

ORANGE COUNTY

Transition Planning Resource Directory

PROGRAMS FOR ADULTS WITH
DEVELOPMENTAL DISABILITIES
2014-2015

30th Anniversary Edition

Published by



Orange County Department of Education

In cooperation with

**Regional Center
of Orange County**

**Orange County
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Introduction

The purpose of this directory is to acquaint students, consumers, parents, instructional staff, and service providers with post-school training options for adults with developmental disabilities.

The first section of the directory includes programs funded by the **Regional Center of Orange County (RCOC)**. Programs funded by RCOC are vended as *activity programs, adult development programs* and *behavior management programs*. Additional programs included in the first section of the directory are funded by the **State Department of Education** and **CalOptima**. The State Department of Education offers classes through *Adult Education* and the *Community College District*. **CalOptima** and Regional Center of Orange County fund *Community-Based Adult Services (CBAS)* (formerly called *adult day health centers*) for adults who require ongoing assistance with specialized health care needs.

The second section of the directory includes *supported employment programs*. These programs are also funded by the **Regional Center of Orange County**. Department of Rehabilitation provides time limited funding for individuals who may not be eligible for RCOC or who may not need long term funding.

Individual agencies listed in this directory are not affiliated with the Orange County Department of Education. Program descriptions were primarily developed by each agency and reflect the philosophy of that agency. Inclusion of program descriptions in this directory does not indicate an endorsement of individual agencies. It is suggested that consumers, parents, and advocates become familiar with program options in order to provide initial input in the referral process, and to make an informed choice in the placement decision. When considering individual agencies, consumers might ask service providers if consumer or parent references are available. An Adult Program Visitation Guide is offered on the following two pages. The directory also provides performance indicators and outcomes information for the calendar year to date. Information on individual agencies that allow for private pay for services is noted in each program description.

An overview of the Regional Center of Orange County (RCOC) *Employment First Policy* is presented in Appendix A. The overview summarizes RCOC's efforts to work collaboratively with school and postschool agencies to increase the proportion of consumers who are employed in integrated settings.

Special appreciation is given to the ongoing support received from Orange County Department of Education Chief of Special Education Services, Dennis Roberson; and Program Administrators, Nancy Melgares and Chris Romanosky. This directory is a joint venture with local adult service providers and the Regional Center of Orange County. Thank you, also, to Larry Landauer, Dr. Janis White, Lonny Keefover, and Dr. LeeAnn Christian of the Regional Center of Orange County for their assistance in the development of this directory.

Directory Information
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This Directory is available online at www.ocde.us/transition

**Orange County Department of Education
Special Education Services**

Adult Program Visitation Guide

The following is a list of suggested questions that you as a consumer and/or parents might ask adult service providers when visiting adult day programs. You might want to review questions ahead of time and note specific issues that may affect you/your son or daughter. When visiting a community-based site you might ask to observe individuals who have similar support needs to you/your son or daughter.

Program Name: _____

Program Hours: _____ How many individuals does your program serve? _____

What is the current staff/consumer ratio? _____

What transportation is available to get to and from program? _____

Is program serving other individuals who live in the area in which you/your son or daughter live? _____

Describe any problems your program is experiencing related to transportation. _____

If program is facility-based, describe facility setting in terms of:

Heating _____ Air conditioning _____ Safety _____

Restroom/Changing Area/Privacy _____

If program is community based, how are individual personal needs cared for in the community? _____

What emergency "back-up" systems are in place for individuals both on and off site? Include disaster preparedness measures. _____

How are other special/medical needs taken care of on-site and in the community? E.g., what supports are in place for individuals with behavior management needs? If the program serves individuals with special medical needs, what special training/emergency response is planned for seizures, G-tube, heart problems, etc.? Is an RN available? _____

How many hours per day are individuals spending in the community? _____

On public transportation? _____ On-site hours? _____

What alternative activities/sites are available if it rains? _____

How are individual needs determined? _____

What are the types of goals individuals are working on? *(If possible, obtain a copy of a sample Individual Program Plan)*

How long does it typically take individuals to obtain a job? _____

How are individuals' skills and interests considered prior to job development? _____

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Visitation Guide
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What are the current job/volunteer placements? _____

What are some of the tasks performed at the worksites? _____

How is pay determined? _____

What is the current employment rate and average hourly wage received by consumers? _____

What community activities, including recreational, are individuals involved in? *(If possible, obtain a copy of a sample community calendar)* _____

If program is facility-based, describe on-site activities/materials/equipment: _____

How are choices solicited and implemented in work and non-work activities? _____

How often are consumers surveyed on satisfaction of services, and how is this information obtained? _____

Describe qualifications and turnover rate of management and direct support staff. Include hiring practices such as fingerprinting or drug testing: _____

Do consumers ever miss program days because of staff limitations? What back up is available for absent staff? _____

What types of staff development activities are available, and how often do job coaches/direct staff participate? _____

Additional questions you may have for adult service provider regarding availability of services for you/your son or daughter. *E.g., What adaptive technology is available to consumers?* _____

ADULT DAY PROGRAMS

The first section of the directory includes programs funded by Regional Center, the State Department of Education, and CalOptima. Programs include community and site-based Activity Programs, Adult Development Programs and Behavior Management Programs. These programs provide development of self-help, community, work, and recreation/leisure skills. Current emphasis in these programs is to provide maximum level of participation in community and integrated work settings. Programs funded by the State Department of Education and CalOptima include Adult Education Classes, Community College Programs, and Community-Based Adult Services (CBAS) (*formerly called Adult Day Health Care*). Individual services that fall under these categories are also described in this section of the directory. These services are considered part of the generic service system, but also may be funded in part by Regional Center. CBAS provides specialized health care support and on-site training to those eligible through CalOptima and/or Regional Center.

REFERRAL PROCESS

The following information is based on Regional Center of Orange County's Day Program Referral Process. Early planning and careful review of program services are recommended.

- Regional Center of Orange County (RCOC) Service Coordinator contacts student/consumer, family, and school to obtain initial referral information.
- Service Coordinator meets with RCOC Adult Resources Consultation Group for recommendations on possible program options for individual.
- Service Coordinator schedules an Interdisciplinary (ID) Team meeting to discuss the request and program options with the student/consumer, family or representative. The ID Team shall consider all options available. The Service Coordinator shall provide the consumer with the most appropriate referrals to meet his/her needs. Student/consumer, family or their representative may provide their input at this time regarding program options they have explored and would like considered in the referral process.
- Referral packets are sent to targeted programs.
- Adult Programs contact student/consumer and family to schedule a visit, to discuss services, and to meet consumer.
- The student/consumer and family visit the programs and advise RCOC Service Coordinator of their choice.
- Service Coordinator completes funding process. Referral decisions are to be based on eligibility, as well as consumer choice, need, geographic area, cost effectiveness, and other variables. Telephone call is then made to the consumer or family member to inform them of the service start date.

ABILITIES UNLIMITED

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Lake Forest, Ca 92630

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Pete Perez

Program Administrator
(949) 716-3970
Website: abilitiesunlimitedllc.org

PROGRAM OVERVIEW

Abilities Unlimited is a *partially site-based adult day program* which serves adults with developmental disabilities 18 years of age and older who exhibit challenging behaviors. The staff-to-consumer ratios range from *one* staff member to *one, two* or *three* consumers, depending on individual needs. The program's mission is to provide high quality behavior support services based on the principles of Applied Behavior Analysis (ABA). The program feels that ABA is the most extensively researched and empirically proven method for treating challenging behaviors. Individualized program plans are tailored to meet the specific needs of the population the program supports. Program hours are 8:00 a.m. to 2:00 pm, Monday through Friday. Program hours may vary depending on the special needs of the consumers, families, or careproviders.

Abilities Unlimited offers an array of program services, both on-site and in the community. Services are focused on promoting self-advocacy and increasing self determination of all program participants. The program feels that by promoting self-advocacy, eliminating challenging behaviors, and establishing positive working relationships that participants will achieve their full potential as productive members of society.

Program activities are designed to develop participants' functional skills. Identified skills are task analyzed and systematically taught to the individuals served by Skill Development Trainers, as well as management personnel when the need arises. Weekly schedules are developed which outline each group's plan for the week. Schedules facilitate the teaching of time management skills as well as offering individuals choice in planning activities. Schedules also serve the purpose of being a location device so supervisory staff or external individuals/agencies can see the activities that consumers are participating in each day.

Abilities Unlimited also offers vocational, recreational and skill training opportunities on site daily. The program provides educational opportunities that assist the individuals served with increased skills in self-care, self-advocacy, vocational training, community integration, and self determination.

FUNDING

The program and transportation are funded by Regional Center of Orange County. *Vendor #HM0772 (1:3 Ratio); #PM1543 (1:2 Ratio); #PM1544 (1:1 Ratio); Transportation Vendor # HM07666*

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Abilities Unlimited* not included.

ADAPTIVE BEHAVIOR CENTER, INC.

1103 S. Harbor Blvd. #F Santa Ana, CA 92704

CONTACT: Joe Lee, Ph.D.

Administrator
(714) 531-2800
Fax: (714) 531-2801

Daniel Seok

Program Director

PROGRAM OVERVIEW

Adaptive Behavior Center, Inc. is a *community-based behavior management program* for adults with developmental disabilities. Program hours are from 8:00 a.m. to 2:00 p.m., Monday through Friday. The staff-to-consumer ratios range from *one* staff member to *one, two* or *three* consumers according to each individual's functional level, estimated potential, behavioral characteristics, and needs.

Adaptive Behavior Center, Inc. focuses on establishing, developing, strengthening, and maintaining appropriate adaptive behaviors, while at the same time managing, controlling, and gradually eliminating maladaptive behaviors in its consumers. The main focus will be directed at developing two insights. One, the consumers will be trained to develop and maintain adaptive behaviors by utilizing every useful behavior modification procedure that is available. By developing language, motor, perceptual, cognitive, affective, social, self-help, and work skills, consumers will be more independent and more able to experience a meaningful personal and social existence, and two, consumers will be given as little assistance as possible while providing just as much as necessary. Adaptive Behavior Center, Inc. believes that individuals, regardless of the severity of their disability, have a right to an opportunity to develop various adaptive behaviors to the maximum extent possible. In order to enable consumers to become as independent as they are capable, Adaptive Behavior Center, Inc. will allow individuals to do as much as possible for themselves. It is the goal of Adaptive Behavior Center, Inc. to assist consumers to advance with a high level of self-esteem, a readiness and willingness to attempt new tasks, and the perspective to view challenges in life as opportunities for growth and advancement.

