partnership between the SRC and DOR ensures individuals with disabilities have resources and support to achieve their goals, while also ensuring the California VR program is effective and in compliance with federal regulations.

## California SRC Overview

Section 105 of the Rehabilitation Act of 1973 (as amended) requires consumers, advocates, and other representatives of individuals with disabilities to participate in the administration and oversight of a state's VR program. The SRC fulfills this mandate in California and is required for DOR to be eligible for and maintain federal VR funds.

### Mission Statement

The SRC, in collaboration with the DOR and other community partners, reviews and analyzes policies, programs and services, and advises DOR on the quality and performance in meeting the Department's mission.

### Vision Statement

The voice of DOR's stakeholder community.

### Membership and Meetings

The SRC consists of 16 members appointed by California's Governor, representing a variety of perspectives from the VR program and disability community. Members can serve up to two consecutive three year terms. The SRC meets quarterly throughout the year. Members of the public are noticed of the meetings in accordance with California's Open Meeting Act.

### Responsibilities and Activities

- Evaluation and Recommendations: The SRC reviews, analyzes, and evaluates DOR on the performance of California's VR program. A particular focus is given to eligibility, service provision, and activities that impact employment outcomes. As a result of



this process, the SRC adopts recommendations which are submitted to DOR for consideration.

- Comprehensive Statewide Assessment: To identify and assess the needs of Californians with disabilities, the SRC collaborates with DOR on the triennial Comprehensive Statewide Assessment.
- State Plan: The SRC advises DOR on the development of California's VR Services Portion of the Unified State Plan. The SRC and DOR partner to develop, agree to and review the plan's priorities and goals.
- Assessing Consumer Satisfaction: The SRC partners with DOR to develop the annual Consumer Satisfaction Survey and to evaluate the survey results.
- Coordination and Participation: The SRC actively engages with other councils and advisory bodies in California to enhance the number of individuals served. SRC members also participate in work groups, public meetings, and stakeholder forums.

## **SRC Committee Structure**

The SRC utilizes a committee structure to provide for greater discussion, analysis, and oversight of the SRC's mandated responsibilities and to assist with carrying out the SRC's administrative functions. Each SRC committee may prepare recommendations for the full Council's consideration. The SRC examines the committee structure for efficiency and alignment with the council's priorities. The SRC current committees include:

- Monitoring and Evaluation: Assigned areas include partnering with DOR on the Consumer Satisfaction Survey and the Comprehensive Statewide Assessment; reviewing and analyzing trends in Office of Administrative Hearing decisions; and reviewing DOR's progress on federal and state performance measures.

- Policy: Analyzes, evaluates, and develops recommendations regarding DOR's current (and proposed) programs, policies, and services.
- Unified State Plan: Partners with DOR on the Comprehensive Statewide Assessment and the VR Services Portion of the Unified State Plan.
- Executive Planning: Comprised of the SRC Officers and Committee Chairs, this committee convenes to plan for the quarterly meetings and address any time-sensitive leadership issues that may arise.



# SRC Collaboration

## Collaboration between the SRC and DOR

Throughout the October 1, 2019 – September 30, 2020 term, the SRC collaborated with DOR to work towards the shared goals of increased employment, independence, and equality for Californians with disabilities. The SRC is appreciative of DOR's efforts to provide SRC members with the opportunity to learn about DOR's programs and policies and to provide substantive feedback. Collaboration highlights include:

