

POLICY AND PROCEDURES

/ X / Purchase Of Service / / Agency Operations

/ / DRAFT REVIEW DATES:

/ X / Final P & P

Effective: July 15, 2015

Date of Next Review:

	Employment First /Habilitation Services
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Eastern Los Angeles Regional Center ELARC is committed to identifying strategies, best practices and incentives to increase integrated and gainful employment opportunities for people with developmental disabilities.

I. DEFINITIONS:

Habilitation Services (WIC 4851) means community-based services purchased or provided to an adult with a developmental disability. It includes services provided under the Work Activity Program and the Supported / Customized Employment Program proposed to prepare and maintain the individual at the highest level of vocational functioning, and/or to prepare the individual for referral to vocational rehabilitation services.

- Competitive Employment** is defined as work in the competitive labor market that is performed on a full-time or part-time bases in an integrated setting; and for which an individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who are not disabled.
- Customized Employment** is defined as individualizing the employment relationship between an individual seeking employment and employers in ways that meet the needs of both. It is based on a personalized determination of the strengths, requirements, interests, and ideal employment conditions of an individual with a disability, and is also designed to meet the specific needs of the employer. Customized Employment is not a program but rather a set of principles and strategies that result in employment. It may include employment attained through self employment job development, entrepreneurship, or restructuring strategies that result in job responsibilities being customized and individually negotiated with the employer to fit the need of the individual with a disability.

- Micro Enterprise is a subset of customized employment that is defined as a small business owned by an individual formed around the person's interest and developed based on market needs and interests. The person's talents take precedence in designing a business. A thorough self sufficient business plan is developed, implemented and maintained by the owner (the individual) with or without reasonable support. The individual will demonstrate and establish their business plan and financial means. The small business shall comply with all regulatory requirements stipulated in CCR, Title 9 sections 7136.8
- **Supported Employment** is defined as paid work that is integrated in the community for individuals with developmental disabilities. This includes provision of ongoing support services necessary for the individual to retain employment. Supported Employment may be provided in individual or group settings.
- **Work Activity Program (WAP)** is defined as services provided by, and determined through, the regional center IPP process. A consumer shall be referred to a provider of habilitation services / the Department of Rehabilitation that include paid work, work adjustment and supportive habilitation services in a sheltered workshops, work activity centers, or community-based work. Work activity programs WAP's may include developing good work safety practices, money management skills, and appropriate work habits. Supportive habilitation services may include social skill and community resource training as long as the services are necessary to achieve vocational objectives.
- **Internship** is defined as method of on-the-job training, which may be paid or unpaid, similar to apprenticeship for trade or vocational jobs, and are usually understood to be temporary positions

II. CRITERIA:

ELARC shall consider the above services if the following are applicable:

- An adult with a developmental disability who demonstrates the interest to work.
- Or a person old enough to work that has not already received a certificate of completion or graduated. If an individual is receiving services from the school district, then he/she will be referred back to the school district to access those options.
- Is willing to access and exhaust generic services

III. AMOUNT OF SERVICE:

The amount of service hours will be discussed with the Individual Program Plan (IPP) Planning Team and determined based on the assessment as well as recommendation by the interdisciplinary team, as appropriate. Alternative funding sources shall be utilized before regional center services are considered.

IV. ALTERNATIVE FUNDING RESOURCES:

Effective July 1, 2009, WIC 4659(a), was amended to include that regional centers shall not purchase any service that would otherwise be provided through generic resources.

Upon request and decision of the interdisciplinary planning team to procure an employment service, the service coordinator shall assist the consumer / parent or authorized representative to explore all generic community resources.

While the resources listed below may not in all cases serve as alternative funding resources, they must be explored as supplemental funding resources.

- Veteran's Administration (VA)
- Social Security Administration (SSA) - Ticket to Work
- SSA Work Incentives such as Plan to Achieve Self Support (PASS)
- Family, consumer and other private resources
- Other state and local generic resources
- Small Business Administration
- One Stop Work Source Centers
- Private Trusts
- Department of Rehabilitation
- Employment Development Department (EDD)

V. PROCESS FOR PURCHASE OF SERVICE APPROVAL:

During the IPP meeting the SC discusses with the consumer and his/her authorized representative/legal guardian, or the transition age individuals, options related to day activities, employment, education etc. If the consumer's preference is that he or she would like to work, then the SC will provide options available; competitive employment, supported employment, customized employment, micro-enterprising, work activity, internships / volunteer etc.