Adaptive Behavior Center, Inc. also provides adaptive skills assessment and intervention services to individuals with developmental disabilities who show a range of behavior problems in a wide variety of settings such as group homes, workshops, day programs, homes, schools, and other community living facilities.

FUNDING

The program and transportation are funded by Regional Center of Orange County. *Behavior Management Program Vendor # H22953 (1:3 ratio); Vendor # PM0523 (1:2 ratio); Vendor # PM0524 (1:1 ratio); Transportation Vendor # H13708 and PM1555*

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Adaptive Behavior Center* to provide additional information on their program services:

General

- 99% of individuals are satisfied with program according to consumer satisfaction survey
- 2.5 years average tenure for direct care staff
- 6% average turnover of direct care staff
- 80% of direct staff hours are monitored by management in the community

Vocational

- 2% of consumers total employed in the community through direct hire
- 30 hours average per week per consumer employed in the community through direct hire
- \$3.52 per hour average earnings per consumer employed in the community through direct hire
- 43% of consumers are employed in the community through subcontract work
- 2 hours average per week per consumer employed in the community through subcontract work
- \$2.37 per hour average earnings per consumer employed in the community through subcontract work
- 4 hours average per week per consumer in volunteer placement in the community
- 80% of consumers are in volunteer placement in the community
- 12.7 months average job tenure for consumers in paid work
- 14.2 months average job tenure for consumers in volunteer work
- 15.1 months average length of contract per consumer placed in the community through subcontract

Day Service Activity Indicators

- 35% of program time spent in community vocational training, through paid and volunteer employment
- 30% of program time spent in community recreational/social training
- 15% of consumer program time spent in working on mobility/transportation skills in the community
- 15% of program time spent in self-advocacy training in the community including training of self determination and choice making
- 5% of program time spent in self care training in the community

Self Advocacy and Lifelong Learning

- 78% of consumers receive self-advocacy training in a community-based environment where activities are primarily focused on other goals
- 22% of consumers receive self-advocacy training in an environment where activities are primarily focused on self-advocacy goals
- 100% of consumers complete a Person Centered Plan
- 88% of consumers participate in lifelong learning activities, such as community college, career courses and adult education/vocational trainings
- 30% of consumers use various communication devices
- 50% of consumers are improving their communication skills

Self Care

- 80% of consumers have improved their appropriate dress and hygiene skills
- 10% of consumers have improved their appropriate eating skills
- 98% of consumers who benefited from special behavior support achieved a positive outcome on a special behavior plan
- 25% of consumers have improved their personal care skills

ADULT PROGRAM SERVICES, LLC

Community-Based Behavior Management Program

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Orange, CA 92865

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Executive Director
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Fax: (714) 602-6826

Jermaine Manahan, QIDP/CBMS
Director of Operations

Camille M. Lumanlan
Director of Program Services

PROGRAM OVERVIEW

Adult Program Services is a *community-based behavior management program* for individuals with developmental disabilities who are 22 years of age or older. The program is offered five days a week from 8:00 a.m. to 2:00 p.m. for most consumers. The staff-to-consumer ratio is *one* staff member to *three* consumers. The program also offers a Behavior Intervention component that allows for *one to one* support if needed. Transportation is provided.

The program utilizes several approaches to productive employment for individuals with disabilities and challenging behaviors. Training is closely supervised by a designated training supervisor. Assessment data are systematically collected concerning the individual’s interests, special needs, learning styles, work habits and behavior, personal and social skills, values and attitudes towards work and work tolerance. The primary objective of this training is to enable individuals to develop the competencies and behavior needed to secure paid employment. There are volunteer opportunities as well as prevocational activities available.

The goal of the program is to provide a milieu in which the individuals develop an understanding of their behavior, assume responsibility for their actions and learn skills to enable them to participate fully in the community and to be interdependent. Activities are focused on the following domains: independent living, pre-vocational, self-advocacy, volunteer jobs, and use of community resources. In addition to work and related community skills training, the program is committed to Person Centered Planning (PCP). Each individual has an annually updated Person Centered Plan that is uniquely tailored to complement his or her program. Personal outcome measures are utilized in the following areas: Identity, Autonomy, Affiliation, Attainment, Safeguards, Rights, and Health and Wellness. Outcome measures provide an insight to Person Centered Planning. Along with the PCP, this program also utilizes Planning Alternative Tomorrows with Hope (PATH) which uses small, manageable steps to break down the tasks to make a realistic plan that will help an individual achieve their dreams. Essential Lifestyle Planning (ELP) is also provided. ELP is a structured approach to learn how individuals want to live their lives, organize and communicate what is important to them, and ensure that they are heard regardless of the nature and severity of their disability. Adult Program Services supports individuals to pursue lifestyles of their choosing that enhance their status.

The mission of Adult Program Services is to foster independence and enhanced quality of life for individuals with disabling conditions or other special needs through maximum effort of the organization’s staff. The program seeks to work toward a future where all people whose needs limit their integration into the community can reach their highest level of human potential as responsible members of society.

FUNDING

The program and transportation are funded by Regional Center of Orange County. *Behavior Management Program Vendor # HM0982 (1:3 ratio); Program Support Vendor #PM1161 (1:1 ratio); Transportation Vendor #HM0626* Private pay for services is available.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Adult Program Services* to provide additional information on their program services.

General: Adult Program Services considers on-going staff development, an important part of consumer care. All new employees receive initial educational inservice around the concept of behavior, staff consumer relationship and total overview of the community-based behavior management program. In addition, all program staff are required to attend an hour of monthly in-service sessions for continuous training and education in the areas of behavior management, consumer care and implementation of program goals and objectives.

Day Service Activity Indicators

- 100% of consumers program time spent in community activities and volunteer job training
- 50% of consumer program time spent in vocational exploration, vocational assessment, and when appropriate vocational training
- 20% of consumers program time spent in working on mobility training in the community
- 20% of consumers program time spent in self-advocacy training in the community

Self Advocacy and Lifelong Learning

- 100% of consumers participate in different leisure skills development activities that create an atmosphere of enjoyment and relaxation among peers and staff
- 100% of consumers participate in Person Centered Planning
- 100% of consumers continue to improve their communication skills
- 90% of consumers participate in small group sessions in the area of developing coping mechanisms and reality awareness

Self Care

- 20% of consumers are learning to complete self care on their own and the importance of their general appearance
- 100% of consumers participate in basic adaptive skills activities essential to their everyday living
- 98% of consumers achieved a positive outcome working on their behavior support plan
- 80% of consumers participate in the Healthy Eating Lifestyle Program
- 100% of consumers with Restricted Health Condition follow their treatment guidelines

ANAHEIM ADULT DAY CARE

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PROGRAM OVERVIEW

Anaheim Adult Day Care (ADC) is a *site-based day program* for adults with developmental disabilities who display challenging maladaptive behaviors. Consumers may be supported at a ratio of *one* staff member to *one* consumer, *one* staff member to *two* consumers or *one* staff member to *three* consumers based on each individual's needs. Upon acceptance, a Behavior Consultant will develop an Individualized Service Plan (ISP) designed to address target behaviors and skills for the consumer. Anaheim ADC practices Applied Behavior Analysis techniques to increase pro-social behaviors as well as decrease maladaptive behaviors.

One goal for Anaheim ADC is to provide each individual the opportunity for greater independence through self-empowerment. Based on each consumer's ISP goals, a schedule is created to meet four overarching goals including: self-advocacy, self care, pre-vocational/vocational skills, and community integration. Individuals are provided the opportunity to work on site as well as enjoy community integration through scheduled community outings. Services are provided six hours a day, Monday through Friday. Transportation to and from the facility is provided by licensed and insured Anaheim ADC staff members.

The primary goal of Anaheim ADC is to provide quality behavior intervention while also promoting independence and socialization. Each consumer is assessed often to ensure they are receiving the appropriate level of support in the least restrictive environment required for success. Anaheim ADC treats every consumer with dignity and respect, recognizing and upholding the consumer's rights continuously.

FUNDING

The program and transportation are funded by Regional Center of Orange County. *Behavior Management Program; Vendor # HM0830 (1:3 ratio); Vendor # PM1675 (1:2 ratio); Vendor # PM1674 (1:1 ratio); Transportation Vendor # HM0829*

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Anaheim Adult Day Care* to provide additional information on their program services:

General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 19 months average tenure for direct care staff
- <1% average turnover of direct care staff
- 33% of direct staff time is monitored by management in the community

Vocational

- Three hours average per week per consumer employed through direct hire on site at an average of \$8 per hour
- 4% of consumers are employed through direct hire on site
- Four hours average per week per consumer in community volunteer placement

Day Service Activity Indicators

- 25% of program time spent in community and onsite vocational training including job placement, career development and employment support
- 25% of program time spent in community and onsite recreational/social training
- 25% of program time spent in self-advocacy training on site and in the community including training of self-determination and choice-making skills
- 25% of program time spent in self-care training on site and in community settings

Self Advocacy and Lifelong Learning

- 100% of consumers receive self-advocacy training in a formal classroom or community-based environment where activities are primarily focused on self-advocacy goals
- 100% of consumers also receive self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals
- 100% of consumers participate in completing a Person Centered plan
- 42% of consumers use various communication devices
- 100% of consumers are improving their communication skills

Self Care

- 100% of consumers have improved their appropriate dress and hygiene skills
- 100% of consumers have improved their appropriate eating skills
- 100% of consumers who benefited from special behavior support achieved a positive outcome on a special behavior plan
- 100% of consumers have improved their personal care skills

APAC/NOVA

12912 Brookhurst Street, Suite 440
Garden Grove, CA 92840

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Lina Kim

Program Coordinator
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PROGRAM OVERVIEW

Established in 1982, All People Access Community Services (APAC) is a nonprofit organization that provides services to adults with developmental disabilities who are 18 years of age and older. New Opportunity for Vocational Advancement (NOVA) is a *community-based day program* that provides consumers with activities and training to help foster independence in their lives and access to their surrounding communities. NOVA is offered five days per week for six hours per day at a ratio of *one* staff member to *three* consumers. Transportation is provided by APAC staff.

To better meet the needs of the growing populations of multicultural adults with developmental disabilities, more than 95% of APAC staff are bilingual in a second language. As a result, day program services are offered in more than 20 different languages, including: Arabic, Armenian, Cambodian, Cantonese, Dari, German, Illongo, English, Farsi, Japanese, Korean, Laotian, Mandarin, Spanish, Tagalog, Taiwanese, Turkish, Vietnamese, American Sign Language, Korean Sign Language, and more.