- DOR Directorate and SRC Partnership: Each SRC quarterly meeting includes an in-depth report from the DOR Directorate on federal, state and department issues of interest. SRC members engage with the Directorate to ask questions, provide input, discuss challenges, and identify opportunities. The SRC Chair and Vice-Chair have monthly informal conversations with the DOR Directorate to strengthen the DOR and SRC partnership. Leadership topics and areas of shared interest and concern are discussed.
- DOR Participation: DOR executives, managers, staff, and subject matter experts attend the SRC quarterly meetings to listen, provide updates, engage in interactive discussions, and gather feedback from the SRC members. The information they provide helps inform the SRC's recommendation development process.
- SRC Executive Officer: DOR employs a Staff Services Manager I (Specialist) to serve as the SRC Executive Officer, providing fulltime support to the Council. Regina Cademarti has served in this position since June 2020.
- Adopt-a-Region Program: Each SRC member is assigned to meet with a DOR Regional Director on a quarterly basis. Through these discussions, SRC members build connections and learn about issues and opportunities from the local perspective. SRC members

provide a report out from their Regional Director meetings at each SRC quarterly meeting.

# SRC Quarterly Meetings

The SRC met as a full Council five times during the October 1, 2019 – September 30, 2020 term. The first two meetings, November and January, were held in-person at DOR's Central Office in Sacramento. The April, July, and September SRC meetings were held through remote access in accordance with the California's Executive Order N-29-20 issued March 17, 2020 and safety measures related to COVID-19. For additional information on the SRC's quarterly meetings, including agendas and meeting minutes, visit [dor.ca.gov/Home/SrcMeetingArchive](https://dor.ca.gov/Home/SrcMeetingArchive)

## November 2019 Meeting Highlights

- Welcomed new member Jenny Braunlin
- Approved two new administrative law judges
- Approved the 2019 SRC Annual Report
- Approved the 2020-2023 State Plan Priorities and Goals
- Received an update on the Consumer Satisfaction Survey and DOR interdisciplinary workgroup
- Elected SRC Officers (Chair: Theresa Comstock and Vice-Chair: Marcus Williams)

## January 2020 Meeting Highlights

- Discussed interactively DOR's proposed changes to consumer financial participation policies
- Reviewed the preliminary Comprehensive Statewide Assessment
- Elected the SRC Treasurer, Benjamin Aviles
- Discussed with DOR leadership small businesses engagement, communication strategies, collaborative partnerships, justice-involved individuals, and the VR workforce
- Discussed measuring the effectiveness of DOR student services
- Reviewed proposed modifications to the Consumer Satisfaction Survey
- Developed and adopted SRC recommendations 2020.1 recruitment and retention of VR Counselors and 2020.2 the

impacts of Assembly Bill 5 (Gonzalez, Statutes of 2019, Chapter 296)

- Discussed interactively the objectives and strategies supporting the State Plan's priorities and goals

### **April 2020 Meeting Highlights**

- Discussed with DOR leadership the recently developed and adopted SRC recommendations 2020.1 recruitment and retention of VR Counselors and 2020.2 the impacts of Assembly Bill 5 (Gonzalez, Statutes of 2019, Chapter 296)
- Received an update on the Financial Participation Policy
- Approved two administrative law judges
- Obtained an update on the potential changes to DOR's mediation and fair hearing contract
- Learned about the State Regulations Project

### **July 2020 Meeting Highlights**

- Discussed the impact of consumer services due to COVID-19
- Learned of the DOR's efforts towards diversity and inclusion and the efforts of DOR's African American Task Force
- Learned of DOR efforts to serve justice-involved individuals
- Developed and adopted SRC Recommendations 2020.3 increase outreach of DOR services and 2020.4 eliminating racial, ethnic, and cultural disparities

### **September 2020 Meeting Highlights**

- Acknowledged the reappointments of Benjamin Aviles, Nicolas Wavrin, and Kecia Weller
- Learned about work incentive planner services to DOR consumers
- Received an update on the distribution plan of the Consumer Satisfaction Survey
- Obtained an update on the 2020-2024 State Plan
- Learned how DOR is ensuring student services are delivered with schools closing and/or distance learning
- Discussed interactively the VR Connections Project

# SRC Recommendations

As a result of the many productive and active discussions between the SRC, DOR and other stakeholders during the October 2019 – September 2020 term, the SRC adopted the following recommendations for DOR's consideration. These recommendations reflect the SRC's efforts to review, analyze and advise DOR on the performance and effectiveness of California's VR program. The SRC looks forward to working closely with DOR on these areas of interest.

