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01000 INTRODUCTION (01/12)

The California Department of Rehabilitation was established on October 1, 1963, in accordance with Chapter 1747, Statutes of 1963. The Department is a part of the California Health and Human Services Agency. The functions and responsibilities of the Department are contained in Sections 19000 - 19855 of the Welfare and Institutions Code.

01100 VISION STATEMENT (04/12)

Employment, Independence, and Equality for all Californians with Disabilities

01200 MISSION STATEMENT (01/02)

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.

01300 ORGANIZATION (01/13)

The Department is organized into an Executive Division, Administrative Services Division, Specialized Services Division, Blind & Visually Impaired and Deaf & Hard of Hearing, Independent Living and Community Access Division, Vocational Rehabilitation Employment Division and Vocational Rehabilitation Policy and Resources Division. A copy of the Department's Organization Chart can be accessed from the InDOR Intranet homepage.

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01400 EXECUTIVE DIVISION (01/13)

The Executive Division consists of the Director, Chief Deputy Director and Executive Offices including: Audit Services, Office of Civil Rights, Legislative and External Affairs, Office of Legal Affairs and Regulations/Mediation and Fair Hearing, and the State Rehabilitation Council.

01410 Audit Services (01/12)

Audit Services provides an independent, objective appraisal function designed to add value and contribute to the overall success of the Department's programs and operations by evaluating its activities in the areas of management and fiscal accountability, risk mitigation, adequacy of controls, operational processes, and compliance measures.

Audit Services conducts audits, reviews, and investigations as mandated by federal or state law, the State Administrative Manual, or as directed by the Department's executive management in accordance with an audit plan. Audit Services also provide consulting services to the Department's staff and community partners through activities such as reviews of draft policies and procedures; technical assistance on fiscal monitoring and administrative controls; guidance on program service delivery; and record-keeping requirements.

Audit Services enhances the Department's ability to meet its mission and goals by promoting operational efficiency and effectiveness, fiscal oversight, and compliance with prescribed federal and state laws, regulations, and policies.

01411 Office of Civil Rights (01/13)

The Office of Civil Rights (OCR) administers four programs for the Department which are: The Equal Employment Opportunity Program; the Reasonable Accommodation Program; the Bilingual Services Program; and the Consumer Discrimination Complaint Process. Through the administration of these programs the OCR ensures that the Department has nondiscriminatory policies and practices and provides Equal Employment Opportunities to all job applicants and employees; the provision of Reasonable Accommodations to job applicants and employees; effective communication with the limited English speaking

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public served by the Department; and Discrimination Complaint resolution to clients/consumers of the Department.

01412 Legislative & External Affairs (01/13)

Legislative & External Affairs (LEA) is the Department's liaison to the Legislature and manages the Department's legislative program. It represents the Department before the Legislature and in meetings with other Departments and various community groups regarding legislative issues. . LEA tracks state and federal legislation and makes recommendations to Health and Human Services Agency and the Governor's Office to support or oppose bills impacting the Department's programs and consumers.

LEA, through its Public Affairs Office, manages official departmental external and internal communications including: press releases, speeches, editorials, and articles. LEA uses a variety of print material and multimedia presentations to effectively communicate with people with disabilities and stakeholders. Activities include developing and hosting events, creating brochures, managing the website and social networking venues, advertising, and procuring all promotional materials. LEA provides the official response to inquiries from the public and the media, striving to develop and maintain productive working relationships both locally and statewide. Additionally, LEA provides stakeholders with relevant departmental information in order to solicit input on major programmatic developments and policy changes. By facilitating stakeholder involvement with the Department, LEA enhances the Department's relationships with a variety of community, business, and nonprofit organizations, as well as government leaders and other agencies. Internally, LEA uses a variety of tools to educate and inform the Department's staff about program goals and activities, encouraging programmatic engagement and communication among all levels of the organization.