Each group participates in three activities (educational, vocational, social, etc.) per day at various locations in the community. All activities are focused in the following four domains of the APAC/NOVA program:

- 1) Self Determination: Consumers enhance long-range independence by exerting control over immediate environment through personal choice and decision-making.
- 2) Life Skills: Consumers increase long-range independence through access to available community services, public and private community agencies, and retail business.
- 3) Mobility: Consumers increase independence/mobility through access to and awareness of local environment and public transportation.
- 4) Employment: Consumers seek and maintain meaningful and integrated part-time employment with assistance from a NOVA Employment Specialist.

FUNDING

The program and transportation are funded by Regional Center of Orange County. *Day Program Vendor #HM0075; Transportation Vendor #HM0083*

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *All People Access Community Services; New Opportunity for Vocational Advancement* to provide additional information on their program services:

General

- 5 years average tenure for direct staff
- 0% average turnover of direct care staff

Vocational

- 100% of consumers are involved in community volunteer placement
- 3 hours average per week per consumer placed in community volunteer placement
- 4 months average tenure for consumers placed in community volunteer placement
- 0% average job turnover for consumers placed in community volunteer placement

Day Service Activity Indicators

- 40% of program time spent in community vocational training
- 2% of program time spent in community recreational/social training
- 20% of program time spent working on mobility/transportation skills
- 75% of program time spent training self-advocacy skills across activities
- 10% of program time spent training self-care skills in the community

Self Advocacy and Lifelong Learning

- 100% of consumers receive self-advocacy training in an informal community-based environment where activities are primarily focused on other goals
- 100% of consumers participate in completing a Person Centered Plan
- 100% of consumers participate in lifelong learning activities
- 100% of consumers are improving their communication skills

Self Care

- 20% of consumers have improved their appropriate dress and hygiene skills
- 5% of consumers have improved their appropriate eating skills
- 10% of consumers who benefited from special behavior support achieved a positive outcome on a special behavior plan
- 35% of consumers have improved their personal care skills

BEHAVIOR RESOURCES COMMUNITY PROGRAM

Central Office

155 Pier Ave., Suite B
Hermosa Beach, CA 90254
(310) 798-1111
Fax: (310) 798-1114

Program Office

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Huntington Beach, CA 92647

CONTACT; Myrna Sanchez

Program Director
(714) 372-2204
Website: behaviorresourcesinc.com

PROGRAM OVERVIEW

Behavior Resources Community Program is an Orange County *community-based integrated work program* for adults with developmental disabilities who are 18 years of age and older. The program is offered five days a week for six hours per day. Program hours are 8:00 a.m. to 2:00 p.m. for most consumers. The program currently serves 60 consumers with a ratio of *one* staff member to *three* consumers. Behavior Resources currently has staff who can use sign language; and who speak English, Arabic, Spanish, Vietnamese and Tagalog. Behavior Resources has eleven employees who have completed their undergraduate and graduate degrees in Psychology, Accounting, Finance, Human Services, Religious Studies, Anthropology, Human Development, Liberal Studies and Business Administration. Four employees are currently working on their undergraduate degrees in Psychology, Communications, Physical Therapy, and Radio, Television and Film. Consumers in the programs speak English, Spanish, Tagalog, and Vietnamese; and sign.

Behavior Resources Community Program provides integrated employment and community training. Behavior management support is provided for those individuals who need it. The program also offers a Behavior Intervention component which allows for *one to one* support if needed. The program currently provides 100% employment in the Recycling Project that enables consumers to work five days a week serving businesses, schools, hospitals and agencies throughout Southern California with their recycling needs.

The goal of Behavior Resources Community Program is to teach vocational skills and reduce maladaptive behaviors through the use of structure, consistency and full support from experienced well-trained staff.

FUNDING

The program and transportation are funded by Regional Center of Orange County. *Behavior Program Vendor #22736; Program Support 1:1 Vendor #P20851; Transportation Vendor #H23027*

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Behavior Resources Community Program* to provide additional information on their program services:

General

- 91% of individuals are satisfied with program according to consumer satisfaction survey
- 3 years, 5 months average tenure for direct care staff
- 82% of direct staff hours are monitored by management in the community

Day Service Activity Indicators

- 60% of program time spent in community vocational training including career development and employment support
- 10% of program time spent in community recreational/social training
- 10% of consumer program time spent in transporting or working on mobility/transportation skills in the community
- 15% of program time spent in self-advocacy training in the community including training of self-determination and choice-making skills
- 5% of program time spent in self care training in community settings

Self Advocacy and Lifelong Learning

- 100% of consumers receive self-advocacy training in an informal community-based environment where activities are primarily focused on other goals
- 100% of consumers participate in completing a Person Centered Plan
- 80% of consumers have improved their communication skills

CAPC, Inc.

CAPITALIZING ON CAPABILITIES

7200 Greenleaf Avenue, Suite 170
Whittier, CA 90602

111 West Las Palmas Drive
Fullerton, CA 92835

CONTACT: Itzel Ayala

Director of Services
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Sherry Beamer

Director of Quality Assurance and Services
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beamers@capcinc.org

PROGRAM OVERVIEW

CAPC's mission is to empower individuals with disabilities to maximize the quality of their lives in their home communities. CAPC believes that all people have talents and capabilities, continue to learn and grow throughout their lifetime, and can work and contribute to their community as valued members. As well, CAPC's supports are based on the principles that all people should be respected and list to, are given the opportunity to make decisions and be as independent as possible, and can lead self-directed lives.

CAPC's supports assist individuals to attain and/or maintain skills to be fully integrated in their community through employment and integrated social activities by developing personal independence. Each individual is provided information on a menu of community resources and services available to meet his/her needs, specific training to partake in varied community programs, and ongoing monitoring to assure the support plan meets the intended goals. Examples of the types of curriculum include: vocational, domestic, recreation and leisure, community, communication, social, self advocacy, education and financial management.

Supports are scheduled part-time or full-time as needed and are scheduled in natural environments, primarily in your home community. The following cities fall in CAPC's catchment area: Buena Park, Brea, Fullerton, La Mirada, La Habra, La Habra Heights, Placentia, and Yorba Linda. The CAPC offices are open Monday – Friday 8:00 a.m. to 4:00 p.m., and are closed for lunch from 12:00 p.m. – 1:00 p.m. and on the weekend. Supports are usually scheduled after 8:30 a.m., but can be available evenings and weekends.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. Acceptance into the program is determined at the completion of an assessment for services. Funding categories are accessed as indicated by an assessment for services. *Adaptive Skills Training Vendor #P27784 (1:1 ratio); Transportation #H26260, when applicable.*

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *CAPC* not included.

CAVA PROGRAM

Integrated Rehabilitation Therapies, Inc.

15237 Springdale
Huntington Beach, CA 92649

CONTACT: Julie Maunders, LCSW

Program Director
(714) 898-8866

Sherry Diamond

(714) 898-8184

PROGRAM OVERVIEW

CAVA (Clinical & Vocational Arts) Program is a *site-based adult day/behavior management program*. CAVA serves individuals, 18 years of age or older, who are dually diagnosed with *both* an intellectual disability and a psychiatric disorder and/or emotional health concern/crisis. Consumers must be able to participate in and benefit from psychotherapy. Program hours are 8:30 a.m. to 2:30 p.m., Monday through Friday. Staff/consumer ratio is *one* staff member to *three* consumers. The program accepts individuals throughout Southern California. CAVA currently has staff who speak English, Spanish, Mandarin and Korean.

Integrated Rehabilitation Therapies, Inc. (IRT) believes that the creative arts/arts therapies are especially suitable as a therapeutic learning tool and as a means of integrating persons with disabilities into the community. The staff of CAVA includes degreed/credentialed teachers, therapists and social work interns who work with consumers through the modalities of music, drama, movement, language arts and psycho-social models. CAVA staff provide individual and group therapy on a daily basis and encourage independence through self care skills, social skills, leadership skills, assertiveness, money management, making choices, and taking responsibility for those choices. If an individual's long-term goal is vocational, he or she can work on skills that are transferable to a vocational setting. Many CAVA consumers work or have worked in the past and aspire to return to the workplace. CAVA's therapeutic support aims to reduce incidences of hospitalization, and increase productivity and quality of life by addressing clinical issues before they erupt into crisis.

IRT's mission: Built on core values of love, learning, purpose and hope, IRT's mission is to empower adults with intellectual disabilities to maximize their individual potential through interdisciplinary arts-based education and vocational training, to support clients in coping with life and work through individual and group counseling, and to foster a sense of community where autonomy, personhood and meaningful work and relationships are valued.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Vendor# Behavior Management #HM0882*

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *CAVA* to provide additional information on their program services:

General

- 96 months average tenure for direct care staff (CNA's)
- 108 months average tenure for professional staff (teachers and therapists)
- All staff has daily contact with consumers

Day Service Activity Indicators

- 100% of program time spent in site-based training

Self-Advocacy

- 100% of consumers receive self-advocacy training in a formal setting where activities are primarily focused on self-advocacy goals

Self Care

- 100% of consumers benefit from a behavioral plan that is part of program
- 72% of these consumers have had successful outcomes from their behavior plans

CLEAR MOTIVATIONS

Community Based Adult Work Program

22603 La Palma Ave., Ste. 304
Yorba Linda, CA 92887

Website: www.clearmotivationsnpo.org

CONTACT: Norberto Colin, M.S.Ed.

Founder/Director
(714) 386-1292

PROGRAM OVERVIEW

Clear Motivations (CM) is a *community based work program* for adults with intellectual and developmental disabilities who are 22 years of age and older. The program is offered five days a week from 8:30 a.m. to 2:30 p.m. Transportation service is provided by CM staff. Clear Motivations has staff who speak English, Spanish, and Vietnamese. The program currently serves consumers in north and south Orange County. The program provides a staff ratio of *one* staff member to *four* participants depending on each consumer's ability, prior training, behavior and individual support needs. CM also offers program support (1:1) for consumers with health concerns.

The focus of Clear Motivations is to have all consumers effectively involved in their community 100% through integrated opportunities. CM collaborates with local community resources, businesses, and non-profit organizations for vocational training opportunities and experiences. However, employment is an option for those who seek *direct hire* with companies of interest in which on-the-job training will be provided. CM's job coaches ensure that the supported trainees are learning the required job skills such as communication and following appropriate social behavior. Visual supports such as PECS (Picture Exchange Communication System) and video modeling are individualized and are vital to the training and progression of each consumer.

Work related support services are offered such as counseling, self-advocacy facilitation, resumes, and job application workshops, mock interviews, and development of sensory fitness plans to keep the mind and body focused and ready for the next work week. Fridays at CM are an opportunity for the consumers to participate in many age appropriate activities such as dance, cooking, musical arts, and community based outings. Outings consist of many activities including miniature golf, bowling, sports events, going to the zoo and movie theater. Social interaction is essential in building social relationships and confidence. CM works to build self-esteem and sportsmanship which is seen as having great value in the process of becoming a team player.