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

*(Adopted January 23, 2020)*

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

### DOR Response to SRC Recommendation 2020.1

The DOR thanks the SRC for its recommendation regarding the recruitment and retention efforts of DOR VR Counselors. The DOR's 2020-2023 State Plan, 2019 State Leadership Accountability Act (SLAA) report, and the 2015-2020 Workforce Strategic Plan support DOR's efforts towards recruitment and retention strategies for VR Counselors. The 2020-2023 DOR State Plan shows DOR has 567 VR Counselor positions and projects 166 VR Counselor vacancies over the next five years. The challenges to the recruitment and retention efforts of VR Counselors listed in the SLAA report were due to high-cost geographical locations of the VR Counselor positions, low pay differentials, and the lack of a robust candidate pool. Further, the DOR Workforce Strategic Plan used qualitative analysis and evidence from the VR Counselors' employee exit surveys to identify low pay as the primary cause, besides retirement, why VR Counselors leave their position. VR Counselors have higher salary opportunities for comparable job duties available statewide at the U.S.

Department of Veterans Affairs, at universities, or within the private sector.

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

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

*(Adopted January 23, 2020)*

The SRC recommends that as DOR develops the department's state fiscal year 2021/22 budget, to consider the impact of AB 5 as it relates to the availability of individual service providers (ISPs) and other contractors (e.g. DOR provide ISPs with assistance they may need in order to comply with AB 5). Note: AB 5 refers to California Assembly Bill 5 Worker status: employees and independent contractors (2019 – 2020).

#### DOR Response to Recommendation 2020.2

The DOR appreciates this recommendation and is working to fully implement Assembly Bill 5 (Gonzalez, Statutes of 2019, Chapter 296). It is the DOR policy to use Community Rehabilitation Programs (CRPs) and existing community resources to meet the service needs of our consumers with CRPs being the primary and preferred providers. In some situations, CRPs may not offer the vocational rehabilitation services needed by a consumer, or a CRP may not be available to provide timely services needed by consumers in a specific geographic area of the state. In such situations, the DOR has previously provided services through Individual Service Providers (ISPs) who worked as individual contractors, which is problematic

under Assembly Bill 5. The DOR has significantly decreased the number of ISPs used; is providing employment services directly; and is implementing plans to contract for additional ISP service delivery categories. As with all service delivery decisions, the DOR will develop a fiscal analysis of proposed approaches to ensure effective fiscal planning.

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

*(Adopted on July 22, 2020)*

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

#### DOR Response to SRC Recommendation 2020.3

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

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



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

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

*(Adopted on July 22, 2020)*

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

#### DOR Response to SRC Recommendation 2020.4

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

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

The DOR is collecting, analyzing, and sharing data on consumer demographics to learn more about the consumers served or who are potentially unserved or underserved. The DOR conducts a triennial comprehensive statewide needs assessment to identify unserved or underserved communities and strategies to serve them. DOR has entered into demographic data sharing agreements with the Employment Development Department and nationally with VR agencies. The DOR is contracting with San Diego State University to analyze consumer demographic data and employment outcomes. The DOR's support of these data endeavors and diversity, equity, and inclusion efforts will further the department's commitment to the pursuit of employment, independence, and social equity.

# Consumer Satisfaction Survey

In July 2019, the SRC submitted a memo to DOR with suggested updates, modifications, and considerations for incorporation into the Consumer Satisfaction Survey (CSS). Afterwards, a workgroup of DOR team members convened to consider these suggestions.

At the January 2020 SRC quarterly meeting, this workgroup presented on the proposed modifications to the CSS. The SRC was supportive of the modifications and offered minor changes, which were incorporated.