01413 Office of Legal Affairs & Regulations/Mediation & Fair Hearing (07/13)

The primary responsibility of the Office of Legal Affairs and Regulations is to provide legal advice to the Department, its Director, Chief Deputy Director, management, and employees on matters related to the operations of the Department. Legal Affairs assists managers and supervisors in taking legal action for the safety of Department employees

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through administrative action and restraining orders. Legal Affairs provides formal written advice in response to requests submitted through management and verbal advice regarding the interpretation of applicable laws and regulations. Legal Affairs also assists in the drafting and review of legislation, regulations, correspondence for public record act requests and case-related matters, adverse and other personnel actions. It represents the Department in federal arbitration, administrative hearings before the State Personnel Board and the Office of Administrative Hearings and matters involving other governmental agencies. Legal Affairs also reviews and processes subpoenas for Department records that are received by other divisions or offices. An appeals Analyst within Legal Affairs assists applicants and consumers in appealing Department decisions with which they disagree. The Analyst communicates directly with consumers, provides information about the appeals process, discusses options available to resolve issues and provides forms necessary to request mediation and/or fair hearing before an impartial hearing officer. Legal Affairs monitors and provides support to the Attorney General's Office in litigation involving the Department and the employees of the Department where related to the operations of the Department. Legal Affairs will also assist with any matter in which an attorney has contacted a Department employee or manager.

01414 State Rehabilitation Council (01/12)

The State Rehabilitation Council (SRC), in partnership with the Department, assures that all Californians with disabilities are represented, informed and empowered; receive necessary, sufficient and timely individualized services; and that these services are excellent and lead to meaningful employment. The SRC consists of a diverse membership, who are interested in and representative of Californians with disabilities. The SRC works in partnership with the Department to review evaluate and advise the Department regarding its specific and overall performance and effectiveness. The SRC also works in partnership with the Department to develop, agree to, and review state goals and priorities.

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01500 ADMINISTRATIVE SERVICES DIVISION (01/12)

The Administrative Services Division consists of a Deputy Director and four administrative branches/offices: Financial Management Branch, Operations and Accountability Office, Information Technology Services Branch and Human Resources Branch.

01510 Financial Management Branch (01/12)

The Financial Management Branch (FMB) comprises the following administrative sections: Accounting Services, Budgets/Fiscal Forecasting and Research, Business Services, and the Contracts and Procurement Sections. The branch is responsible for providing a wide array of fiscal and business related services that are critical to the support of the Department's employees, programs, service providers, and consumers.

01511 Accounting Section (07/13)

The Accounting Section maintains the overall expenditure control and accountability of the Department's budget. Accounting Services' functions are categorized into three main sections: the Accounts Payable Unit, the Revolving Fund/Employee Services Unit and the Financial/Fund Accounting Unit.

The Accounts Payable Unit is responsible for auditing and processing all invoices for the Department in accordance with California state and federal rules and regulations. This includes purchase orders, service orders, direct transfer, contract and Cal-Card invoices for consumer and administrative expenditures.

The Revolving Fund/Employee Services Unit is responsible for maintaining the Department's travel program including travel and training expense claim processing; issuing travel/training/salary advances; payroll distribution; maintaining the imprest cash and AMEX accounts/cards; and revolving fund accountability.

The Financial/Fund Accounting Unit is responsible for maintaining the financial records of the Department including California state and federal reporting, cash management, certified expenditure match, cash match, accounts receivable, and the Business Enterprises Program. This unit is also responsible for encumbering contracts and working with budget and

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program staff on establishing organization codes, account codes, expenditure/object codes and fund sources for California state, federal and program tracking purposes.

01512 Budgets, Fiscal Forecasting and Research Section (01/12)

Budgets, Fiscal Forecasting and Research section staff work with the Department's program and administrative staff to evaluate annual needs and prepare a spending plan for the Department on behalf of the Governor. With the assistance of the Budget Officer, the Department's Executive management presents and explains the annual budget request to the Legislature. Throughout the fiscal year, the Budget Office staff monitors appropriation authority and expenditures and provides this information to Executive management and Department staff. In addition to its budget responsibilities, the Fiscal Forecasting and Research Unit staff examine fiscal trends and forecast program budgetary needs. The Unit provides research studies, planning coordination, evaluation, statistical information, reports and analyses of the Department's performance. It provides trends and projection information and complies with the guidelines of the Department, the State of California, and the Federal Government concerning consumer data collection.

01513 Business Services Section (01/12)

The Business Services Section provides statewide support services to all the Department's programs. Business Services has statewide responsibilities which include: Facility Management, Property/Equipment Inventory Management, Printing Services, Mass Reproduction and Mailing, Postage Meter Contracts, Records and Forms Management, Health and Safety, Continuity of Operations/Continuity of Government (COOP-COG), Merit Award Program, Vehicles, Administrative Directives and Manuals, Copier Purchasing, Central Office Building Maintenance, Braille Services, Delegation of Approval Signatures and the Recycling Program.