The goal of Clear Motivations is to provide an opportunity for all individuals with disabilities to be 100% integrated at work and in the community by the use of structure, consistency and full support provided by experienced and well-trained staff. CM believes in equal opportunity for all in order to strive, showcase their talents, and apply their abilities to their long term goals.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Adult Development Center Vendor #HM1044 (1:4 ratio); 1:1 ratio is also provided at RCOC request. Transportation #HM1045. Private pay for services is available.*

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Clear Motivations* not included.

COLE VOCATIONAL SERVICES

112377 Lewis St., Ste. 104
Garden Grove, CA 92840

CONTACT: Sherry Haas

Program Director
Orange County One
(714) 703-8459
Orange County Two
(714) 703-8130
Fax: (714) 703-8812

PROGRAM OVERVIEW

Cole Vocational Services offers two *community-based adult day programs* for adults with developmental disabilities who are 18 years of age and older. The programs are offered five days a week for six hours per day. Program hours vary depending upon consumer's work schedule. Orange County One provides programming with a staff/consumer ratio of *one* staff member to *three* consumers. Orange County Two provides programming with a *one to two* ratio (funded at a 1:3), and focus on providing behavior modification support. Special 1:1 supports/ratios are also considered on an as needed basis. Cole currently has staff who can use sign language; and who speak English, Spanish, Vietnamese, Farsi, and Tagalog. Consumers in the programs sign, speak English and Spanish, and use augmentative and alternative communication.

Cole Vocational Services provides *integrated work* and *community training* with ongoing job coach support. Current job placements include janitorial, outdoor grounds maintenance, and clerical. Integrated work placement is done on an individual basis and in small groups of three or less. Volunteer work may also be done by some consumers at locations that qualify as non profit organizations. In addition to work training, related community skills are taught depending upon individual needs. These may include purchasing, banking, safety, and mobility skills.

The goal of Cole Vocational Services is to promote use of community services and provide individuals with an integrated environment. The program also focuses on reducing challenging behaviors, developing self care and vocational skills, and assisting those served to improve their communication skills.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Orange County One Vendor # H13964; Orange County Two Vendor # H22676; Transportation Orange County One Vendor #H13964; Transportation Orange County Two Vendor #H22676*

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Cole Vocational Services* not included.

CREATIVE IDENTITY

2580 W. Orange Avenue
Anaheim, CA 92804
Website: www.ci-oc.org

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Program Director
(714) 527-2508
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creativeidentityanaheim@yahoo.com

PROGRAM OVERVIEW

Creative Identity is a *site-based* day program for adults with intellectual or developmental disabilities that offers classes and training in music, performing arts, expressive arts, ceramics, and prevocational training. Creative Identity serves individuals who are 18 years of age and older. Program hours are 9:00 a.m. to 3:00 p.m., Monday through Friday. The staff-to-client ratio is *one* staff member to *four* clients, and the program currently serves 37 individuals. Basic eligibility requirements include a strong motivation to participate in music and/or art classes, ability to ambulate, ability to care for personal needs such as personal hygiene and other self-care skills, and the absence of aggressive or maladaptive behaviors. This program is especially suited to persons with skill or talent in music or art.

Creative Identity utilizes a variety of creative, expressive, and performance arts to assist clients with developing and improving cognitive skills, social skills, and prevocational skills. Through participation in the arts, clients can increase their independent thinking skills, problem solving skills, effective communication, self initiative, stress reduction/relaxation skills, positive self image and appropriate social interactions. Clients participate in classes that include: learning to play musical instruments, small ensemble singing and choir, making ceramic wares, and painting on canvas or silk items such as scarves. Client art work is offered for sale periodically through events at the program and in the community such as craft fairs. Clients can earn a commission from the sale of their work. Clients also have the opportunity to participate in bi-annual community concerts, write and produce original songs, and perform community service concerts at various local venues such as nursing homes, the Long Beach Veterans Administration, Fairview Developmental Center, and Alzheimer Day Care Programs.

Creative Identity utilizes multiple musical and artistic modalities to enhance the quality of an individual's life and to help them engage the wider society in an eloquent manner. The program seeks to provide a transitional program that will assist the individual with developing a successful lifestyle within the community as a whole.

FUNDING

The program and transportation are funded by the Regional Center of Orange County.

Vendor #H13651

Private pay for services is available.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Creative Identity* to provide additional information on their program services:

General

- 100% of individuals (and/or client family members) are satisfied with program according to consumer satisfaction survey
- 80% of consumers surveyed indicated that the program was doing an excellent job to meet their needs
- Each type of class (music therapy, expressive arts, ceramics, computer skills, creative writing, life skills, etc.) is tracked daily during program hours with regard to client progress, maintenance, and/or regression in previous progress. Music, expressive arts, and ceramics skills are evaluated in detail on a quarterly basis and compared with yearly baseline skill levels to target specific areas of growth and challenge.
- Client progress on goals and objectives is evaluated a minimum of two times a year. Adjustments to goals and/or objectives are generally made at the time of the client's annual or semi-annual review, and sometimes modifications are made at quarterly reviews to address new concerns or increase the standards for clients who have met previous goals and/or objectives
- In 2012, 81% of clients made progress or maintained previous progress levels on at least two out of three of their goals, 14% made progress or maintained previous progress levels on one of three goals, and only 5% demonstrated regression in their previous progress levels on two out of three of their goals.
- 4 years average tenure for direct care staff
- Clients spend 80% of program time participating in music, expressive arts, ceramics, and prevocational training
- Clients spend 20% of their program time participated in exercise, gardening, class set up and clean up, and life skills classes including basic math, reading, menu planning, budgeting, self advocacy, appropriate communication and social skills
- Executive Director and Founder, George Gilliam, was honored by the Regional Center of Orange County with the 2012 Excellence in Support Services Award

DISCOVERY LLC

12843 Beach Blvd.
Stanton, CA 90680

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Administrator
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(714) 222-9483

Arleen Doan
Director
(714) 963-9424

Adoracion "Dori" Mauricio
Assistant Administrator
(714) 892-0754

PROGRAM OVERVIEW

Discovery LLC is a *site-based adult day program* that meets the needs of physically challenged adults over 18 who would benefit from an education program. Program hours are 8:30 a.m. to 2:30 p.m., Monday through Friday. Staff/consumer ratio is *one* staff member to *three* consumers. Augmented ratios may be available if approved by Regional Center of Orange County. Discovery LLC currently has staff who speak English, Spanish and Vietnamese. Individuals in the program speak English and Spanish. Nonverbal consumers use communication devices. Discovery LLC provides some restricted/specialized health care support.

Goals of the program are:

- 1) To stimulate consumers to learn more about, and become involved in their community.
- 2) To establish an appreciation of art, music, drama.
- 3) To create awareness of responsibility in maintaining health and well-being.
- 4) To challenge consumers to improve their skills for greater independence.

Discovery LLC has a variety of classes available to consumers including adaptive physical education which is taught twice weekly for 45 minutes by a Cypress College instructor. Daily classes include an exercise class where stretching and range of motion are encouraged with staff assistance. For those who are able, a motorized bike is utilized. Efforts are made to augment the programs in the residential facilities or homes. There is a daily review of current events, with encouragement for sharing ideas. This is one of the venues used to develop communication skills. Educational classes include health awareness, geography, history, astronomy, nature, and money management. There is access to the internet with two computers. Computers are used by consumers to research class projects, and to send e-mail to family, friends and legislators when there are issues of advocacy for them. Computers are also used for the recreation component of the program. Afternoon activities offer consumers a choice of art, crafts, reading, group games or outings. The site is located in a shopping center with access to stores and restaurants. Outings are planned relating to the classes and may include trips to the library, parks, or local shopping. Cultural awareness is encouraged through celebrations of holidays of various cultures such as the Oriental New Year, Mardi Gras, and Cinco de Mayo. Consumers make decorations and research the history and customs and give reports. Ethnic food is served. Staff are trained to promote independence in self care and living skills. Socialization and communication are priority objectives.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Vendor #HMO695; Transportation #HMO696*

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Discovery LLC* to provide additional information on their program services:

General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 95% of direct staff hours are monitored by management staff

Day Service Activity Indicators

- 23% of program time spent in onsite recreational/social training
- 8% of consumer program time spent in transporting or working on mobility/transportation skills
- 8% of program time spent in self-advocacy training including training of self determination and choice-making skills
- 17% of program time spent in self-care training

Self Advocacy

- 20% of consumers receive self-advocacy training in a formal setting where activities are primarily focused on self-advocacy goals
- 72% of consumers receive self-advocacy training in an informal setting where activities are primarily focused on other goals
- 80% of consumers participate in completing a Person Centered Plan
- 40% of consumers utilize functional adaptations
- 16% of individuals use communication devices
- 80% of consumers are improving their communication skills

Self Care

- 90% of consumers have improved their appropriate dress and hygiene skills
- 90% of consumers have improved their appropriate eating skills
- 70% of consumers have improved their personal care skills

EASTER SEALS ADULT DAY SERVICES

500 W. Central Avenue, Suite A
Brea, CA 92821

CONTACT: Nancy Cross
Program Director
(714) 672-0866
Fax: (714) 672-0877

PROGRAM OVERVIEW

Easter Seals Adult Day Services provides *partial site based* and *community-based services* for adults who are 18 years of age and older. The purpose of these services is to provide opportunities for individuals to become full, participating members of the broader community. Services are offered five days per week for six hours per day. Service hours vary depending on participant request. Easter Seals Adult Day services provide a ratio of one staff member to one participant or one staff member to two participants in the partial site based services. Community based services *one* staff member to *three* participants. Easter Seals currently has staff who can use sign language; and who speak English, Spanish and Tagalog. Participants in the programs sign; speak English and Spanish; and use augmentative and alternative communication.

Easter Seals Adult Day Services provide individuals with assistance and training in a wide variety of areas, especially as they relate to work, either volunteer or paid, building and maintaining relationships with people not paid to do so, increasing independence in completing day to day tasks, self advocacy, safety, and engaging fully in the broader community. The program utilizes community resources such as colleges, banks, stores, libraries, post offices, and other community venues. Transportation to and from this service is provided by Easter Seals associates, and mobility training is done using OCTA's fixed route bus system throughout the day.