Overall changes to the CSS include:

- Renaming the CSS from the Consumer Satisfaction Survey to "How is DOR Doing?". This name was crafted in plain English for better comprehension and posed as a question to prompt the reader to act.
- The cover letter lists the alternate formats available, such as, multi-language, Braille, or large font.
- Survey sample size was standardized. The sample size is based on the percentage of the district's total number served divided by the department's total served.
- Updating the questionnaire's rating system from the five-point rating system to a seven-point scale.
- Utilizing plain language through the questionnaire to increase comprehension while retaining the intention of the questions.

In August 2020, the SRC and DOR came to the final version of the CSS. This new survey instrument represents the combined effort of the SRC and DOR to assess consumer satisfaction and to evaluate the effectiveness of the vocational rehabilitation program. The new CSS survey will be distributed at the end of the 2020 calendar year.

# Final Consumer Satisfaction Survey

How Is DOR Doing? Your Feedback Will Help Us Improve.

## Introductory Questions

What is your age? \_\_\_\_\_

What city do you live in? \_\_\_\_\_

Check the disability type(s) that apply to you:

- ☐ Blind/Visually Impaired
- ☐ Cognitive Impairment
- ☐ Deaf/Hard of Hearing
- ☐ Intellectual/Developmental Disability
- ☐ Learning Disability
- ☐ Physical Disability
- ☐ Psychiatric Disability
- ☐ Traumatic Brain Injury
- ☐ Other (please specify) \_\_\_\_\_

**1. Overall, I am satisfied with my experience at DOR.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**The following questions ask about your DOR Counselor:**

**2. My counselor understands my disability, skills, and abilities.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**3. My counselor provided me with guidance and information to help me better understand my disability, skills, and abilities.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**4. My counselor provided me guidance and information that helped me understand the jobs in my area and how to get hired by businesses.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**5. My counselor treats me with courtesy and respect.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**6. My counselor responds timely to my questions and requests.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**The following questions ask about your service provider(s).**  
Service providers include job coaches, community rehabilitation programs, schools, etc.

**7. Overall, I am satisfied with my service providers.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8. My service providers understand my disability, skills, and abilities.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9. My service providers treat me with courtesy and respect.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10. My service providers respond promptly to my needs.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**The following questions ask about employment services and your employment goals.**

**11. I am very involved in setting my employment goals with my DOR Counselor.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**12. I am comfortable telling my DOR Counselor when we disagree about my employment goals.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**13. My DOR team connects me to the right agencies and service providers for my needs.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**14. I understand and am comfortable with the process for appealing a DOR decision that I disagreed with.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**If you are currently employed after receiving services from DOR, please answer the statements below:**

**15. I am satisfied with the type of work I do at my job.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**16. I am satisfied with the wages and benefits I receive from my job.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**17. My job is consistent with my employment plan.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**18. My life is more independent because of DOR services.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**If you are not employed, please answer the statements below.**

**19. DOR services have improved my chance to find a job.**

Not at all satisfied 1	2	3	4	5	6	Extremely satisfied 7	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**20. Check all the reasons below that you are not employed:**

- ☐ I am still looking.
- ☐ I am a student.
- ☐ My disability prevents me from working.
- ☐ I do not want to give up my SSI/SSDI benefits.
- ☐ There are no jobs available to me that are consistent with my DOR employment plan.
- ☐ DOR did not assist me in finding a job.
- ☐ I have family issues such as daycare or caring for relative.
- ☐ Lack of transportation or no transportation.
- ☐ I need additional help to find a job.
- ☐ No jobs are available that I want.
- ☐ I am not ready to start working.

**All respondents:**

**21. Please tell us if there is anything DOR or its service providers can do to improve services.**

**22. If you would like to speak directly with DOR about your experiences, provide your contact information below:**

**\*End of Survey\***

# VR Services Portion of the California Unified State Plan

The Workforce Innovation and Opportunity Act (WIOA) requires each state to submit a Unified or Combined State Plan that outlines a four-year strategy for the State's workforce development system. For 2020-2023, California elected to submit a Unified State Plan, which includes six core programs: Adult, Dislocated Worker, Youth, Adult Education and Family Literacy Act, Wagner-Peyser Services and VR and is available online at [www.dor.ca.gov](http://www.dor.ca.gov).