01514 Contracts & Procurement Section (01/12)

The Contracts and Procurement Section provides statewide support services to all the Department's programs. The Section is comprised of two major functions: the Contracts Unit and the Procurement Unit.

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The Contracts Unit prepares and processes approximately 1,800 contracts/grant agreements, researches state/federal contract administrative policies and provides consultation to programs and state contractors and prepares administrative guidelines/procedures and ensures compliance with state/federal policies and regulations.

The Procurement Unit provides statewide support to the Department's offices that provide services to over 100,000 Californians with disabilities annually. The Procurement Section prepares and initiates purchasing requests for programs and administrative functions, provides guidance and training to Department employees to ensure compliance with state/federal guidelines and regulations, initiates Reasonable Accommodation purchases of AT goods and services for the Department's employees, assists with statewide coordination for the Consumer Vehicle Modification Program and management of the Department's CAL-Card program.

01520 Operations and Accountability (07/13)

The Operations and Accountability (O&A) office includes the O&A Officer, Management Analysis and Review Section, Planning Unit, and State Rehabilitation Council (SRC) Executive Officer. O&A assists the Department with long-range planning, research, and performance management, develops standards and performance metrics for program evaluation and quality assurance, and manages or oversees critical inter- and cross-divisional initiatives and departmental projects/activities that promote innovation and cost-saving efficiencies. O&A also provides reporting, surveying, technical assistance, and support for the SRC.

01521 Operations and Accountability Officer (07/13)

The Operations and Accountability Officer (O&A Officer) provides high-level policy development, oversight, leadership, and monitoring of Department initiatives, projects, and activities. The O&A Officer oversees and/or monitors the development or submission of the Department's required reports to the Rehabilitation Services Administration to ensure compliance with federal regulations; promotes the strategic directions with all stakeholders on an ongoing basis; oversees and advises on associated policy for the Department's strategic planning and implementation activities; oversees the coordination of external audits, responses, and preparation of corrective action plans; serves as the liaison between the

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Department and the Rehabilitation Services Administration; and oversees the development and implementation of major cross-divisional projects.

01522 Management Analysis and Review Section (07/13)

The Management Analysis and Review Section (Section) coordinates or performs operational reviews and management analysis assignments to assess the effectiveness and accountability of departmental operations. Section activities include conducting management analysis and reviews of the Department's performance, quality, compliance, and effectiveness of operations and internal management controls; advising management on and coordinating responses to, and compiling corrective action plans for, audits or reviews issued by external entities and Audit Services; and tracking and validating corrective action plans to ensure actions have been taken and findings/risks have been resolved. Also, the Section manages or oversees critical inter- and cross-divisional initiatives and departmental activities, and provides technical assistance, information, and guidance on risks, policies, and procedures which assists the Department to operate effectively and efficiently in support of its mission and goals.

01523 Planning Unit (07/13)

The Planning Unit conducts a variety of long-range planning and research activities and program analysis including preparing and monitoring the State Plan for Vocational Rehabilitation and State Plan Supplement for the Supported Employment Services Programs; providing quarterly updates on the State Plan and staff support to the SRC; conducting public meetings/hearings; conducting and reporting on the triennial Comprehensive Statewide Needs Assessment; facilitating and reporting on Strategic Planning activities; researching, coordinating, and responding to external inquiries on departmental programs; conducting and reporting on the triennial Organizational Climate Survey; providing consultation and guidance to Department sections on planning activities; and providing support, tracking, and/or oversight of Department issue memos or activities on inter- and cross-divisional policy initiatives or projects.

01524 State Rehabilitation Council Executive Officer (07/13)

The State Rehabilitation Council Executive Officer provides support for the State Rehabilitation Council (SRC) to complete its tasks and responsibilities as mandated by Title I of the Rehabilitation Act. SRC

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Executive Officer activities include technical and programmatic assistance on SRC projects and activities; administrative and logistical support; preparation, analysis and distribution of materials, information, and agendas; and functioning as a liaison between the Department and the SRC.

01530 Information Technology Services Branch (01/12)

The Information Technology Services Branch (ITSB) is responsible for setting the vision and developing strategies in the area of information technology and accessibility. The ITSB anticipates, plans, and installs technology to support the Department's administrative and service delivery functions.

