

# Developmental Services System Overview & Update

December 7, 2024



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# Welcome



**Ernie Cruz**, Deputy Director  
Community Services Division

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Policy and Program Development Division

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Office of the Ombudsperson

**Dr. Lauren Libero**, Autism Specialist  
Autism Services Branch

# Overview



**WHO WE  
SERVE**



**AUTISM  
SERVICES  
BRANCH**

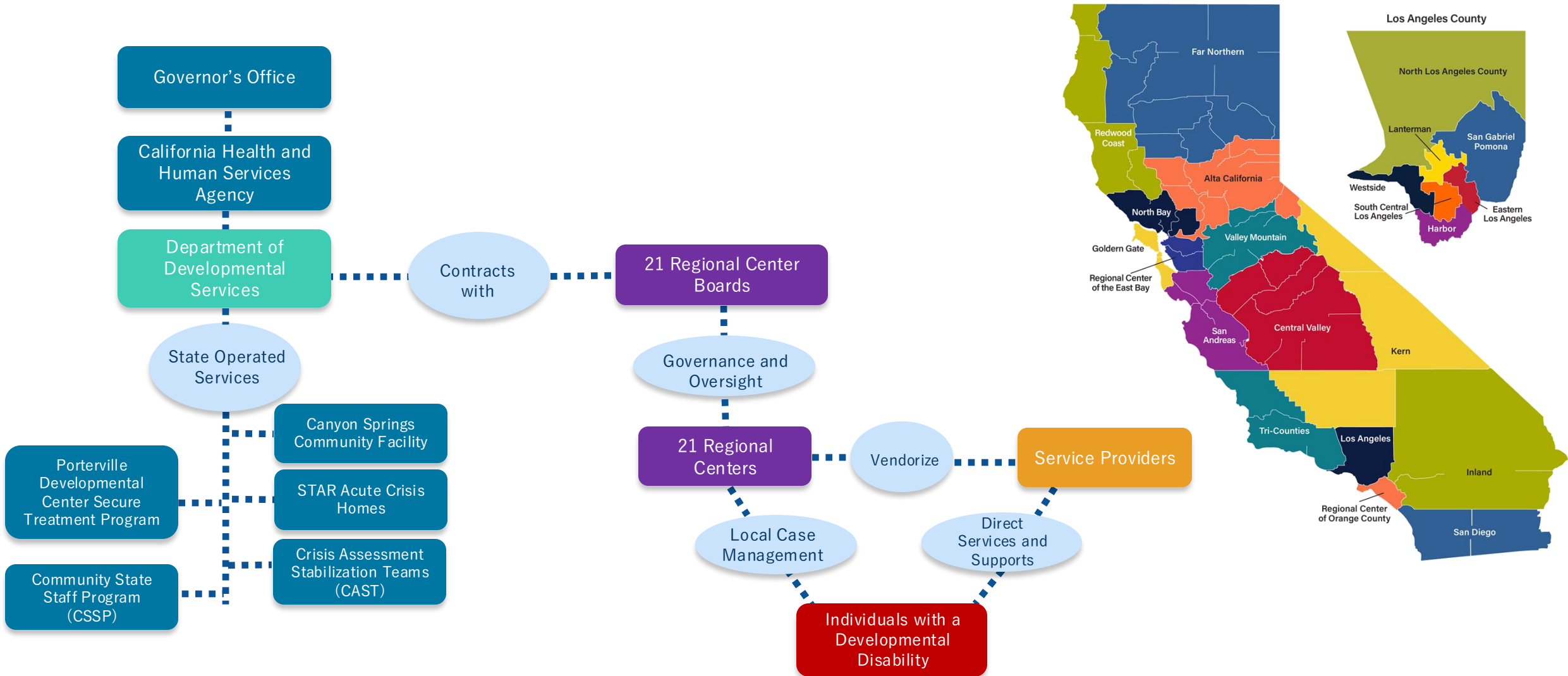


**PROGRAMS  
& SERVICES**

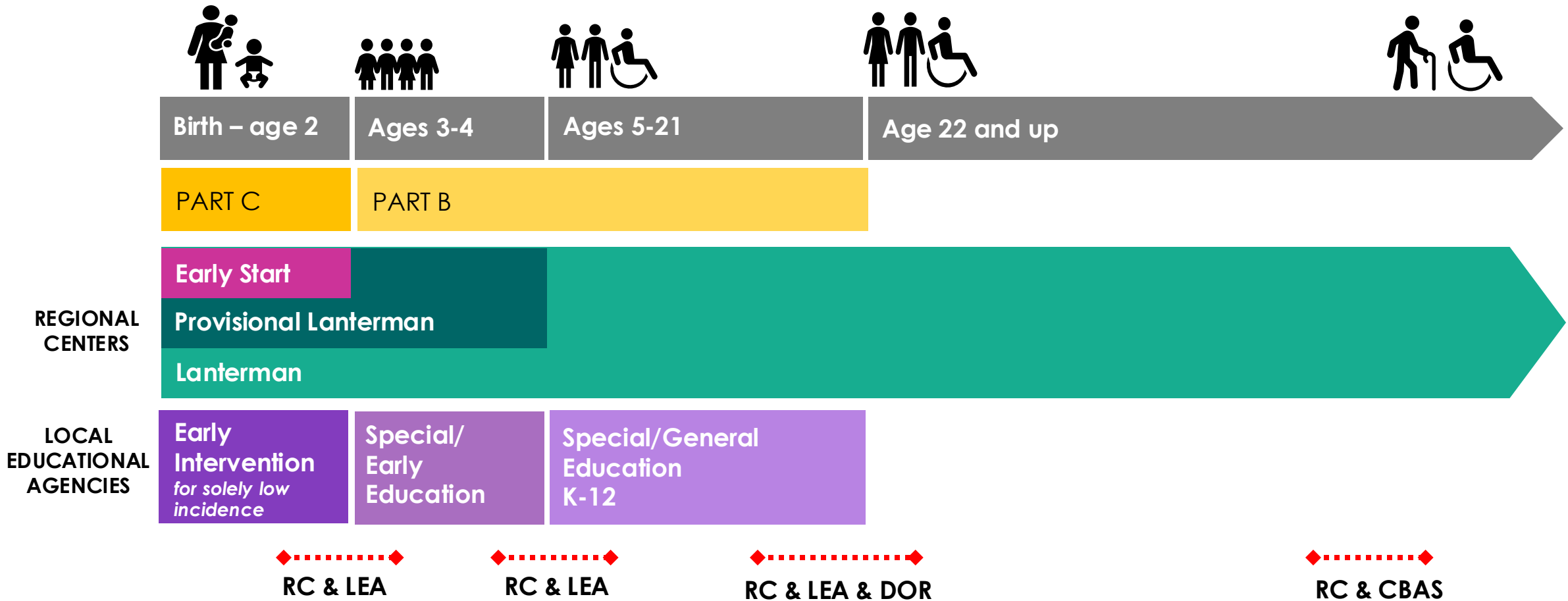


**DDS  
INITIATIVES**

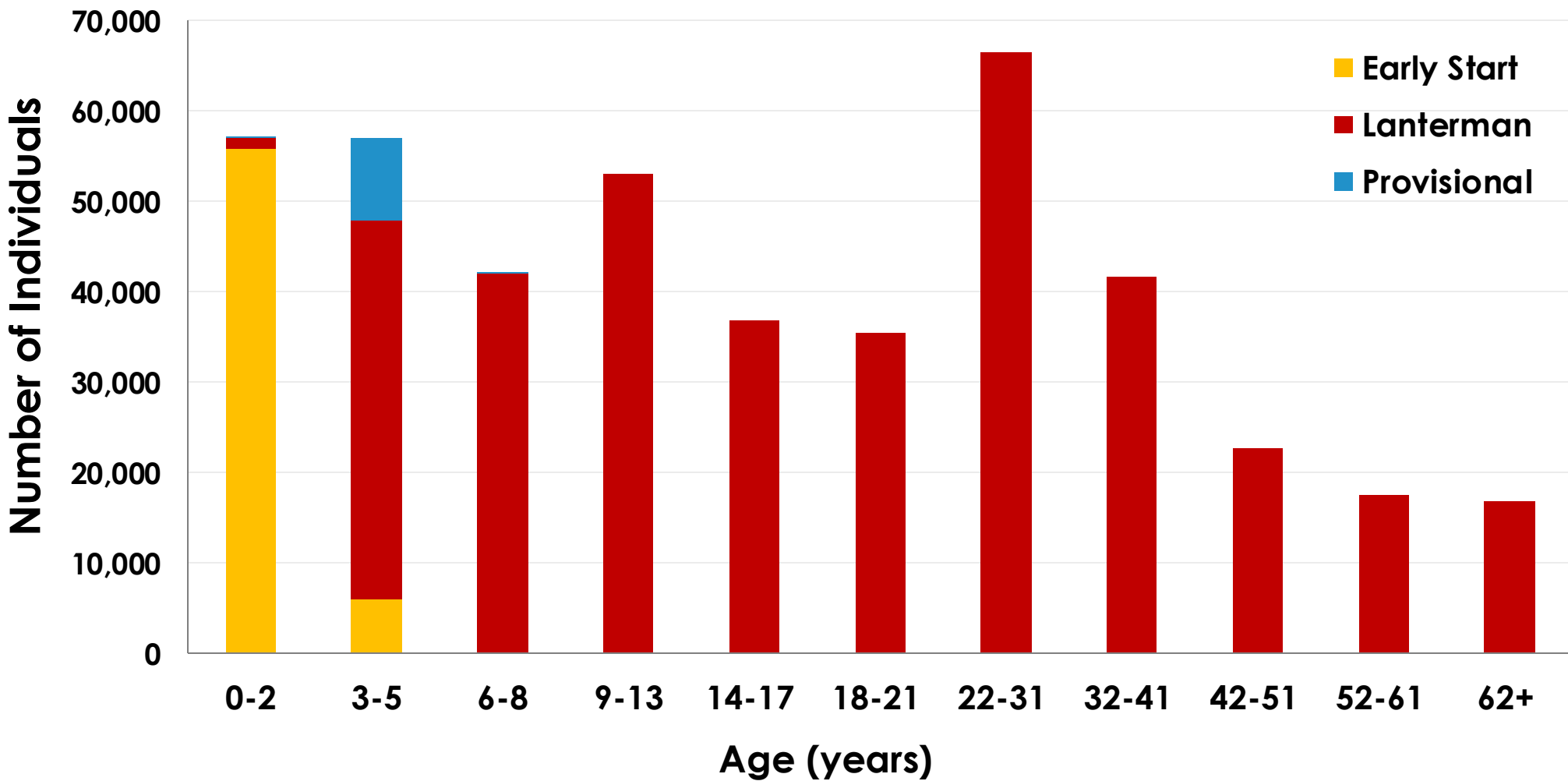
# The Developmental Services System



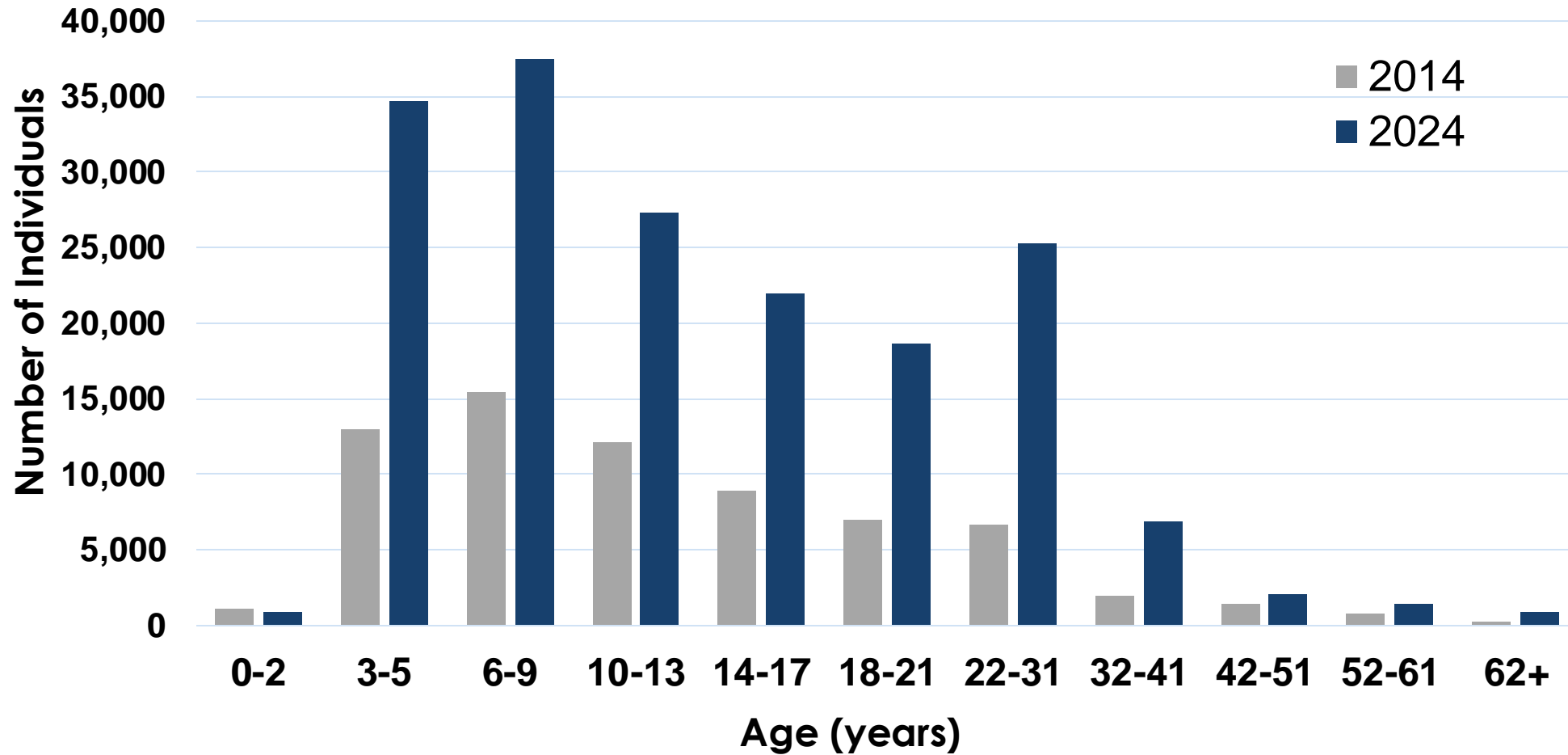
# Programs Across the Lifespan



# DDS Caseload of Individuals Served Statewide



# Autism in the DDS System



**188,800**  
individuals on the  
Autism spectrum

**78%**  
under the age  
of 22

**3.6:1**  
Ratio of Males to  
Females

# DDS Autism Services Branch

## Our Focus

*A system of services and supports reflective of autistic individuals, to improve outcomes and choices*

*Build statewide capacity and expertise to meet the needs of a changing system*