The SC will review the list of vendors in SANDIS and provides any other pertinent information related to the area of choice to consumer / parent or authorized representative.

The SC is encouraged to use the following resources when discussing Employment

with consumers: My Choice, My Future Booklet, the PCT Employment Questionnaire (CS 11-704), The Rehabilitation Resource Directory – www.rehab.ca.gov

The service coordinator will make all efforts to provide at least three options of service providers abiding by WIC 4648(a)(6)(D and comply with *WIC section 4648 subd. (a)(6)(D ...to review the cost of providing services or supports of comparable quality by different providers and to choose the least costly available provider, including transportation, who is able to accomplish all or part of the consumer's IPP consistent with the particular needs of the consumer and family as identified in the IPP. In determining the least costly vendor, the availability of federal financial participation shall be considered. The consumer is not required to use the least costly provider if it will result in the consumer moving from an existing provider of services or support to more restrictive or less integrated services and supports.*

VI. EVALUATION OF SERVICE EFFECTIVENESS:

Consumer/family feedback will serve as the primary mode of evaluation of service effectiveness. Such feedback will be formally obtained through the quarterly review and report on progress towards the IPP objectives developed through the person centered planning meeting. The annual review of this plan will also provide the opportunity to evaluate the effectiveness of the service.

ELARC has incorporated the Customized Wage Employment Milestones from Griffin – Hammis Associates, LLC, into this POS Guideline

EMPLOYMENT PROTOCOLS

Competitive Employment

If an individual would like to be competitively employed, ELARC will encourage job application process.

1. SC will refer individual to local generic resources (See Alternative Funding Resources Section of this Policy).
2. ELARC will monitor that employment via the IPP process. Although regional center may not be funding for support services, a need may arise to support the individual for a limited time in order to assist the individual to retain that employment. Generic resources shall be explored before regional center funding is considered.
3. The SC will document in SANDIS / database under the Primary Consumer Information Screen- Day Program Field that the consumer is in competitive employment. In addition, the SC will document in the primary Consumer Information Financial Screen – Wages Field, the individual's hourly wage.

Internship

If Internship is selected, the referral process is coordinated by the service coordinator.

1. The SC shall contact the agency or resource, ask to speak with the Internship Coordinator/ or person in charge of internships to check if there are any internships slots available. If so, then a referral shall be made.
2. A consent for release of information will be obtained by the SC.
3. Upon receipt of the consent for release of information, the SC shall forward a referral packet to Internship Coordinator and the individual will be contacted to attend orientation and complete application.
4. Internship coordinator shall contact consumer for interview and if accepted, the vendor shall notify consumer and ELARC.
5. The SC shall complete a POS Request for Internship if applicable and submits it to supervisor for review and approval. Once approved, the POS request is forwarded to POS for processing.
6. The IPP/Addendum is completed detailing clearly the specified roles between the Internship provider, all other providers and the individual receiving services.
7. The SC will document in SANDIS / database under the Primary Consumer Information Screen - Day Program Field that the consumer is in internship. In addition, the SC will document in the primary Consumer Information Financial Screen – Wages Field, the individual's hourly wage, if applicable.
8. The SC shall review a progress report on a semi-annual basis to determine if progress on goals has been made.
9. Within 3-6 months of the Internship ending, Internship Coordinator will assist consumer to open up a case with the Department of Rehabilitation. Internship Coordinator will contact SC with date of intake meeting with DOR, with consent from consumer. SC will attend DOR intake meeting.
10. The Internship may be up to 1 year of unpaid learning experience where consumer is gathering knowledge and competency in the work environment. There are four rotations / three slots available.

Supported Employment

In collaboration with DOR, if Supported Employment is considered, the first step is to determine whether the referral will be made for individual or group type of supported employment. Please note: DOR is the responsible agency that determines and funds the appropriate type of supported employment).

1. The SC shall provide consumer/ parent with the opportunity to exercise informed choice and at least three options of service providers and adhere to WIC 4648 subd (a)(6)(D).
2. Upon selection, the SC shall obtain written consents from consumer/ parent to provide a referral to the Supported Employment vendor and to the Department of

Rehabilitation.