Specifically, the Information Technology Services Branch includes these functional components: Oversight of technology procurement; Customer Service Support, including Help Desk and PC Support; Privacy and Information Security; Database Administration; Web Application Development and Web Support; Network Administration; Programming and Analysis and Application Development; Assistive Technology Support and; Telecommunications.

01531 Information Security Office (01/12)

The Information Security Office (ISO) is responsible for managing the Department's information security program, educating employees about their information security and privacy protection responsibilities, managing threats and incidents impacting Department information assets (resources), and working in partnership with employees to protect the privacy (confidentiality) of information pertaining to the Department's consumers, providers, employees, and other individuals.

01540 Human Resources Branch (01/12)

The Human Resources Branch consists of the Personnel Services Section, Staff Development Section, Workforce Succession Planning & Diversity Office and the Labor Relations Office. The branch is responsible for providing a wide array of human resources related services that are critical to the support of Department employees.

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01541 Personnel Services Section (01/12)

The Personnel Services Section is responsible for maintaining a classification and pay structure that is responsive to the Department's needs, providing eligible lists from which candidates may be selected to fill vacant positions or be promoted, issuing pay checks to all employees, providing consultation to supervisors on the progressive discipline process, providing information to employees about their benefits, and administering the Department's workers' compensation program.

01542 Staff Development Section (01/13)

The Staff Development Section (SDS) collaborates with internal and external partners to ensure all staff receives appropriate training. SDS develops in-service training in partnership with Subject Matter Experts (SMEs), monitors out-service training and maintains in-service and out-service training records for Department staff. SDS also develops policies and procedures to support training for Department staff.

01543 Workforce Succession Planning & Diversity Office (01/13)

The Workforce Succession Planning and Diversity (WSPD) Office is responsible for the development, coordination and implementation of a statewide diversity outreach, succession and workforce planning program. WSPD collaborates with Executive and Senior Management, Human Resources, Staff Development, Planning Unit, Legal, Civil Rights, and field staff, to develop Department policy to establish, implement, and monitor strategies designed to meet the Department's goals of improving vocational rehabilitation services to identified unserved and underserved communities and to recruit and retain a workforce with the necessary language and cultural skills to enable the Department to serve all Californians with disabilities.

01544 Labor Relations Office (01/12)

The Labor Relations Office consists of a Labor Relations Officer who serves as the Department's liaison to the California Department of Human Resources on labor relations matters; represents the Department during collective bargaining; reviews all grievances and complaints at the second level for the Director; conducts investigations, researches and prepares recommendations to the Director; serves as liaison to bargaining units

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(unions); reviews policies; is the Department's consultant for administration, managers and supervisors on labor relations issues; reviews incompatible activities, conflicts in interest and the serves as the Filing Officer for the Statement of Economic Interest filings (Form 700); and reviews and advises management on nepotism policy.

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**01600 SPECIALIZED SERVICES DIVISION, BLIND & VISUALLY
IMPAIRED AND DEAF & HARD OF HEARING (01/12)**

The Specialized Services, Blind & Visually Impaired and Deaf & Hard of Hearing Division consists of a Deputy Director and includes: California Vendors Policy Committee, Blind Advisory Committee, Deaf & Hard of Hearing Advisory Committee, Disability Advisory Committee, Business Enterprises Program, Orientation Center for the Blind, Blind Field Services, Services to the Blind/Visually Impaired, and Deaf & Hard of Hearing Services. The purpose of the division is to assist persons who are blind and visually impaired and deaf and hard of hearing in gaining competitive employment; enlarge economic opportunities for persons who are blind or visually impaired and deaf and hard of hearing and enhance the independence and self-sufficiency of blind and visually impaired and deaf and hard-of-hearing persons.

01610 California Vendor Policy Committee (07/13)

The California Vendors Policy Committee (CVPC) is the biennially elected committee of blind vendors fully representative of all blind vendors in the Business Enterprises Program. Some of the committee's responsibilities are to participate in major administrative decisions, and policy and program development; receive and transmit grievances of vendors and assist such vendors at their request; participate in the development and administration of a transfer and promotion system for vendors; participate in developing training and retraining programs and sponsor meetings and instructional conferences for vendors.