# Autism Helpline and Resource Hub

## Autism Helpline



autism@dds.ca.gov



(833) 815-2337



DDS Department of Developmental Services

Consumers Services Regional Centers Vendors Initiatives Transparency Search

Home | Initiatives | Welcome to the DDS Autism R...

### Welcome to the DDS Autism Resource Hub

- Information and tools related to Autism for self-advocates, families, caregivers, direct support professionals, providers, and other partners.
- Learn about Autism and related supports and services in California.
- Find links to agencies that can assist individuals in accessing additional services and resources.
- New resources, tools, and information will be added on an ongoing basis.
- Connect with us and learn more by emailing [autism@dds.ca.gov](mailto:autism@dds.ca.gov) or calling 833-815-2337.

**Autism Helpline**

The Autism Helpline is open to all! Please contact us for information and resources:

833-815-2337

[autism@dds.ca.gov](mailto:autism@dds.ca.gov)

[www.dds.ca.gov/initiatives/autism/](http://www.dds.ca.gov/initiatives/autism/)

# Workforce Initiatives

1. RC Employee Tuition Reimbursement Program
2. DSP Training Stipend Program (closed)
3. Bi-/Multi-Lingual Pay Differential
4. DSP Internship Program
5. DSP University & Wage Differentials
6. Technology Pilot Program



[www.dds.ca.gov/initiatives/workforce-initiatives/](http://www.dds.ca.gov/initiatives/workforce-initiatives/)

# Coordinated Family Supports (CFS) Service

CFS is a new service option specifically designed for adults who are 18 years+ and choose to live in their family home.

CFS provides assistance with the coordination of services and supports that allow adults to continue living in their family home such as:

- Developing skills in the home
- Coordinating & getting services delivered, including help with “generic services”
- Helping people access their community



[www.dds.ca.gov/services/coordinated-family-support-service/](http://www.dds.ca.gov/services/coordinated-family-support-service/)

# Self-Directed Services

Provides individuals and their families more freedom, control, and responsibility in choosing services and supports to help meet objectives in their Individual Program Plan (IPP).

- Choose who to hire, schedule when the person works and supervise the work
- Work with a Financial Management Service (FMS) agency to help hire, pay and verify staff skills

## **Participant-Directed Services**

- For certain types of services such as Respite, Personal Assistance, and Supported Employment

## **Self-Determination Program**

- Ability to determine how their funds are spent
- Use of vendored and non-vendored services
- Ability to locate providers and hire employees who meet their specific needs and/or offer services not available through the traditional system





# Employment Initiatives



## Employment Services and Supports:

- Supported Employment
- Paid Internship Program
- Self-Directed Services – Employment Supports
- Tailored Day Services
- Additional Employment Supports

## New Employment Initiatives:

- Coordinated Career Pathways Pilot
- Employment Grants

# Competitive Integrated Employment (CIE)

CIE means employment:

- Where a person makes the **same amount of money** as a person without a disability doing similar work.
- That takes place **in the community**.
- Where people with disabilities have the **same opportunities for interactions** with customers, clients and co-workers without disabilities as their peers without disabilities.
- With the **same opportunities for advancement and employee benefits** as employees without disabilities in similar positions.
- That is **full-time** or **part-time** work, including **self-employment**.