The mission of Easter Seals is to provide exceptional services to ensure that all people with disabilities and their families have equal opportunities to live, learn, work and play in their communities.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Adult Day Services Vendor #H22991; Individualized Services (1:1) H25245; Transportation Vendor #H22980*

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Easter Seals Adult Day Services* to provide additional information on their program services:

General

- 100% of consumers surveyed are satisfied with program
- 40 months average tenure for direct care staff

Day Service Activity Indicators

- 50% of program time spent in community vocational training including job placement, career development and employment support
- 5% of program time spent in community recreational/social training
- 20% of consumer program time spent in transporting or working on mobility/transportation skills in the community
- 20% of program time spent in self-advocacy training in the community including training of self determination and choice-making skills
- 5% of program time spent in self care training in community settings

Self Advocacy and Lifelong Learning

- 100% of consumers receive self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals
- 50% of consumers receive self-advocacy training in a formal classroom or community-based environment where activities are primarily focused on self-advocacy goals
- 100% of consumers participate in completing a Person Centered Plan
- 50% of consumers participate in lifelong learning activities, such as community college career courses and adult education/vocational training
- 10% of consumers utilize functional adaptations
- 10% of consumers use various communication devices
- 100% of consumers are improving their communication skills

Self Care

- 98% of consumers have improved their appropriate dress and hygiene skills
- 92% of consumers have improved their appropriate eating skills
- 90% of consumers have improved their personal care skills

EASTER SEALS BEHAVIOR SUPPORT SERVICES

500 W. Central Avenue, Suite A
Brea, CA 92821

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Program Director
(714) 672-0866
Fax: (714) 672-0877

PROGRAM OVERVIEW

Easter Seals Behavior Support Services is a *community-based service* for adults who are 18 years of age and older. The purpose of the service is to provide opportunities for individuals to become full, participating members of the broader community. This service is offered five days per week for six hours per day. Service hours vary depending on participant request. This service provides a ratio of *one* staff member to *three* participants. Partial site-based support is available in *one to two* and *one to one* ratios as needed. Easter Seals currently has staff who can use sign language; and who speak English, Spanish and Tagalog. Participants in the programs sign; speak English and Spanish; and use augmentative and alternative communication.

Easter Seals Behavior Support Services provide individuals with assistance and training in a wide variety of areas, especially as they relate to work, either volunteer or paid, building and maintaining relationships with people not paid to do so, improving each person's ability to maintain self control, increasing independence in completing day to day tasks, self advocacy, safety, and engaging fully in the broader community. The program utilizes community resources such as colleges, banks, stores, libraries, post offices, and other community venues. Transportation to and from this service is provided by Easter Seals associates, and mobility training is done using OCTA's fixed route bus system throughout the day.

The mission of Easter Seals is to provide exceptional services to ensure that all people with disabilities and their families have equal opportunities to live, learn, work and play in their communities.

FUNDING

The program and transportation are funded by Regional Center of Orange County. *Behavior Management Program* Vendor #H22926; *Behavioral Support Services (1:1)* Vendor #PM1243; *Behavioral Support Services (1:2)* Vendor #PM1244; *Transportation Vendor* #H22980

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Easter Seals Behavior Support Services* to provide additional information on their program services:

General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 32 months average tenure for direct care staff

Day Service Activity Indicators

- 50% of program time spent in community vocational training including job placement, career development and employment support
- 5% of program time spent in community recreational/social training
- 20% of consumer program time spent in transporting or working on mobility/transportation skills in the community
- 20% of program time spent in self-advocacy training in the community including training of self determination and choice-making skills
- 5% of program time spent in self care training in community settings

Self Advocacy and Lifelong Learning

- 100% of consumers receive self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals
- 50% of consumers receive self-advocacy training in a formal classroom or community-based environment where activities are primarily focused on self-advocacy goals
- 100% of consumers participate in completing a Person Centered Plan
- 30% of consumers participate in lifelong learning activities, such as community college career courses and adult education/vocational training
- 20% of consumers utilize functional adaptations
- 10% of consumers use various communication devices
- 100% of consumers successfully improve their communication skills

Self Care

- 95% of consumers have improved their appropriate dress and hygiene skills
- 98% of consumers have improved their appropriate eating skills
- 98% of consumers who benefited from special behavior support achieved a positive outcome on a special behavior plan
- 90% of consumers have improved their personal care skills

EMPOWER

Community Day Program

8381 Katella Ave., Ste. C
Stanton, CA 90680

CONTACT: Mike Murphy

Executive Director
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mmurphy.empower@att.net

Leslie Weiner

Administrative Director
Karen Stanton
Program Director

PROGRAM OVERVIEW

Empower, LLC provides a *site-based and community-based adult day program* to serve the needs of adults with developmental disabilities. Program hours are 8:00 a.m. to 2:00 p.m., Monday through Friday. Staff/consumer ratio is *one* staff member *to four* consumers. Empower Community Day Program provides door-to-door transportation.

The primary goal of Empower is to deliver structured training and support for adult individuals with developmental disabilities. Consumers participate in meaningful, paid employment combined with supervised community and site-based training to enhance independence and build positive life attitudes. All training and support as identified by the assessment procedure is delivered in an integrated 'normalized' environment including both community and site-based activities.

Empower seeks to address, first and foremost, the safety, security, well being, and overall needs of the population served. Empower assists consumers in the development of individual choice in social recreational opportunities, vocational training, life skills training, and interpersonal relationships.

FUNDING

The program and transportation are funded by the Regional Center of Orange County.
Vendor #HM0231; Transportation Vendor #HM0236

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Empower Community Day Program* not included.

ENCORE PROGRAM

Integrated Rehabilitation Therapies, Inc.

15241 Springdale
Huntington Beach, CA 92649

CONTACT: Katie Stubblefield
Program Director
(714) 898-8884

Sherry Diamond
(714) 898-8184

PROGRAM OVERVIEW

Encore Program is a *site-based adult day program*. Encore serves individuals who are 18 years of age or older. Program hours are 8:30 a.m. to 2:30 p.m., Monday through Friday. Staff/consumer ratio is *one* staff member *to three* consumers. The program accepts individuals throughout Southern California. Encore currently has staff who speak English, Spanish and Italian.

Integrated Rehabilitation Therapies, Inc. (IRT) believes that the creative arts are especially suitable as a therapeutic learning tool and as a means of integrating persons with disabilities into the community. Therefore, the staff of Encore includes degreed/credentialed teachers and arts therapists who work with consumers through the modalities of music, visual arts, language arts, and computer-based technologies. Encore staff encourage independence through self care skills, social skills, leadership skills, assertiveness, making choices, and taking responsibility for those choices. If an individual's long-term goal is vocational, he or she can work on skills that are transferable to a vocational setting. Group counseling is also available on a weekly basis for program participants.

IRT's mission: Built on core values of love, learning, purpose and hope, IRT's mission is to empower adults with intellectual disabilities to maximize their individual potential through interdisciplinary arts-based education and vocational training, to support clients in coping with life and work through individual and group counseling, and to foster a sense of community where autonomy, personhood and meaningful work and relationships are valued.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Vendor#HM0468; Behavior Management #HM0882*

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Encore* to provide additional information on their program services:

General

- 96 months average tenure for direct care staff (CNA's)
- 108 months average tenure for professional staff (teachers and therapists)
- All staff has daily contact with consumers

Day Service Activity Indicators

- 100% of program time spent in site-based training

Self-Advocacy

- 30% of consumers receive self-advocacy training in a formal setting where activities are primarily focused on self-advocacy goals
- 70% of consumers receive self-advocacy training as it comes up during the program day

Self Care

- 60% of consumers benefit from a behavioral plan that is part of program
- 72% of these consumers have had successful outcomes from their behavior plans

GOODWILL'S COMMUNITY-BASED SERVICES

1221 East Dyer Road, Suite 105
Santa Ana, Ca 92705

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Program Manager
(714) 541-2540

Kathi Millett
Program Manager
(714) 541-2540

PROGRAM OVERVIEW

Goodwill's Community-Based Services encompasses several different programs. Project SCOP (Successful Community Opportunity Program) and Multi-Cultural Options (MCO) Programs are *work oriented day programs* serving adults with developmental disabilities who are 18 years of age and older. Staff to participant ratio is *one* staff member to *four* participants. Individuals are served throughout Orange County. Job coaching is provided by Employment Training Specialists (ETS) who provide a single point of service throughout the six hour program day. Ninety-four percent of all participants are engaged with paid work, subcontracting for various businesses in the community. Goodwill also collaborates with Santa Ana College to offer classes in Independent Living Skills, Healthy Living, and Academic Enrichment.

Positive Behavior Alternatives (PBA) serves adults with developmental disabilities who are 18 years of age and older who consistently display inappropriate behavior and require additional guidance to be successful in their communities. Support ratios are 1:1, 1:2 or 1:3 or as needed. While PBA's prime concern is with increasing each person's ability to interact with people in their environment, there is also an emphasis placed on employment and meaningful activities.

Customized Employment Options (CEO) helps individuals with developmental disabilities to start and grow their own operational small businesses. Individuals identified as potential entrepreneurs participate in a number of phases to determine their interests, select a business model and initiate their ideas.

The mission of Goodwill of Orange County is to help people with disabilities and other barriers to achieve their highest levels of personal and economic independence.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. MCO *Vendor #H22986*; SCOP *Vendor #H22774*; PBA *Vendor #PM1033 (1:1 ratio), #PM1034 (1:2 ratio), #HM0544 (1:3 ratio)*; CEO *Vendor #PM1317*; *Transportation Vendor #H22988*

PERFORMANCE INDICATORS AND OUTCOMES

The following outcomes information was selected by *Goodwill's Community-Based Services* to provide additional information for their program services.

General

- 6 years average tenure for direct care staff
- 6% average turnover of direct care staff
- Fifteen hours average per week per participant employed in the community through subcontract work
- \$4.10 average earnings per hour per participant employed in the community through subcontract work
- 94% of participants are employed in the community through subcontract work
- 8 years average length of contract per participant placed in the community through subcontract work

Day Service Activity Indicators

- 55% of program time spent in community vocational training including job placement, career development and employment support
- 15% of program time spent in community recreational/social training
- 10% of participant program time spent in transporting or working on mobility/transportation skills in the community
- 10% of program time spent in self-advocacy training including training of self determination and choice-making skills
- 10% of program time spent in self care training in community settings

Self Advocacy and Lifelong Learning

- 60% of participants have received self-advocacy training in a formal classroom setting where activities are primarily focused on self-advocacy goals
- 100% of participants receive self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals

HELPING HANDS FOR BETTER LIVING, INC.