01620 Blind Advisory Committee (07/13)

The Blind Advisory Committee (BAC) provides advice to the Department on means to increase competitive employment, enlarge economic opportunities, enhance independence and self-sufficiency, and in methods of improving services for persons who are blind or visually impaired. The BAC represents the wide and diverse interests of blind and visually impaired rehabilitation consumer constituencies. BAC Members are either blind or visually impaired and/or have experience in providing services to individuals with vision loss.

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01630 Deaf & Hard of Hearing Advisory Committee (07/13)

The Deaf & Hard of Hearing Advisory Committee (DHHAC) provides advice to the Department on the means to increase competitive employment, enlarge economic opportunities, enhance independence and self-sufficiency, and on methods for improving services for persons who are deaf, hard of hearing, late deafened, and deaf/blind. The DHHAC members represent the wide and diverse spectrum of individuals who have hearing losses served by the Department. DHHAC Members are either deaf or hard of hearing and/or have experience in providing services to individuals with hearing loss.

01640 Disability Advisory Committee (07/13)

The Disability Advisory Committee (DAC) assists the Department in its efforts to enhance employment and promotional opportunities, as well as, equal treatment and physical and programmatic access for persons with disabilities.

The DAC focuses its efforts on the following topics:

- Promoting disability employment awareness.
- Providing ideas and feedback related to Department efforts to recruit, retain and provide upward mobility employment.
- Advising the department regarding its provision of a reasonable accommodation
- Enhancing health and safety

01650 Business Enterprises Program (01/12)

The Business Enterprises Program (BEP) provides training and employment for persons who are legally blind in the management of food service and vending facilities on public and private properties throughout California. The BEP promotes and develops new locations in public and private buildings for vending and food service operations. Other services include the design and installation of new facilities, remodeling of older facilities, training of new vendors, consultation to all vendors to improve profitability of their businesses and general program oversight.

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01660 Orientation Center for the Blind (01/12)

Under the director of a Program Director, The Orientation Center for the Blind (OCB) assists adults adjusting to vision disabilities and newly blind individuals by immersion in a residential environment that is respectful, knowledgeable and empowering. Credentialed teachers and qualified rehabilitation professionals provide a full curriculum of classes and experiences individually tailored to assist each student to reach their full potential for self-sufficiency.

01670 Blind Field Services (01/12)

Blind Field Services was established in 2003, as a result of the passage of SB 105, and is a Section of the Specialized Services Division, which provides comprehensive services to people who are blind or visually impaired. . All services are provided by Rehabilitation Counselors for the Blind (RCB) who have specialized knowledge and skills in serving people with vision loss. The services assist people to achieve independence, equality and employment.

01680 Deaf and Hard of Hearing Services (01/12)

Deaf and Hard of Hearing Services Section (DHHS) provides technical consultation and assistance to Department district management, Rehabilitation Counselors for the Deaf and their supervisors, and other field staff statewide on service delivery to consumers who are deaf, hard of hearing, late deafened, and deaf-blind. DHHS recommends, develops, and implements policies related to vocational rehabilitation services to this population. DHHS staff participates in evaluation of consumer cases, assist individual counselors, as requested, in effective case management, and train Department staff in providing services to population. DHHS also coordinates the Deaf and Hard of Hearing Advisory Committee, which is comprised of various external subject mater experts from community, education and consumer groups to stay current on trends, issues and services to deaf and hard of hearing individuals. DHHS conducts evaluations of bilingual proficiency in American Sign Language for departmental and other state agency personnel.

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**01700 INDEPENDENT LIVING & COMMUNITY ACCESS DIVISION
(01/12)**

The Independent Living & Community Access Division consists of a Deputy Director and includes: Independent Living & Assistive Technology, Disability Access Services, California Committee on Employment of People with Disabilities, Client Assistance Program and Traumatic Brain Injury Program. Independent Living & Community Access Division strives to increase the independence of persons with disabilities.

01710 Independent Living & Assistive Technology Section (01/12)

Independent Living and Assistive Technology section provides the Department with leadership, guidance and oversight of the California Assistive Technology and Independent Living programs. The Department is the lead agency coordinating the required California state leadership and California state level activities, advised by the Assistive Technology Advisory Committee (ATAC) representing consumers, parents and family members of individuals with disabilities, service providers, assessment and training professionals, and state Department representatives.

The primary mission of the California Assistive Technology Program is to improve the provision of AT to individuals with disabilities of all ages through comprehensive, statewide programs that are consumer responsive. The California AT Program makes AT devices and services more available and accessible to individuals with disabilities and their families.