3. The SC shall provide referral to the Supported employment vendor.
4. The SC shall refer the consumer to Department of Rehabilitation (DOR) so that an application is completed. SC will include chosen Supported Employment vendor name in the referral.
5. SC shall provide DOR with signed consent from consumer/ parent allowing exchange of information and inform the DOR counselor that ELARC would like to be sent copies on all progress reports and informed of DOR intake meeting.
6. SC to complete Department of Developmental Services Form DS 1968 and send to DOR counselor. SC shall accompany consumer and Service Provider (SEP) vendor to intake meeting with DOR.
7. DOR may authorize a vocational assessment, placement and intensive services with a vocational rehabilitation – (SEP).
8. The SEP completes a 30 day Individualized Habilitation Service Plan- Form DS1961 (IHSP) within 30 days of placement. With consent, ELARC shall also receive a copy of monthly report.
9. DOR funds the VR-SEP services until the consumer reaches stabilization (typically no more than 6 months).
10. The DOR Senior Vocational Rehab Counselor notifies ELARC's Employment Chair/ SC, at least 15 calendar days prior to the transfer, that the consumer has achieved stabilization and will transfer to habilitation extended services.
11. DOR also sends ELARC the Notice of Transition to Extended services- DR387
12. The IPP/Addendum may be completed, detailing clearly the specified roles between SE provider, all other providers and the individual receiving services. IPP addendum shall include amount of job coaching / supervision hours per month ELARC funds as well as a fade out plan of services. Supported Employment Program services consist of any combination of the allowable supports identified the IPP and specified in the IHSP for a consumer as necessary to enable that consumer to perform integrated work for pay through a supported employment placement" [Cal.Code Regs.,tit. 17, Section 58830, Sun. (a)].
13. SEP should provide SC with an IHSP every 6 months.
14. SC will review case every 6 months to determine appropriateness of continued funding of services.
15. The SC will document in SANDIS / database under the Primary Consumer Information Screen - Day Program Field, that the consumer is in supported employment. In addition, the SC will document in the primary Consumer Information Financial Screen – Wages Field, the individual's hourly wage.

Customized Employment

If it has been determined that Customized Employment (CE) is the preference or preferred choice, for example consumer (has attempted other employment, but was unsuccessful, consumer/parent has specifically requested Customized Employment, consumer has special skills and conditions of employment to negotiate)

1. The SC shall provide consumer/ parent with at least three options of Customized Employment service providers and adhere to WIC 4648 subd (a)(6)(D).
2. The SC completes a Customized Employment Review Committee Referral Form and packet which includes the following documents (IPP, CDER, Psychological evaluation, other program reports, etc.) and adds an objective to IPP.
3. The SC then submits the referral and packet to Supervisor for review and signature.
4. Once approved, the supervisor routes packet to the Community Services (CSMD) Supervisor.
5. The CSMD Supervisor assigns a community services specialist by zip code of the vendor.
6. The specialist will contact the SC to schedule a meeting with the Customized Employment Review Committee, which includes the CS Supervisor, the SC, the CSMD Supervisor or the CSMD "Employment" Specialist, and the CS "Employment" Supervisor designee.
7. The CSMD Specialist will facilitate the Customized Employment Review Committee Meeting.

The Customized Employment review committee will:

- a) Determine if basic information still needs to be gathered
- b) Discuss if consumer could benefit from another employment option or if CE is the appropriate option
- c) Inform SC to be present for Department of Rehabilitation Meeting
- d) Provide recommendations to SC on timeframes (if and when) referral shall be made to Department of Rehabilitation
- e) May provide recommendation to SC that meeting with Department of Rehabilitation should be held immediately or after some time (Similar to one above)
- f) Provide recommendations on which milestones the individual may want to achieve (including time frames on milestones) – Refer to Griffin-Hammis Associates, LLC- Customized Wage Employment Milestones)
- g) Determine and provide an estimated number of hours authorized for provider to achieve milestones as specified in letter (f) above.
- h) Document the recommendations on a CE Review form (12- 513). It will also include who was in attendance during the meeting with copies in the consumer file and CSMD log.

- i) The SC will convene an ID team meeting to discuss the recommendations of the CE Review Committee. If the ID Team is in agreement then the plan will be implemented which may include one or more of the above.
- j) Throughout the process of CE, the SC is to take the lead role to make sure reports (The Individualized vocational Assessment, profiles, employer interviews etc.) are completed and submitted.
- k) Utilizing the assessment template, the SC to review report and provide vendor feedback and possible technical assistance, with guidance from CMSD.
- l) The IPP/Addendum is completed detailing clearly the specified roles between CE provider, all other providers and the individual receiving services.
- m) The SC then sends referral packet(s) to the designated employment service provider(s).
- n) Once the provider accepts the referral, the SC shall submit to his or her supervisor, a POS Request for an assessment as per the recommendation of the Customized Employment Review Committee. Upon review and approval the POS will be routed to POS for processing.
- o) Once the assessment is received by ELARC, the SC shall schedule a 2nd review with the CE Review Committee to present the assessment to the committee for appropriateness of requested hours and plans.