# Supported Employment



## **Individual (Service code 952)**

- Typically, in a CIE setting
- 1:1 job coaching support
- Typically, a direct hire with the business



## **Group (Service code 950)**

- 2-8 individuals in a group
- Contracted work with the vendor
- Not direct hires
- Best suited for individuals who may not be ready to work independently

# Paid Internship Program (PIP)

- Allows wages and payroll costs up to **1,040 hours per year, per internship**
- Allows individuals with I/DD to **discover and experience** new employment opportunities
- **Opens doors to businesses** who had been reluctant to work with individuals with I/DD
- Introduces job developers to a wide range of businesses willing to work with individuals with I/DD
- **Micro-enterprises** are eligible for the PIP
- Must be at least 18 years old
- **Direct hire is a goal** but not mandatory



# Paid Internship Program - Example

## HCBS Final Rule Animation Project

- A series of fun animated shorts, designed to help understand the rights and requirements under the Home and Community Based Services (HCBS) Final Rule
- Tri-Counties Regional Center partnered with Public Pixels Media to produce the series



[Tri-Counties Regional Center - YouTube](#)

[January 22, 2024 Press Release](#)



[BEHIND THE SCENES](#)



[FOR PEOPLE RECEIVING SERVICES](#)



[FOR SERVICE PROVIDERS](#)

# Self-Directed Services for Employment

## Participant-Directed Services – Supported Employment

- A service that is provided in order to support an individual in **obtaining and maintaining competitive integrated employment, or self employment.**
- This may include **developing a plan for employment** by assessing the individual's strengths, weaknesses, skills, and desires for employment.

## Self Determination

- Employment supports are individually designed and provided in the manner specified by the planning team to **assist participants to gain and retain employment, including self-employment, in community integrated work environments** to achieve the participant's personally defined outcomes.
- The intended outcome of this service is **sustained paid employment at or above minimum wage in an integrated setting** in the general workforce, in a job that meets personal career goals.

# Tailored Day Services

- Includes the goal of further development of an individual's employment suitability, customized training services with flexible schedules and fewer program hours resulting in positive benefits, with individuals **developing skills in employment, participating as a volunteer, attending post-secondary education programs, and engaging in community integration.**
- Can be used in **conjunction** with other day program, look-alike day program, supported employment program, or work activity program

# Additional Employment Options



## Employment Preparation Through Day Program

- Employment training as a part of their program day
- Resume building
- Interview skills
- Paid work experience

# Coordinated Career Pathways (Service Code 956)

- Pilot service for individuals in **Work Activity Programs, earning subminimum wages, or within two years of exiting high school**
- Includes two services:
  - **Career Pathway Navigator** (subcode NAV)  
The Navigator helps **navigate** the individual and their family through career planning and identifying what is needed to achieve identified career goals.
  - **Customized Employment Specialist** (subcode CES)  
The CES assists the individual in securing a job that is **customized** to their unique talents, skills, and interests that matches the needs of an employer.
- **18-month service** but can be extended to 24 months
- Can be used alongside other employment, community integration or other regional center services
- Additional resources including FAQs can be found at [Coordinated Career Pathways \(CCP\) Services : CA Department of Developmental Services](#)





# DDS Employment Grants



In 2021, DDS received **\$10 million** in funding to establish a grant program to improve **access to services that increase pathways to employment.**

- **45** grants were awarded
  - 8 12-month grants
  - 37 18-month grants
- Grants focused on Autism population:
  - CLU Transitions – Customized Employment for Neurodiverse Digital Artist in Remote Work
  - Orange County Asperger’s Support Group – Autism In Entertainment Conference
  - UC Davis – Promoting CIE for Young Adults with Autism
  - USC – Pathways to CIE in Advanced Manufacturing and Web Development

# DDS Employment Webpage



## DDS Employment Webpage

DDS has launched a new Employment Services Webpage. Read about employment services, get resources and see employment data throughout the state.

[www.dds.ca.gov/services/work-services/](http://www.dds.ca.gov/services/work-services/)

# New Individual Program Plan (IPP) Format

A new **Individual Program Plan (IPP) format** will be used by all regional centers starting January 1, 2025.