To increase the independence of persons with disabilities, the Department of Rehabilitation grants funds to not-for-profit independent living centers (ILCs) statewide. This program is mandated by the Rehabilitation Act of 1973, as amended, and the Welfare and Institutions Code 19801-19806. Funding through the Department supports core services of: information and referral, independent living skills training, housing advocacy and referral, referral for attendant services, individual and systems advocacy, and peer counseling.

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01720 Disability Access Services (01/12)

Disability Access Services (DAS) provides public information, training and technical assistance for state and local government, consumers, employers, businesses and disability advocacy organizations on disability rights, reasonable accommodation, and program access. DAS provides physical access expertise for employers, businesses, architect design professionals and building officials. DAS analyzes the impact on California state and federal legislative and regulatory changes on disability rights, reasonable accommodation and program access, providing subject matter expertise and consultation with entities on policies and practices of statewide influence on disability, physical access and program access including digital/information technology.

01730 California Committee on Employment of People with Disabilities (01/13)

The California Committee on Employment of People with Disabilities (CCEPD) is established to advance the employment of all Californians with disabilities. The primary function of the committee is to consult with and advise the Secretary of the Labor and Workforce Development Agency and the Secretary of the California Health and Human Services Agency on all issues related to full inclusion of people with disabilities in the workforce, in order to:

1. Bring individuals with disabilities into gainful employment at a rate that is as close as possible to that of the general population.
2. Support the goals of equality of opportunity, full participation, independent living, and economic self-sufficiency for these individuals.
3. Ensure that state government is a model employer of individuals with disabilities.
4. Support state coordination with, and participation in, benefits planning training and information dissemination projects supported by private foundations and federal grants.

Committee membership includes people with disabilities, business leaders, service providers, state Department directors, and representatives of the workforce development system. Staff support for the CCEPD is provided by the Department of Rehabilitation and includes: coordination of meetings in accordance with the Bagley-Keene Open Meeting Act, research and

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analysis of policies related to employment of people with disabilities, and collaboration with other workgroups and committees in the state working on similar issues. The CCEPD is also charged with coordinating an annual event for youth with disabilities.

01740 Client Assistance Program (01/12)

The Client Assistance Program (CAP), as a result of the 1984 Rehabilitation Act Amendments, provides advocacy services to the clients of the Department, as well as applicants, and former clients for all projects, programs, and facilities funded under the Rehabilitation Act. CAP is administered by the Department with services provided by independent advocates who are under contract with not-for-profit community based organizations across the State. The availability of the CAP is identified in an information booklet provided to all clients and applicants of Rehabilitation Act funded services.

The purpose of CAP is to maximize accessibility to programs funded under the Rehabilitation Act. At times, clients may have problems working with the staff of the Department or the staff of other agencies who provide services funded by the Rehabilitation Act. Sometimes they may believe that their individual rights have been compromised or violated, or they may not understand or agree with the actions taken by staff regarding eligibility or services requested. To resolve such issues, the advocates may provide any combination of the following services: information about client rights and responsibilities; investigation of clients' complaints or disagreements; assistance in negotiating mutually acceptable solutions to disagreements; representation at administrative reviews and fair hearings; and post appeal reviews and assistance in filing legal actions when indicated.

01750 Traumatic Brain Injury Program (01/12)

The Traumatic Brain Injury program provides leadership and direction to promote employment, independence and equality for growing needs of Californians with TBI. The Department partners with the seven California TBI program service providers to support the TBI population. The program supports core services of community reintegration services; family and community education; service coordination services; vocational supportive/extended supported employment services; and supported living services.

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**01800 VOCATIONAL REHABILITATION EMPLOYMENT DIVISION
(01/12)**

Vocational Rehabilitation Employment Division (VRED) under the direction of the Deputy Director is responsible for service delivery of the Federal Title I Vocational Rehabilitation Services Program in 13 districts including, Redwood Empire, Northern Sierra, San Joaquin Valley, Greater East Bay, San Francisco, San Jose, Santa Barbara, Inland Empire, San Diego, Van Nuys/Foothills, Greater LA, LA South Bay and Orange/San Gabriel. The services assist eligible individuals in achieving their employment goals by providing training, assistive technology, supported employment and job placement support. Field staff of Vocational Rehabilitation Employment Division conducts eligibility determinations for applicants for services and direct post-employment services for individuals who find jobs as a result of our services.