The review committee shall re-convene and the following will apply:

- The committee will review the assessment
 - Discuss options
 - The committee will determine what path the individual will take; whether wage employment or micro-enterprise is more appropriate.
 - Determine an estimated number of hours for next phase / milestone
 - The specialist will document notes on the original form including new dates of most recent notes
- p. The service provider shall complete an IHC (DR) or an ISP to submit to ELARC.
 - q. The Individualized Service Plan shall be developed by the service provider and a copy shall be forwarded to the Department of Rehabilitation Counselor and the Service Coordinator. In addition, the service provider shall submit an assessment which includes a transition plan, CE goals, objectives and time frames to achieve them.
 - r. Quarterly progress report shall be submitted to the regional center. A review of the assessment & transition plan will be conducted and updated if indicated.

- s. Frequent contact between the Regional center and the CE agency is required. The SC is expected to attend DOR Intake meeting and shall not wait for the quarterly meeting to discuss progress.
- t. The service coordinator will ensure that the goals discussed and identified in the IPP are addressed with the provider. The goals shall be written in the Individual Service Plan (ISP), shall be time-limited and shall include a fade-out plan. No changes shall be made to the ISP unless mutually agreed to by the IPP Planning Team.
- u. The SC will document in SANDIS / database under the Primary Consumer Information Screen - Day Program Field, that the consumer is in customized employment. In addition, the SC will document in the primary Consumer Information Financial Screen – Wages Field, the individual's hourly wage.
- v. SC will report back to the committee semi annually, six months after the start of services or more frequently if the ID team deems it to be necessary to determine consumer's progress and vendor's performance. The scheduling of this meeting will be done by the SC.

Micro-Enterprise

If it has been determined that Micro-Enterprise is the preferred choice and the individual has attempted other employment options , but was unsuccessful or the consumer/parent has specifically requested micro enterprise and the individual has special skills to negotiate then the SC shall;

1. The SC shall provide consumer/ parent with at least three options of Micro – Enterprise service providers and adhere to WIC 4648 subd. (a)(6)(D).
2. The SC completes a Micro-Enterprise CE Review Committee Referral Form and packet which includes the following documents (IPP, CDER, Psychological evaluation, other program reports, etc.) and adds an objective to IPP.
3. The SC then submits the referral and packet to Supervisor for review and signature.
4. Once approved, the supervisor routes packet to the Community Services (CSMD) Supervisor.
5. The CMSD Supervisor assigns a community services specialist by zip code of the vendor. The specialist will contact the SC to schedule a meeting with the Micro-Enterprise CE Review Committee, which includes the CS Supervisor, the SC, the CMSD Supervisor, the CMSD “Employment” Specialist, and the CS “Employment” Supervisor designee.
6. The CMSD Specialist will facilitate the Microenterprise CE Review Committee Meeting.
 - a. The Micro-Enterprise CE Review Committee will determine if basic information still needs to be gathered
 - b. Discuss if consumer could benefit Micro Enterprise and if this is the appropriate option. The expectation is that the individual has a plan of action for his/her business and that the close consideration is made

regarding whether the individual has the ability to run his /her own business, the business is feasible, whether there is a market for the proposed business, whether the business will create a profit margin (The Griffin-Hammis Associates, LLC Customized Self Employment Milestones shall be considered).

- c. Inform SC to be present for Department of Rehabilitation Meeting.
- d. Provide recommendations to SC on timeframes (if and when) referral shall be made to Department of Rehabilitation
- e. May provide recommendation to SC that meeting with Department of Rehabilitation should be held immediately or after some time (Similar to one above)
- f. Provide recommendations on which milestones the individual may want to achieve (including time frames on milestones) – Refer to Griffin-Hammis Associates, LLC- Customized Self- Employment Millstones)
- g. Determine and provide an estimated number of hours authorized for vendor to achieve milestones as specified in letter (f) above.
- h. Document the recommendations on a Micro Enterprise CE Review form (12- 513). It will also include who was in attendance during the meeting.
- i. The SC will convene an ID team meeting to discuss the recommendations of the Micro-enterprise CE Review Committee. If the ID Team is in agreement then the plan will be implemented which may include one or more of the above.
- j. The IPP/Addendum is completed detailing clearly the specified roles between Micro-Enterprise CE provider, all other providers and the individual receiving services.
- k. The SC then sends referral packet(s) to the designated Micro Enterprise service provider(s).
- l. Once the provider accepts the referral, the SC shall submit to his or her supervisor, a POS Request for an assessment as per the recommendation of the Micro-Enterprise CE Review Committee. Upon review and approval the POS will be routed to POS for processing.
- m. Once the assessment is received by ELARC, the SC shall schedule a 2nd review with the Micro-enterprise CE Review Committee to present the assessment to the committee for appropriateness of requested hours and plans.