Community-Based Adult Service Center (Formerly known as an Adult Day Health Care)

10281 Chapman Avenue
Garden Grove, CA 92840

CONTACT: **Dr. L. Jeanette Tatum**
President & Program Director
Vanessa D. Tatum, M.D.
Administrator & Staff Physician
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Fax: (714) 530-9917

MAILING ADDRESS
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Seal Beach, CA 90740-7889

PROGRAM OVERVIEW

Helping Hands for Better Living's founders have over 80 years combined experience as a physician and educator, respectively. Their aim is to provide compassion, commitment and expertise combined with the educational and experiential background of a dynamic governing board. The governing board includes a presidential appointee to the Department of Health, Education and Welfare, parents of children with developmental disabilities, and professionals engaged in community or non-profit services.

Helping Hands for Better Living's program philosophy embraces the premise that each of its program participants have much to gain when a variety of health, therapeutic, and social services are provided in a caring, nurturing and professional environment. The Helping Hands for Better Living Program provides a safe, medical environment for consumers who are medically fragile. Medical conditions such as diabetes; seizure disorders; respiratory disorders requiring oxygen, tracheotomies or portable ventilators; blindness; deafness; digestive disorders with inability to chew or swallow, or that require feeding via jejunostomy or gastrostomy tubes; heart disease, etc. are supported by medical and nursing staff of Helping Hands for Better Living's CBAS (Community-Based Addult Service Center, formerly known as "Adult Day Health Care" provides the same excellent program services...only the name has changed!). Helping Hands also provides programming for consumers who have both behavior and specialized health services needs (such as: elopement, PICA syndrome, obsessive-compulsive disorders and impulse control disorder combined with moderate to severe medical challenges).

Consumers attend the site-based program, six hours per day, Monday through Friday. The facility hours of operation are from 7:30 a.m. until 3:30 p.m. Consumers primarily use ACCESS transportation. Some consumers are provided transportation to and from the facility in specially designed and equipped vehicles. These consumers are provided support and care by the transportation aide who accompanies the driver. Medical needs, such as oxygen, suctioning or behavioral needs that arise while traveling can be attended to by the transportation aide. The staff ratio of the facility is 1:3 and 1:1 where needed, depending upon the specific needs of the program participant. Hot lunch is provided daily.

In addition to independent living skills training, a variety of services by a team of dedicated professionals are provided. Physical therapy, occupational therapy, speech and communication therapy, psychological, social worker, nursing care by an R.N., medical assessment and care by staff physician, activity coordinators, and program aides all comprise the staff and professional team providing services to the consumers under the direction of the Program Director on a daily basis. Helping Hands For Better Living – South County will be opening in the near future.

FUNDING

The programs and transportation are funded by CalOptima, Kaiser and the Regional Center of Orange County. *Community-Based Adult Services Vendor #H13881; Support Vendor #PM0518.* Private pay for services is available.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcomes information was selected by *Helping Hands for Better Living, Inc.* to provide additional information for their program services.

General

- 100% of individuals are satisfied with program services according to consumer satisfaction survey
- 30 months average tenure for direct care staff
- 15% average turnover of direct care staff

Day Service Activity Indicators

- 20% of program time spent in onsite recreational/social training
- 15% of consumer program time spent working on mobility/transportation skills
- 25% of program time spent in self-advocacy training including training of self determination and choice-making skills
- 25% of program time spent in self care training including personal self help skills, such as eating and hygiene

Self Advocacy and Lifelong Learning

- 100% of consumers have received self-advocacy training in a formal classroom setting
- 100% of consumers participate in completing Person Centered Plans
- 30% of consumers utilize functional adaptations
- 2% of consumers use various communication devices
- 100% of consumers have improved their communication skills

Self Care

- 100% of consumers have improved their eating skills
- 85% of consumers who benefited from special behavior support achieved a positive outcome on a special behavior plan
- 100% of consumers have improved their personal care skills

HI HOPES IDENTITY DISCOVERY FOUNDATION, INC.

P.O. Box 8495
Anaheim, CA 92812

CONTACT: Janice Reyes
Executive Director
(714) 778-4440
Fax: (714) 778-0345
h.university@att.net

PROGRAM OVERVIEW

Hi Hopes Identity Discovery Foundation, Inc. offers a *site-based day training activity center program* on the Hope University campus. The program is for adults with developmental disabilities who are 22 years of age and older. Hope University presently has 66 participants. Classes are held Monday through Friday, 8:30 a.m. to 2:30 p.m. with a *one to eight* teacher/student ratio. Hi Hopes Identity Discovery Foundation, Inc. offers year-round programs with designated holiday breaks. Basic eligibility requirements include an interest in the arts, the ability to ambulate and the absence of overly aggressive or maladaptive behaviors.

Participants in the day training activity center program are offered a wide range of arts infused classes as well as training in life skills, functional communication, and community integration. Participants also learn and maintain money skills, computer, reading, writing, and creative means of self expression. Many of the participants perform out in the community, in schools, churches, women's clubs, and special events. The staff at Hope University feels that through public performances and exhibitions of music, drama, dance, art and video; the talents of the individuals are showcased, and the potential for adults with disabilities to contribute to and assume wider, more integrated roles in the community is demonstrated.

FUNDING

The Hi Hopes Identity Discovery Foundation, Inc. Day Training Activity Center Program and transportation are funded by the Regional Center of Orange County. Hope University is a private non-profit organization. *Vendor #H2306*

Private pay for services is available.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Hi Hopes Identity Discovery Foundation Program* to provide additional information on their program services:

General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 48 months average tenure for direct care staff
- 1% turnover rate of direct care staff
- 100% of direct staff hours are monitored by management

Day Service Activity Indicators

- 80% of program time is spent in academics, drama, visual arts, self-advocacy and recreational/social training
- 20% of program time is spent in self-care training

Self-Advocacy and Lifelong Learning

- 30% of consumers receive self-advocacy training in a formal setting
- 100% of consumers participate in completing a Person Centered Plan
- 45% of consumers participate in lifelong learning activities
- 100% of consumers are improving their communication skills

Self Care

- 85% of consumers have improved their appropriate dress and hygiene skills
- 40% of consumers have improved their appropriate eating skills
- 25% of consumers have benefited from special behavior support plans
- 65% of consumers have improved their personal care skills

INDEPENDENT LIVING SKILLS PROGRAM

School of Continuing Education North Orange County Community College District

9200 Valley View Street CE 103
Cypress, CA 90630
Vendor #H13563

315 E. Wilshire Avenue
Fullerton, CA 92832
Vendor # HM0730

CONTACT: Adam Gottdank
DSPS Counselor
(714) 484-7057

PROGRAM OVERVIEW

The Independent Living Skills Program is a *site-based activity center program* serving adults with developmental disabilities who are 18 years of age and older. The program schedule is from 9:00 a.m. to 2:30 p.m., Monday through Friday. A staff to student ratio of *one to eight* is maintained.

The Independent Living Skills Labs are located at the Wilshire Center next to Fullerton College and on the Cypress College campus. The programs use the college campuses and surrounding community as the classroom. The focus of training is on the development of practical living skills, functional communication, community integration, mobility training, and vocational preparation.

Independence with personal self-care skills is required. This program does not meet the needs of students with uncontrolled medical conditions and/or major maladaptive behaviors. All students must meet the NOCCCD Student Code of Conduct. Students in wheelchairs will need to operate their wheelchair independently.

The School of Continuing Education also offers a variety of other free classes for students with developmental or learning disabilities with the focus of teaching independent living and employment skills. Among the classes offered are Cooking for Apartment Living, Computer Assisted Instruction, Job Skills, Nutrition and Exercise, Communication Skills, Self Advocacy, Relationships and Sexuality, and Banking. Classes meet at various times at three main sites:

Anaheim Campus,
1830 Romneya Drive
Anaheim, CA 92801

Cypress Campus
9200 Valley View
Cypress, CA 90630

Wilshire Center
315 E, Wilshire Avenue
Fullerton, CA 92832

The School of Continuing Education offers a Bus Mobility Skills program which is a collaboration with OCTA, and two programs which are collaborations with the Department of Rehabilitation. Workability III is a program to help students get jobs. College to Career is a program to help students extend their education in the North Orange County Community College District leading to a better job placement.

For more information, please call (714) 484-7057.

FUNDING

The Independent Living Skills Labs are funded by the NOCCCD/School of Continuing Education and the Regional Center of Orange County. Wilshire Vendor #HM0730; Cypress Vendor #H13563

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by the *Independent Living Skills Program* to provide additional information on their program services:

General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 19 years average tenure for direct care staff
- 3% turnover rate of direct care staff
- 90% of direct care staff time is monitored by management

Day Service Activity Indicators

- 40% of program time spent in community recreational/social training
- 15% of consumer program time spent in transporting or working on mobility/transportation skills
- 25% of program time spent in self-advocacy training
- 20% of program time spent in self care training

Self Advocacy and Lifelong Learning

- 100% of consumers participate in completing a Person Centered Plan
- 100% of consumers participate in lifelong learning activities, such as community college, career courses and adult education/vocational trainings
- 10% of consumers utilize functional adaptations that enhance independence
- 10% of consumers use various communication devices
- 70% of consumers are improving their communication skills

Self Care

- 10% of consumers have improved their appropriate dress and hygiene skills
- 15% of consumers have improved their appropriate eating skills
- 10% of consumers have benefited from special behavior support as indicated by a positive outcome on a special behavior plan
- 100% of consumers have improved their personal care skills

INTEGRATED RESOURCES INSTITUTE

Mentor Employment

23172 Plaza Pointe Dr. #110

Laguna Hills, CA 92653

Website: www.irioc.org

CONTACT: Steve Zivolich
Volunteer CEO
(949) 232-1172
szivolich@cox.net

Joseph Nacario
Program Director
(949) 232-1172
joseph@irioc.org

PROGRAM OVERVIEW

MentorWorks is the integrated work program of Integrated Resources Institute (IRI), a non-profit 501(c)3 registered charitable state and federal organization. The mission of MentorWorks/IRI is the full inclusion of persons with significant disabilities into their community.

The MentorWorks program provides inclusive community opportunities by developing integrated work opportunities for persons with significant disabilities.

The MentorWorks program strives to meet its slogan "Everybody Works"!

The focus of the program is to use a natural support approach to assist adults with significant disabilities to find a job and obtain the necessary supports to be successful. On-the-job training is provided by a supervisor or designated "mentor" co-worker. A training specialist from Mentor Employment works closely with the mentor to ensure that the supported employee is learning the job and becoming part of the team. Support services outside of the work environment are also provided. This can include mobility training to and from work, counseling, self-advocacy facilitation and other services that would be considered work related to continue successful employment.