01810 Customer Service Unit (01/13)

Customer Service Unit (CSU) of the Vocational Rehabilitation Employment Division (VRED) provides essential leadership and support to the VRED in the following areas: Coordinate, investigate, and respond to the VRED related concerns and complaints by consumers, staff, and other stakeholders; Research and make recommendations related to consumer service delivery issues and best practices; Coordinate and lead projects to support the VRED and Department management; Coordinate and provide leadership related to technical support to ensure compliance with state and federal regulations, including Rehabilitation Services Administration standards and indicators.

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**01900 VOCATIONAL REHABILITATION POLICY AND RESOURCES
DIVISION (01/12)**

Vocational Rehabilitation Policy and Resources Division (VRPRD) under the direction of the Deputy Director is responsible for the formulation, implementation, and evaluation of departmental programs, policies, and procedures for Vocational Rehabilitation Service Delivery. It consists of the Collaborative Services/Workforce Development and Social Security Programs Branch and the Community Programs Support and Development Branch.

**01910 Collaborative Services/Workforce Development and Social
Security Programs (01/12)**

The Collaborate Services/Workforce Development and Social Security program under the director of an Assistant Deputy Director is comprised of the following programs/sections: Cooperative Programs and Transition Services, Human Services Cooperative Program, Workforce Development and the Social Security program. The programs are responsible for the coordination of the Department's efforts with state and local education agencies, state and local mental health agencies and the Department of Developmental Services and Regional Centers, coordinating planning, policy, and procedures for delivery of transition services to students with disabilities, who are consumers of the Department, with the California Department of Education and the Chancellor's Office of the California Community Colleges. As well as coordination of Local Cooperative Programs, implementation and monitoring of the Workforce Investment Act, relations with public and private sector business relations, veteran's projects and the Youth Leadership form and coordinating the Department's social security administration program including the social security reimbursement program and the Ticket to Work Program.

01911 Cooperative Programs and Transition Services (01/12)

Cooperative Programs and Transition Services is responsible for coordination of the Department's efforts with state and local education agencies, state and local mental health agencies and the Department of Developmental Services and Regional Centers. On the state level, the Section coordinates planning, policy, and procedures for delivery of transition services to students with disabilities, who are consumers of the Department, with the California Department of Education, the California

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Community Colleges Chancellor's Office, California State Universities, and the Regents of the University of California. The Section also provides statewide coordination of local cooperative programs with various agencies, including: mental health agencies, secondary education agencies, adult schools, Regional Occupational Centers and Programs, community colleges, State universities, and Universities of California, Regional Centers, and TBI service agencies and programs.

01913 Workforce Development (01/12)

The Workforce Development Section (WDS) develops and coordinates linkages with the business community in order to increase meaningful employment opportunities for individuals with disabilities. These linkages with public and private sector employers help to increase the awareness of the business community on the benefits of hiring individuals with disabilities. WDS works collaboratively with the business community to develop strategies to increase the quantity and quality of employment of individuals with disabilities. WDS also provides employment information, resource materials, technical assistance and training to Department field staff for the successful implementation of local employment strategies. WDS bridges the gap between the business community and the Department's consumer base through the development and distribution of labor market information, employment trends, internship opportunities and access and accommodation information.

01914 Social Security Program (01/12)

The Social Security Programs Section (SSPS) establishes working relationships and partnerships with other agencies to assist in the provision of Vocational Rehabilitation (VR) services to beneficiaries of Supplemental Security Income and/or Social Security Disability Insurance (SSI/SSDI). The SSPS is responsible for the overall administration of the Social Security Administration (SSA)/VR Cost Reimbursement Program which provides a significant source of program revenue to the Department. The Section is also a resource on Social Security Work Incentives, the Ticket To Work Program (TTW) and other available consumer benefits and services. These work incentive programs are intended to encourage beneficiaries to decrease dependence on SSI/SSDI benefits while at the same time increasing their own independence through opportunities to obtain meaningful employment without premature termination of needed health benefits. SSPS manages the daily operation of a toll-free line where

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staff responds to TTW inquiries from the public and refers potential Department SSI/SSDI applicants to appropriate Department field offices.