The review committee shall re-convene and the following will apply:

- a) The committee will review the assessment
- b) Discuss options
- c) The committee will determine what path the individual will take; whether wage employment or micro-enterprise is more appropriate.
- d) Determine an estimated number of hours for next phase / milestone
- e) The specialist will document notes on the original form including new dates of most recent notes.
- f) The service provider shall complete an IHC (DR) or an ISP to submit to ELARC.

The Individualized Service Plan shall be developed by the service provider and a copy shall be forwarded to the Department of Rehabilitation Counselor and the Service Coordinator. In addition, the service provider shall submit an assessment which includes a transition plan, Micro Enterprise CE goals, objectives and time frames to achieve them.

Quarterly progress report shall be submitted to the regional center. A review of the assessment and the transition plan will be completed. It shall be updated if indicated.

Frequent contact between the Regional center and the Micro Enterprise CE agency is required. The SC is expected to attend DOR Intake meeting and shall not wait for the quarterly meeting to discuss progress.

The service coordinator will ensure that the goals discussed and identified in the IPP are addressed with the provider. The goals shall be written in the Individual Service Plan (ISP), shall be time-limited and shall include a fade-out plan.

It is expected that the business support be short term and if business support is needed ongoing, that it be funded by the business and included as a business expense.

No changes shall be made to the ISP unless mutually agreed to by the IPP Planning Team.

The SC will document in SANDIS / database under the Primary Consumer Information Screen - Day Program Field, that the consumer is in Micro Enterprise. In addition, the SC will document in the primary Consumer Information Financial Screen – Wages Field, the individual's hourly wage.

SC will report back to the committee semiannually, six months after the start of services to determine consumer's progress and vendor's performance. The scheduling of this meeting will be done by the CMSD committee and specialist.

Work Activity

1. SC shall determine if a referral to a Work Activity Center is appropriate and if selected the SC shall provide consumer/ parent with at least three options of Work Activity service providers and adhere to WIC 4648 subd. (a)(6)(D).
2. The SC shall obtain a consent form for release of information.
3. The SC shall submit a Referral form and referral packet to the selected work activity program. The packet shall include the physical exam form and all other pertinent information.
4. The SC contacts the WAP contact person to arrange a tour of WAP for consumer, if the consumer has not already toured WAP.
5. The WAP determines if it can meet the consumer's needs. WAP accepts or denies consumer into WAP and consumer contacts SC to state if they would like

- to attend WAP.
6. The SC submits a POS Request for 6 months via SANDIS and the supervisor reviews and approves the POS Request and forwards it to POS for processing.
 7. The WAP completes a 60 day Individualized Habilitation Service Plan- Form DS1961 (IHSP) within 60 days of placement to determine the individuals work skills.
 8. WAP will provide the 60 day DS1961 form to SC, upon SC request.
 9. Based on review of the 60 day IHSP, the IPP planning team makes a decision for continued work activity services or determines need for other possible options.
 10. If consumer continues to attend WAP, at 6 month time, WAP will complete a semi-annual IHSP to provide update on consumer progress and goals. SC can attend Semi-Annual IHSP planning meeting and receive 6 month IHSP by contacting WAP.
 11. Based on review of the Semi-annual IHSP, the IPP planning team makes a decision for continued work activity services or determines need for other possible options. SC completes authorization for another 6 months.
 12. If consumer continues to attend WAP, 1 year later from start date, WAP will contact SC to attend Annual IHSP meeting. WAP will provide the Annual DS1961 form to SC, upon SC request.
 13. Based on review of the IHSP, the IPP planning team makes a decision for continued work activity services or determines need for other possible options.
 14. The IPP/Addendum is completed detailing clearly the specified roles between work activity provider, all other providers and the individual receiving services.
 15. The SC will document in SANDIS / database under the Primary Consumer Information Screen - Day Program Field that the consumer is in work activity. In addition, the SC will document in the primary Consumer Information Financial Screen – Wages Field, the individual's hourly wage.