For the VR portion of the plan, DOR and SRC jointly developed the following two priorities and five goals for 2020 – 2023. These priorities and goals ensure the VR and supported employment programs are in alignment with WIOA and include increasing the quality and quantity of consumer employment outcomes; systems alignment, coordination, and integration; and services to businesses.

## **Priority 1: Increase the Quality and Quantity of Employment Outcomes**

- Goal 1: Provide effective VR services with quality Individualized Plan for Employment developments consistent with workforce needs that lead to a career track with upward mobility offering sustainable living wages.
- Goal 2: Develop innovative approaches to support an increase in obtaining and sustaining employment for all consumers including those with the most significant barriers to employment.
- Goal 3: Improve systems alignment, coordination, and integration with partners to create a pathway toward successful employment outcomes for Californians with disabilities, including individuals with the most significant disabilities, with priorities focusing on individuals with behavioral health disabilities, students with disabilities, transition-age foster youth with disabilities, individuals with intellectual and developmental disabilities, and justice involved individuals with disabilities.

## **Priority 2: Services to Businesses**

- Goal 1: Meet business talent needs by preparing consumers for in-demand jobs using local and regional labor market information.
- Goal 2: Build a direct pathway between employers and workers with disabilities including developing innovative ways to engage businesses.

Throughout the October 2019 – September 2020 term, the DOR Planning Unit and the SRC's Unified State Plan Committee met to review and provide feedback on the priorities and goals for the VR services portion of the 2020-2024 Unified State Plan. After feedback and discussion, the SRC voted and approved the priorities and goals. In addition, the DOR Planning Unit presented to the SRC an overview on research completed for the 2018-2020 Comprehensive Statewide Assessment and expected report completion date.

# Current SRC Members

(as of December 2020)

## Theresa Comstock, Chair

Disability Advocacy Group representative

- Executive Director, California Association of Local Behavioral Health Boards & Commissions
- Elected SRC Chair on November 13, 2019 for a one-year term
- Serving second SRC term (September 2019 – September 2022)



## Marcus Williams, Vice-Chair

Business, Industry, and Labor representative

- Military and Disability Recruitment Programs Leader for Kaiser Permanente
- Re-elected as SRC Vice-Chair on November 13, 2019 for a one-year term
- Serving second SRC term (September 2018 – September 2021)



## Benjamin Aviles, Treasurer

Current or Former DOR Consumer representative

- Financial Professional at World Financial Group/Revolution Financial Management
- Elected SRC Treasurer on January 22, 2020 for a one-year term
- Serving second SRC term (September 2020 – September 2023)



*"The SRC opens up the space for individuals, staff and vendors to discuss and advocate for DOR services and successful outcomes. It is an honor to be part of this process." Theresa Comstock – SRC Chair*

# Current SRC Members

(as of December 2020)

## Inez De Ocio

VR Counselor representative

- Senior Vocational Rehabilitation Counselor, Qualified Rehabilitation Professional in DOR's Visalia Branch
- Serving second SRC term (September 2018 – September 2021)



## LaQuita Wallace

Business, Industry, and Labor representative

- Human Resources Specialist at the U.S. Bureau of Reclamation
- Serving second SRC term (September 2018 – September 2021)



## Nicolas Wavrin

California Department of Education (CDE) representative

- Educational Programs Consultant of the Programs and Partnerships Unit at CDE
- Serving second SRC term (September 2020 – September 2023)



# Current SRC Members

(as of December 2020)

## Kecia Weller

Disability Advocacy Group representative

- Self-advocacy and Community Liaison at the UCLA Tarjan Center
- National co-chair of the Peer Support Network at the National Adult Protective Services Association
- Serving second SRC term  
(September 2020 – September 2023)