**01920 Community Programs Support and Development Branch
(01/12)**

The Community Programs Support and Development Branch under the direction of an Assistant Deputy Director is comprised of: Centralized Services, Medical Services, Community Resources Development and the Mobility Evaluation Program. The branch is responsible for technical consultation, certification and vendorization of community-based programs, administers grants to establish and improve community-based programs, drafts Department policies and procedures for VRED, coordinates internal and external audit and program review compliance issues and findings for VRED and provides multiple services to meet various mobility and transportation needs.

01921 Centralized Services Unit (01/12)

The Centralized Services Unit (CSU) provides staff support to the Deputy Directors and technical assistance to each district. Responsibilities of CSU include: Analysis and evaluation of issues, processes, and policies relating to the administration of the vocational rehabilitation program for Vocational Rehabilitation Employment Division (VRED) and Specialized Services Division (SSD) field staff; Development, review, and update of VR program guidance memorandums and Rehabilitation Administrative Manual (RAM) chapters, including RAM 30 - Record of Services documentation requirements, AWARE Reference Guide (ARG) and Frequently Asked Questions (FAQ's); Analysis of the impact of California state and federal legislative and regulatory changes on the Department's VR program operations; Support of work groups and special projects impacting VR operational goals and objectives requiring multi-divisional collaboration, such as AWARE configuration management and VR Modernization (VR Mod); Planning, development, and follow-up on the Department's State Plan and Strategic Plan objectives sent to the Rehabilitation Services Administration (RSA); statewide coordination of clerical and fiscal processes affecting the VR program; Contract administration for mediation, telephonic interpreting, and language translation.

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01922 Medical Services Unit (01/12)

The Medical Services Unit (MSU) is responsible for providing technical advice and assistance to field staff and management on policies related to the medical aspects of the vocational rehabilitation program. The MSU serves as liaison to statewide health care providers, and it oversees quality assurance in the delivery of medical services and commodities to the Department's consumers, including monitoring standards for services delivered and adherence to regulations, administrative procedures, and medical procedure codes and rates. The MSU develops and distributes information and resources regarding the delivery of medical and psychological services.

The Statewide Medical Coordinator in consultation with the Chief, Centralized Services and the Statewide Medical Consultants, is responsible for maintaining the effective delivery of medical services at the district level which is facilitated by providing training for field staff to ensure accurate authorizing and invoicing of medical services and in the medical aspects of disability and the vocational rehabilitation process.

01923 Community Resources Development Unit (01/12)

Community Resources Development (CRD) provides training and technical assistance to approximately three hundred (300) Community Rehabilitation Programs (CRP's) to ensure quality vocational rehabilitation services are available to the Department's applicants and consumers. CRD is responsible for the vendorization process--the approval process for new programs. CRD Specialists work closely with the District Administrator in each of the fourteen (14) districts to identify and fill service gaps by developing and/or expanding CRPs. CRD Specialists are also responsible for the ongoing certification of services provided by CRPs in accordance with service specifications and standards outlined in the Guidelines for Certification and Vendorization. For programs that are mandated to be accredited by the national Commission on Accreditation of Rehabilitation Facilities (CARF), CRD Specialists monitor compliance of those standards, which expand and enhance the Department's standards. If there are concerns or questions that arise about a vendor, the CRD Specialist works closely with the local District and CRP on evaluating and resolving those issues. CRD administers the Department's Establishment Projects. In partnership with CRP's, these Projects establish, improve or develop

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vocational rehabilitation services for the Department's applicants and/ or consumers.

CRD also maintains the Rehabilitation Resources Directory, a comprehensive database of CRPs providing services to the Department's consumers. This web-based, on-line tool provides information such as location, services provided, qualifications and languages spoken for each of the Department's certified vendors to assist Department applicants and consumers, in collaboration with the Department's rehabilitation counselors, in making effective choices regarding service providers.

01924 Mobility Evaluation Program (04/13)

The Mobility Evaluation Program (MEP), located in the Bell Office, offers driving evaluation services for qualified consumers of the Department. These assessments address the needs of drivers as well as consumers who will travel as passengers. They result in written recommendations for vehicle and vehicle modifications. Driver training is also provided. Additional services for consumers include wheelchair and onsite assistive technology assessments.

Reasonable accommodation evaluations are available for the Department's employees. Reports generated as a result of these evaluations provide recommendations for wheelchair seating, assistive technology to solve problems encountered in work, school, and home sites, and for reasonable accommodation of employees.