# How We Got Here



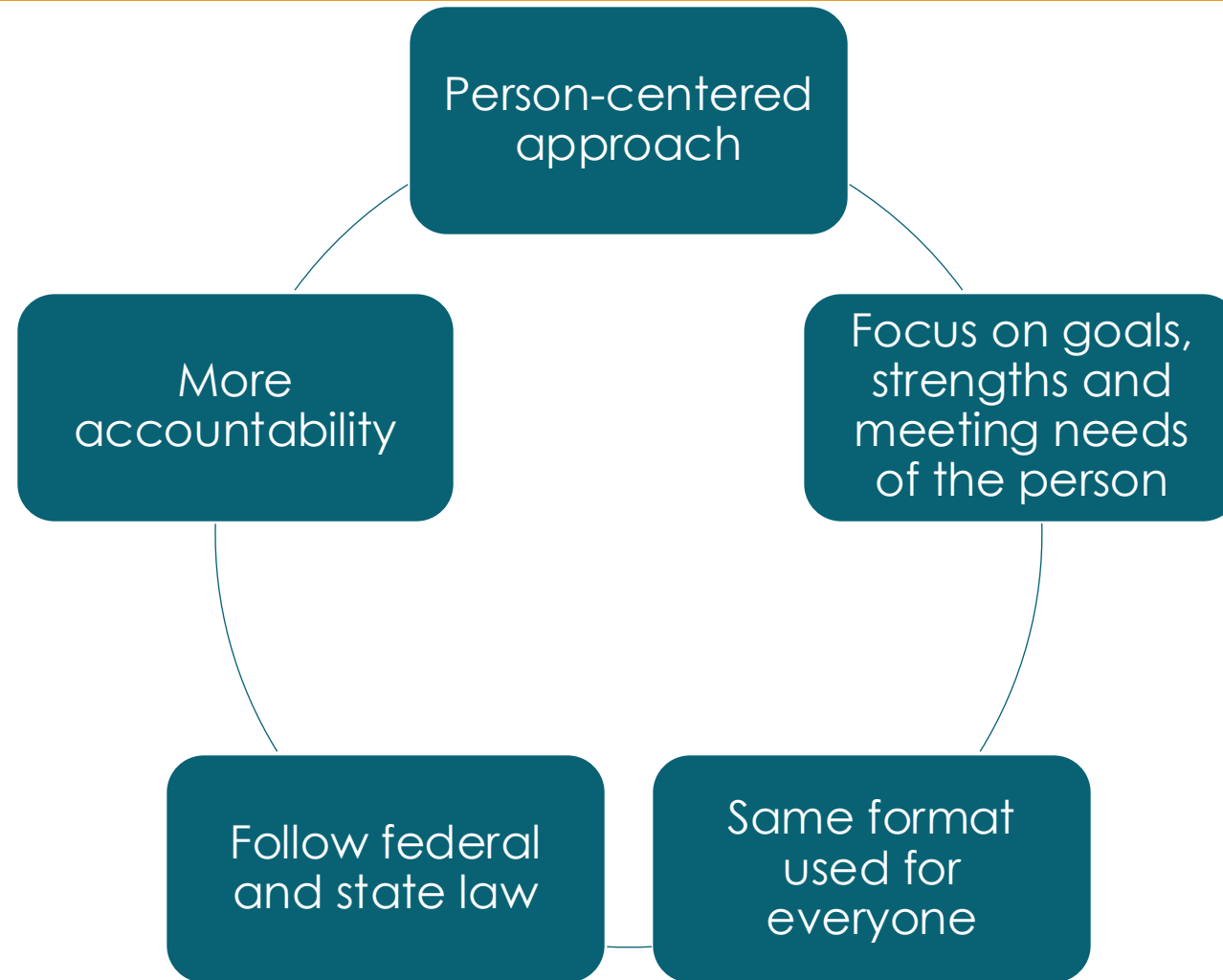
**August 2022:** Regional Center Performance Measures (RCPM) created measures for Person-Centered Services Planning

- People served by regional centers have person-centered services plans
- Regional center service coordinators demonstrate person-centered planning skills

**September 2023:** SB 138 was put into law

- Requires DDS to establish a standardized IPP and procedures
- Regional centers begin using the new IPP by January 1, 2025
- Be integrated with the new case management system
- Provide statewide uniformity and consistency
- Promote equity in the practices and services of regional centers

# Goals of Standardization



# Changes to the IPP

## What's New



- Increased flexibility in what an individual wants to include in their plan
- Opportunities to practice person-centered approaches
- Focus on strengths and links personal preferences to goals and desired outcomes
- Standard format and process across regional centers
- Some areas or prompts may be new
- How Medicaid-Waiver eligibility is addressed in the IPP

## What's The Same



- Statute and requirements of the IPP
- The regional center's role in the IPP
- The assessment of needs and services
- Documentation of required information sharing

# Regional Center Implementation

## **Certified Person-Centered Thinking Facilitation Trainers**

- Every regional center has at least one staff in this role
- Teach service coordinators person-centered practices
- Train staff on how to use the new IPP

## **Updates to Record System**

- All 21 Regional Centers will include information in the new IPP Format, regardless of the record system used
- Will be available in multiple languages