## Chanel Brisbane

Community Rehabilitation Program representative

- Director, Jobs – Best Buddies International
- Serving first SRC term  
(September 2020 – September 2022)



## Ivan Guillen

Client Assistance Program (CAP) representative

- Client Assistance Program Advocate at Disability Rights California
- Serving first SRC term  
(September 2020 – September 2021)



*"I care a lot about the SRC and their mission, which is very important, I have an opportunity to really make a difference."*

Kecia Weller – SRC Member



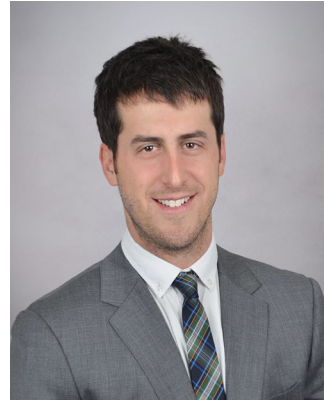
# Current SRC Members

(as of December 2020)

## Jonathan Hasak

Business, Industry and Labor representative

- Senior Director of Scalable Solutions at Year Up
- Serving first SRC term  
(September 2020 – September 2022)



## Susan Henderson

Parent Training and Information Center representative

- Executive Director at the Disability Rights Education and Defense Fund
- Serving first SRC term  
(September 2020 – September 2022)



## Peter Mendoza

State Independent Living Council representative

- Chair of the State Independent Living Council
- Director of Advocacy and Special Projects at the Marin Center for Independent Living
- Serving first SRC term  
(September 2020 – September 2022)





## Current SRC Members

(as of December 2020)

### Joe Xavier, Ex-Officio Member

Director, Department of Rehabilitation

- Serving third SRC term  
(September 2019 – September 2022)



## Completed Appointments

(as of December 2020)

*The following SRC member served throughout the October 2019 – September 2020 term. The SRC and DOR are grateful for her dedicated service and partnership.*

### Jenny Braunlin

Community Rehabilitation Program  
representative

- Director, Jobs – Best Buddies International
- Completed first SRC term  
(September 2019 – December 2019)



## Interested in Becoming an SRC Member?

Would you like to advocate for the employment, independence, and equality for people with disabilities? If yes, then a position on the SRC may be for you! The SRC is always looking for new members to fill positions on the Council. If you are interested in serving on the SRC and would like more information about the application process, please send your contact information to [SRC@dor.ca.gov](mailto:SRC@dor.ca.gov) or call (916) 558-5897. Thank you for considering the SRC!

# About the Department of Rehabilitation

DOR administers the largest VR program in the country. DOR has a three-pronged mission to provide services and advocacy that assist people with disabilities to live independently, become employed and have equality in the communities in which they live and work. For additional information about DOR and office locations, visit [www.dor.ca.gov](http://www.dor.ca.gov)

DOR Vision Statement: Employment, independence, and equality for all Californians with disabilities.

DOR Mission Statement: The California Department of Rehabilitation works in partnership with consumers and other stakeholders to provide services and advocacy resulting in employment, independent living, and equality for individuals with disabilities.

## Our Core Values

- We believe in the talent and potential of individuals with disabilities.
- We invest in the future through creativity, ingenuity, and innovation.
- We ensure our decisions and actions are informed by interested individuals and groups.
- We pursue excellence through continuous improvement.
- We preserve the public's trust through compassionate and responsible provision of services.

## Our Guiding Principles

- Delivering effective VR services, and other programs and services in an efficient, caring, professional and prompt manner.
- Attracting, developing, and retaining a competent, creative, and highly motivated workforce.
- Maintaining public trust by being fiscally responsible and ensuring quality programs and services.
- Sustaining our role as a respected leader in the disability community; inspiring hope in those we serve.



California State Rehabilitation Council  
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