Employment can be part-time or full-time. Program hours are typically 8:30 a.m. to 2:30 p.m., Monday through Friday, but can vary depending upon individual work schedules. The type of work is determined by the individual's preferences, skills, and any previous experience. IRI currently has staff who speak English, Spanish, Farsi, Tagalog and sign language.

The goal of Mentor Employment is to provide 100% integration at work and in the community. The program does not provide recreational activities.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Adult Development Center Vendor #HM0021 (1:3 ratio)*; 1:1 ratio programming is also provided at RCOC request; *Transportation Vendor #HM0020*.

Private pay for services is available.

- ☆ School districts as program provider for transition age students.
- ☆ Jewish Family Services as a program provider for family advocacy.
- ☆ Tax deductible community donations: Irvine Spectrum Rotary Club and Weiner-Zivolich Family Foundation.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Integrated Resources Institute* to provide additional information on their program services:

- 100% integrated work placements
- 95% of consumers in paid work positions
- 100% of program time in inclusive community settings
- \$552 average monthly wage income for consumers
- 3.4 years average job tenure
- \$9.21 average hourly wages earned
- 96% family rated satisfaction rating
- 97% consumer rated satisfaction rating
- 100% Regional Center worker satisfaction rating
- Zero reject of referred consumers for program service

LEARNING LIGHT

1212 E. Lincoln Avenue
Anaheim, CA 92805

CONTACT: Kerri Ramaley
Program Director
(714) 533-2314, Ext. 208
Fax: (714) 533-1458

PROGRAM OVERVIEW

Learning Light is a *site-based adult development program*. Learning Light serves individuals with developmental disabilities who are 21 years of age or older. Program hours are 8:00 a.m. to 3:00 p.m., Monday through Friday. Staff/consumer ratio is *one* staff member *to four* consumers and can vary depending on the need of the consumer.

Learning Light is dedicated to education and incorporates this idea into the Adult Development Program. The program seeks to provide specialized teaching approaches tailored to the needs of each consumer in order to give each person the chance to reach his or her full potential. The program is designed to provide an environment that is creative, consistent, and that encourages growth. Activities participated in during the day are structured to allow maximum participation at a minimum ability.

Training is provided in the areas of self-help skills, personal care, social skills, community/safety skills, and recreation/leisure skills. Each day is structured to allow consumers to participate in a variety of activities that stimulate and entertain as well as assist the consumer in increasing their skills and abilities.

The program is designed to support individuals with varying levels of intellectual disabilities. Consumers may also have a physical disability, autism, or a neurological disability. The program supports consumers who may have ongoing self-help needs in eating and in using the restroom.

The philosophy of Learning Light is that each person, regardless of his or her limitations, is an individual of worth and dignity. Through respect and consideration, he or she shall be afforded the opportunity to reach his or her full potential.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Adult Development Program Vendor #H22691; Transportation Vendor #H22690*

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Learning Light* to provide additional information on their program services.

General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 10 years average tenure for direct staff
- .125% average turnover for direct care staff

Day Service Activity Indicators

- 45% of program time spent in onsite recreational/social training
- 10% of program time spent in community recreational/social training
- 10% of program time spent in onsite self-advocacy training including training of self-determination and choice-making skills
- 10% of program time spent in community self-advocacy training
- 25% of program time spent in self-care training

Self Advocacy and Lifelong Learning

- 100% of consumers receive self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals
- 100% of consumers participate in completing a Person Centered Plan
- 20% of consumers use communication devices
- 75% of consumers are improving their communication skills

Self Care

- 89% of consumers have improved their appropriate dress and hygiene skills
- 95% of consumers have improved their appropriate eating skills
- 100% of consumers have benefited from special behavior support in the calendar year to date
- 87% of consumers have improved their personal care skills

LINCOLN ADULTS WITH DISABILITIES PROGRAM

(Formerly Chapman Adult Program)

11262 Garden Grove Blvd.

Garden Grove, CA 92843

CONTACT: Peggy Hauret

Instructor

(714) 663-6305

PROGRAM OVERVIEW

Lincoln Adults with Disabilities Program provides *site-based adult education* for individuals with developmental disabilities who are 21 years of age and older. Program hours are 10:00 a.m. to 2:00 p.m., Monday through Friday. Some individuals, who may be funded for supported employment through another agency, may attend Lincoln during their non-work hours. The Lincoln Adults with Disabilities Program serves individuals with a staff/consumer ratio of approximately *one* staff member *to six* consumers. There are four teaching assistants. The program consists of three classrooms on the Lincoln Adult Education Center campus.

The Lincoln Adults with Disabilities Program provides training in basic education, daily living, social, cooking, and recreational/leisure skills. Prevocational training activities include sorting and bundling newspaper. A computer lab is also available with training at all levels. Special community training includes mobility training, dining, shopping, and budgeting.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Vendor #PM1680*

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Lincoln Adults with Disabilities Program* to provide additional information on their program services:

General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 15 years average tenure for direct staff
- 100% of direct staff time is monitored by management

Day Service Activity Indicators

- 10% of program time spent in site-based vocational training
- 10% of program time spent in community recreational/social training
- 30% of program time spent in site-based recreational/social training
- 15% of program time spent working on mobility/transportation skills
- 10% of program time spent training self-care skills on site
- 25% of program time spent training self-care skills in the community

Self Advocacy and Lifelong Learning

- 100% of consumers receive self-advocacy training in an informal community-based environment where activities are primarily focused on other goals
- 100% of consumers receive self-advocacy training in a formal classroom environment where activities are primarily focused on self-advocacy skills
- 100% of consumers participate in lifelong learning activities
- 5% of consumers use functional adaptations

MAYFAIR ADULT DAY CARE

1524 Mayfair Avenue
Orange, CA 92869

CONTACT: Amed Franco

Administrator
Fax: (714) 771-8302

Natasha Gandhi, M.A., BCBA

Program Director (714) 771-8300

PROGRAM OVERVIEW

Mayfair Adult Day Care (ADC) is a *site-based day program* for adults with developmental disabilities who exhibit maladaptive and challenging behaviors. Mayfair offers three levels of support for consumers with ratios ranging from a *one* staff member to *one* consumer, *one* staff member to *two* consumers and *one* staff member to *three* consumers. Each potential consumer is carefully assessed by either the Administrator and/or the Program Director. Upon acceptance to the program, an Individualized Service Plan (ISP) is developed for the consumer by a Behavior Consultant. Mayfair ADC utilizes Applied Behavior Analysis principles in an effort to increase positive behaviors while decreasing maladaptive behavior.

Based on the consumer's ISP plan, an individual daily schedule is created for each consumer. The skills targeted fall under the domains of: Self Advocacy, Prevocational/Vocational Skills, Self Care and Communication Integration. Consumers are provided with six hours of services per day, five days per week. Transportation is provided for consumers to and from the facility by licensed and insured Mayfair staff. Mayfair ADC's site-based program offers its consumers the benefits of having a consistent environment as well as opportunities for community integration. Mayfair ADC offers employment and volunteer opportunities for consumers.

The mission of Mayfair ADC is to provide each consumer the opportunity for greater independence and self-reliance in a positive and nurturing environment. Each consumer is treated with respect and dignity and it is seen by the agency to be their responsibility to ensure that consumers are receiving optimal services and support.

FUNDING

The program and transportation are funded by Regional Center of Orange County. *Behavior Management Program Vendor #HM0726 (1:3 ratio); Vendor #PM1386 (1:2 ratio); Vendor #PM1387 (1:1 ratio); Transportation Vendor #HM07277*

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Mayfair Adult Day Care* to provide additional information on their program services:

General

- 89.7% of individuals are satisfied with program according to consumer satisfaction survey
- 35.6 months average tenure for direct care staff

Vocational

- 2.5 hours average per week per consumer employed through direct hire on site
- 11.6% of consumers are employed through direct hire on site
- 10 months average job tenure per consumer in paid onsite employment
- No job turnover for the calendar year to date for consumers in paid onsite employment

Day Service Activity Indicators

- 20% of program time spent in community vocational training including job placement, career development and employment support
- 20% of program time spent in community recreational/social training
- 20% of consumer program time spent in transporting or working on mobility/transportation skills in the community
- 20% of program time spent in self-advocacy training in the community including training of self-determination and choice-making skills
- 20% of program time spent in self-care training in community settings

Self Advocacy

- 100% of consumers receive self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals
- 100% of consumers participate in lifelong learning activities, such as community college, career courses and adult education/vocational trainings
- 13% of consumers use various communication devices
- 100% of consumers are improving their communication skills

Self Care

- 96% of consumers who benefited from special behavior support achieved a positive outcome on a special behavior plan
- 100% of consumers have improved their personal care skills

MID-CITIES ARC

17251 E. 17th St., Suites A & B
Tustin, CA 92780

CONTACT: John B. Wagner

Executive Director

(714) 285-2645

Fax: (714) 285-2649

PROGRAM OVERVIEW

Mid-Cities ARC offers a *community-based behavior management program* for adults with developmental disabilities 18 years of age and older. Program hours vary depending on individual work schedules. Staff/consumer ratio is *one* staff member *to three* consumers or *one to one* as needed.

Mid-Cities ARC provides integrated behavior support to individuals employed in the community. Mid-Cities also provides support to individuals who may have dealt with drug and alcohol addiction, behavior issues, or who are at risk of incarceration. Individuals are matched with paid jobs that are developed to meet individual employment needs. In addition to stressing vocational skills, the agency promotes learning, independent living, socialization, and self-actualization. Consumers typically work for four hours and then have opportunities for community and recreation training for the remainder of the program day. Current job placements include landscaping, janitorial, warehouse, retail and food services areas.

The primary objective of Mid-Cities ARC is to increase self-sufficiency and provide an atmosphere conducive to each individual working at his/her potential.

FUNDING

The program and transportation are funded by the Regional Center of Orange County.

Behavior Management Vendor #H18815; Transportation Vendor # H18544

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Mid-Cities ARC* not included.

OCAAC
ORANGE COUNTY ADULT ACHIEVEMENT CENTER
Consumer Choice Day Activity Program

225 West Carl Karcher Way
Anaheim, CA 92801

CONTACT: Karen Errington

Program Director
(714) 744-5301, Ext. 102
Fax: 744-5312
kerrington@ocaac.com
Web site: www.oaac.org

PROGRAM OVERVIEW

The Consumer Choice Day Activity Program is a *site-based day program* that provides consumers with a "menu" of activities they can choose from. The program focuses on maximizing independence in daily living, paid work and volunteerism. The menu currently consists of paid work, volunteering in the community, community integration and classroom activities. The classroom option of the program includes, but is not exclusively limited to, personal health and safety, social, recreational and skill development. The program provides a variety of staffing ratios based on individual client needs and activities. In addition, specially trained aides assist consumers with eating and using the restroom.