## **DDS Technical Assistance**

- Three training sessions for regional centers
- Instructional guide to support standard procedures
- Frequently Asked Questions based on trainings
- Provide ongoing support into 2025



# Resources for the Community

**Guides:** Interactive tools to think about goals, strengths and successes

- Your Plan – for self-advocates and adults
- Your Child's Plan – for families with children ages 3-13
- Your Youth's Plan – for young adults ages 14-22 and their families
- Translations will be available in 11 languages

**Trainings:** About the new IPP format and how to use the guides

- DDS Consumer Advisory Committee – November 12
- Family Resource Center Network of California – November 13
- For the Community – December 5 & 18
- Additional opportunities coming in January and beyond

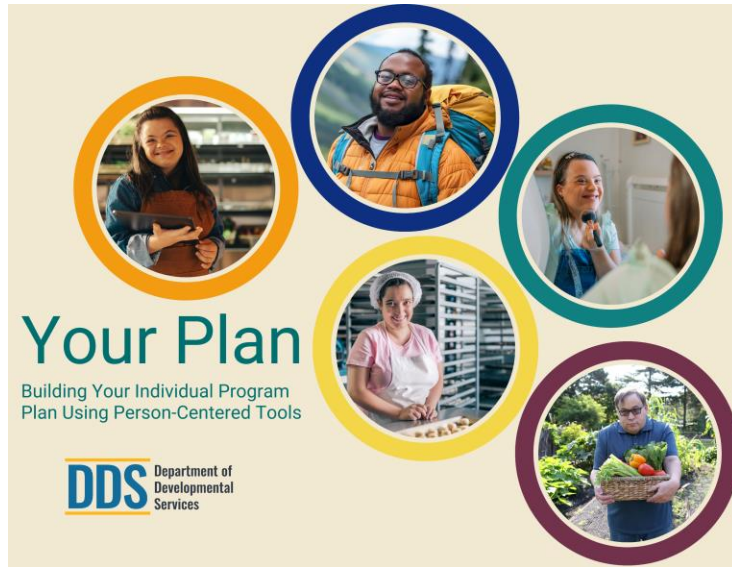
**Videos:** Additional ways to learn about person-centered practices and the IPP

- Interview-style series with individuals and families
- Animated series





# Resources for Individuals and Families



**Your Plan**  
Building Your Individual Program Plan Using Person-Centered Tools

**DDS** Department of Developmental Services



## Your Child's Plan

Support for Building Your Child's (ages 3-13) Individual Program Plan (IPP) Using Person-Centered Tools



## Your Youth's Plan

Support for Building Your Youth or Young Adult's (ages 14-22) Individual Program Plan (IPP) Using Person-Centered Tools



# Answers to Common Questions

- All 21 Regional Centers will begin using this IPP format January of 2025
- The standard procedures are included in the guide for regional centers
- Not all IPPs will change on the same day
- You will use the new IPP format the next time you have a new IPP meeting
- You can invite other people to participate in your IPP meeting
- The IPP does not replace your person-centered plan if you are in the Self-Determination Program
- The guides will have shorter versions that you can use
  - ABOUT YOU
  - ABOUT YOUR CHILD
  - ABOUT YOUR YOUTH
  - DURING YOUR MEETING
  - AFTER YOUR MEETING
- Using the guides is not required but may help individuals and families think about their IPP ahead of time



# Where You Can Get More Information About the IPP

1. Register for the next training on December 18, 2024: [Webinar Registration - Zoom](#)
2. Watch a recording from the December 5, 2024 training, see the new IPP format or get a copy of *Your Plan*: [Individual Program Planning : CA Department of Developmental Services](#)
3. Talk to your service coordinator





# Provider Directory



**PROVIDER**  
D I R E C T O R Y



Currently under development with regional centers and service providers.

Future phases will launch the Provider Directory with access for individuals and families.

[www.dds.ca.gov/initiatives/provider-directory/](http://www.dds.ca.gov/initiatives/provider-directory/)

# Offices of the Ombudsperson

## DDS Division of Community Assistance and Resolutions



Office of the Self-Determination Program Ombudsperson



Office of the Lanterman Ombudsperson



Office of Quality Assurance



Office of Risk Management



Office of Community Appeals and Resolutions

# Offices of the Ombudsperson

## Role of the Ombudsperson

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- Providing information
- Facilitating solutions to disagreements
- Investigating Complaints
- Reporting to the Legislature
- Recommending changes to DDS and the Legislature

# Offices of the Ombudsperson

## What We Do Not Do

- Decide disputes in favor of one party or another
- Represent someone in hearing
- Make a recommendation to a court or hearing officer
- Overturn a fair hearing final decision

# Offices of the Ombudsperson

## How to Get Information or Assistance

Lanterman Ombudsperson Website at [Office of the Ombudsperson - CA Department of Developmental Services](#)

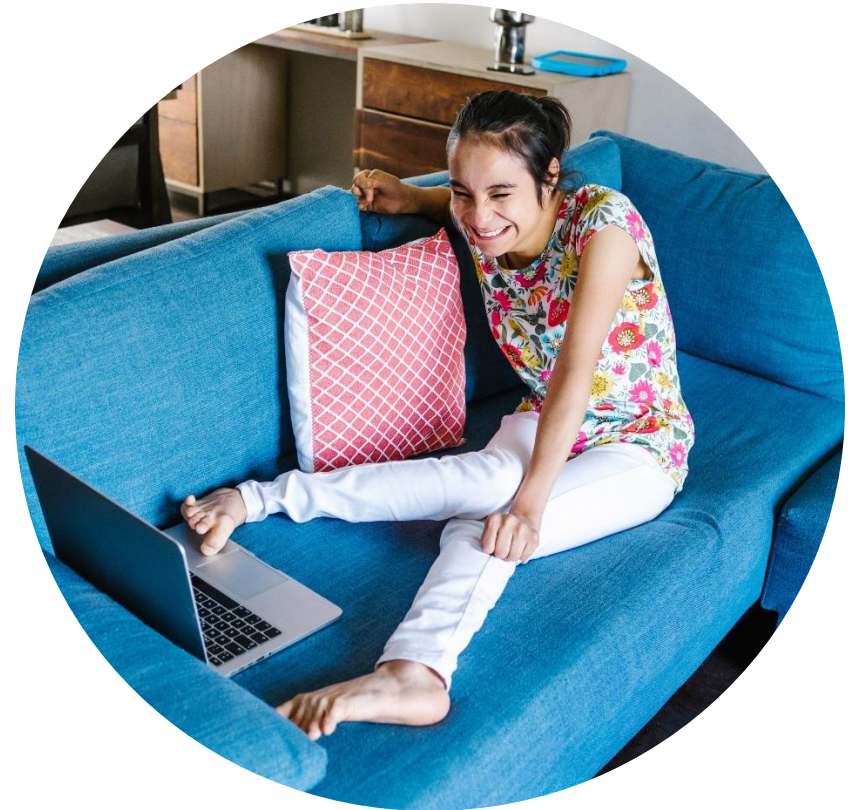
Email: [Ombudsperson@dds.ca.gov](mailto:Ombudsperson@dds.ca.gov)

Call 1-877-658-9731

Self-Determination Ombudsperson Website  
[Office of the Self-Determination Program Ombudsperson : CA Department of Developmental Services](#)

Email: [SDP.Ombudsperson@dds.ca.gov](mailto:SDP.Ombudsperson@dds.ca.gov)

Call 1-877-658-9731



# Master Plan for Developmental Services

- The Master Plan will seek to create and strengthen bridges that connect the developmental services system to other critical systems across CalHHS, and other systems and services including education, housing, employment, transportation, and safety
- Members of the Master Plan for Developmental Services Committee appointed by the CalHHS Secretary
- Five Workgroups established
- Intent to deliver a Master Plan by March 2025



**MASTER PLAN** *for*  
Developmental Services

Sign up for regular updates by contacting [DSMasterPlan@chhs.ca.gov](mailto:DSMasterPlan@chhs.ca.gov).

For more information visit : [www.chhs.ca.gov/home/master-plan-for-developmental-services](http://www.chhs.ca.gov/home/master-plan-for-developmental-services)

# CalHHS Behavioral Health Initiatives

## Children and Youth Behavioral Health Initiative

[www.cybhi.chhs.ca.gov/resource-external/](http://www.cybhi.chhs.ca.gov/resource-external/)

- Free resources, toolkits, coaching, and apps related to mental health and wellbeing for children and youth (0-25 years) and families



## 988 Crisis Line

[www.988lifeline.org/](http://www.988lifeline.org/)

- Available 24/7, free and confidential for individuals in crisis or family members needing support
- Accessible by phone, text, chat, videophone
- Special options for veterans, LGBT+
- English/Spanish/ASL



## CalHOPE

[www.calhope.org/](http://www.calhope.org/)

- Free peer counseling, mental health and wellness tools and resources
- Warmline, chat, virtual support groups



**CalHOPE**

**(833) 317-HOPE (4673)**

# DDS Contact Information



**[info@dds.ca.gov](mailto:info@dds.ca.gov)**



**(833) 421-0061**

**TTY: 711**



**[www.dds.ca.gov](http://www.dds.ca.gov)**



**Thank You!**