Orange County Adult Achievement Center is a private, non-profit, Human Services organization serving persons with disabilities in Orange County. It is the goal of the Orange County Adult Achievement Center to recognize the dignity of all individuals. In their commitment to this philosophy, they deliver a broad base of support services, outreach, and employment opportunities.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Consumer Choice Day Activity Vendor #H23098 (1:6 ratio); Transportation Vendor #H22924*

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *OCAAC Consumer Choice Day Activity* not included.

OCAAC
ORANGE COUNTY ADULT ACHIEVEMENT CENTER
Life Unlimited Program

1147 N. Anaheim Blvd
Anaheim, CA 92801

CONTACT: Chad Kneubuhl
Program Director
(714) 744-5301, Ext. 153
Fax: (714) 533-8211
ckneubuhl@ocaac.com
Website: www.ocaac.org

PROGRAM OVERVIEW

Life Unlimited is a *site-based day program* that provides professionally approved activities to support and maintain the physical, mental and emotional well-being of individuals with intellectual and developmental disabilities, who have severe locomotor and cognitive challenges. Consumers are placed in 1:4 group ratios with an instructor and personal care attendant. This allows consumers maximum participation in each group.

The program focuses on stimulating and/or relaxing consumers through the five senses with specialized equipment, helping meet the consumer's recreational and gross motor needs. Activities include the opportunity to participate in "State of the Art" multi-sensory integrative activities, physical therapy exercise, sensory stimulation, workshop, recreation activities, games, arts and crafts, music, and community outings.

Life Unlimited Program provides opportunities for group activities and teamwork involvement. The paid job activities are designed to serve a broad range of abilities and preferences of individuals.

Socializing is a struggle for many individuals with disabilities. To give them this opportunity, the Life Unlimited Program takes clients on field trips to a variety of public places such as libraries, museums, parks festivals, shopping centers, and expositions.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Vendor # HM0455, PM0237 (1:4 ratio)*

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *OCAAC Life Unlimited Program* not included.

Progressive Community and Vocational Services

Costa Mesa Site

2034 Placentia Ave.
Costa Mesa, Ca 92627

(949) 548-0744 Office

Orange Site

2745 E. Chapman Ave.
Orange, CA 92869

Fax: (888) 371-3854

CONTACT: John Lubbers, Ph.D.

Administrator
jlubbers@pc-vs.org
Website: pc-vs.org

Hector Navarro, B.S. in Psychology

Administrator
hnavarro@pc-vs.org

PROGRAM OVERVIEW

Progressive Community and Vocational Services (PC&VS) is a *partial site-based day training and behavior support* program for adults who are 18 years of age and older. Staff/consumer ratios at the Costa Mesa site are *one to three, one to two, and one to one* as needed. The recently opened partial site-based program in Orange provides services at a *one to two* support ratio. It is the goal of PC&VS to provide a place where an individual with developmental disabilities can find a welcoming atmosphere where respect and dignity dominates the way people are treated in their care. PC&VS will serve adults who wish to be fully employed, adults that wish to be partially employed, and adults who choose not to work but to remain active in their communities to any degree that they choose. The day program focuses on empowerment, self-advocacy, and community integration. The program strives to increase opportunities and access to the community.

To address behavioral challenges, staff utilizes positive behavior support plans. The plans are based on Functional Assessments of inappropriate behavior. The assessment focuses on determining the triggers, consequences, and functions of the inappropriate behavior and support the development of positive alternative behaviors. Expert advice is gained from a consulting Board Certified Behavior Analyst. Based upon the information of the Functional Assessment, positive behavioral support strategies are developed to reduce/eliminate and replace challenging behaviors. Ongoing staff intervention and assistance to the clients with their targeted behaviors is designed to break the negative cycle that prevents clients from successful and enriching community integration. Specific strategies will be designed to include antecedent management techniques as well as differential reinforcement techniques. The program serves clients with varying levels of skill with activities of daily living. PC&VS staff teaches/assists clients with cleaning, grocery shopping, budgeting and other ADL skills.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Vendor #HM0785 (1:3 ratio); #PM1582 (1:2 ratio); #PM1581 (1:1 ratio); Transportation Vendor #HM0791*

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Progressive Community and Vocational Services* not included.

PROJECT INDEPENDENCE

Adult Development Program

Main Office

3505 Cadillac Ave., Ste O-103
Costa Mesa, CA 92626
(714) 549-3464

North Office

2050 Santa Cruz
Anaheim, CA 92805
(714) 938-1242

South Office

23072 Lake Center Dr.
Lake Forest, CA 92630
(949) 830-0658

CONTACT: Robert Watson

Associate Director
(714) 549-3464, Ext. 285
bob@proindependence.org

Debra Marsteller

Executive Director
Website: www.proindependence.org

PROGRAM OVERVIEW

Project Independence Adult Development Program serves adults with developmental disabilities 22 years of age and older. Program hours are 8:00 a.m. to 2:00 p.m., Monday through Friday. The program ratio is *one* staff member *to* *four* individuals served. Project Independence Adult Development Program is designed to serve individuals in the communities in which they live. At present the Adult Development Program serves 127 individuals. The offices are located in professional buildings and all training is done in the community. Project Independence currently has staff who can use sign language; and who speak English and Spanish. Individuals in the program sign; speak English, Spanish, Japanese and Tagalog; and use augmentative and alternative communication.

Integrated employment is the main focus of the program with opportunities for placement in a variety of job areas including clerical, food services, janitorial, and medical service. Some volunteer work is also done at non-profit agencies. Community integrated activities include mobility training, pedestrian training, money management, and recreation/leisure. Community training is functional and is based on individual needs. Project Independence provides ongoing staff and job coach support.

The mission of the program is to provide quality support for meaningful community integration and employment of people with significant developmental disabilities through person-centered planning, well-trained staff, and growth opportunities for all.

FUNDING

The program and transportation are funded by the Regional Center of Orange County.
Adult Development Program Vendor #HM0612; Transportation Vendor #H22966

PERFORMANCE INDICATORS AND OUTCOMES

Purpose: Project Independence provides an annual Program Evaluation to determine the effectiveness of the *Project Independence Adult Development Program* in regards to consumer satisfaction with their program. Data is collected on program goals by testing weekly/bi-weekly depending on the individual and access to the natural environment in which the activity takes place. Behavior data is recorded daily on scatterplots. Behavior tracking and behavior summary sheets are completed monthly.

Employment: Project Independence has contracted with a real estate firm and an insurance firm to deliver flyers in the community. There are currently between 30 and 40 individuals delivering flyers depending on the number of flyers. Three groups are working in the restaurant field, one at a wine shop, and one group at Irvine City Hall. Five groups have begun new volunteer jobs. Project Independence currently has 7 paid employment sites and 21 volunteer sites.

Results of the Evaluation:

- 90% of the objectives set were achieved
- 131 consumers reached 100% of their objectives
- 4 consumers moved to a less intensive staffing ratio
- 98% of consumers with a behavior plan responded positively to the plan
- 100% of consumers polled expressed overall satisfaction in their program
- 35% of consumers polled expressed desire to work in paid positions or change jobs in which they work
- 0 consumers left Project Independence due to dissatisfaction

ADDITIONAL PERFORMANCE INDICATORS AND OUTCOMES INFORMATION

General

- 10 years average tenure of direct care staff; 9% average turnover for direct care staff

Vocational

- Seven hours average per week per consumer employed through direct hire in the community
- \$9.70 average earnings per hour per consumer employed through direct hire in the community
- 8% of consumers are employed through direct hire in the community
- No job turnover for the calendar year to date for consumers in paid and volunteer placement

Day Service Activity Indicators

- 75% of program time spent in community vocational training including job placement, career development and employment support
- 25% of consumer program time spent in transporting or working on mobility/transportation skills in the community
- 20% of program time spent in self-care training in community settings

Self Advocacy and Lifelong Learning

- 55% of consumers have received self-advocacy training in a formal setting
- 100% of consumers have received self-advocacy training in an informal setting such as work or community sites
- 100% of consumers participate in completing a Person Centered Plan
- 9% of consumers participate in lifelong learning activities such as community college or adult education
- 85% of consumers utilize functional adaptations that enhance independence in employment, self-help skills and community integration
- 100% of consumers are improving their communication skills
- 68% use communication devices

Staff: Project Independence employs 71 program specialists, 6 substitutes, 1 behavior specialist, and 6 area managers

PROJECT INDEPENDENCE

Behavior Support Services

Main Office

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Costa Mesa, CA 92626
(714) 549-3464

North Office

2050 Santa Cruz
Anaheim, CA 92805
(714) 938-1242

South Office

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Debra Marsteller

Executive Director
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PROGRAM OVERVIEW

Project Independence Behavior Support Services serves adults with developmental disabilities 22 years of age and older. Program hours are 8:00 a.m. to 2:00 p.m., Monday through Friday. The program currently serves 74 adults. Staff/consumer ratios are *one* staff member *to three* individuals served, *one to two*, and *one to one* as needed. Project Independence currently has staff who can use sign language; and who speak English and Spanish. Individuals in the program sign; speak English, Spanish, Japanese and Tagalog; and use augmentative communication.

The Project Independence Behavior Support Services is a *community-based* program designed to serve adults with developmental disabilities who exhibit maladaptive behaviors that prevent them from successfully functioning within community, vocational or recreational settings without intense supervision. Upon being accepted into the program, each individual's behaviors are studied and analyzed with respect to accompanying antecedents and consequences using functional analysis. A positive support program plan, which is designed to break existing patterns, is then implemented at each occurrence of the targeted behavior. In conjunction with the behavioral training program, each individual receives training in the areas of self help, vocational, and community integration skills as determined by individual needs, goals, and skill levels. Adapted communication methods are also a part of individual training. Integrated work positions include work in janitorial, landscaping, and retail job areas. Volunteer positions are utilized at non-profit organizations. Community-based training provides instruction in purchasing, mobility training, social behavior, and community safety. Individuals may also attend college classes on integrated campuses.

The mission of the program is to provide quality support for meaningful community integration and employment of people with significant developmental disabilities through person-centered planning, well-trained staff, and growth opportunities for all.

FUNDING

The program and transportation are funded by the Regional Center of Orange County.

Behavior Support Services Vendor #HMO611 1:3; PM1136 1:2; PM1137 1:1; Transportation Vendor #H22966

PERFORMANCE INDICATORS AND OUTCOMES

Purpose: Project Independence provides an annual Program Evaluation to determine the effectiveness of *Project Independence Behavior Support Services* in regards to consumer satisfaction with their program. Data is collected on program goals by testing weekly/bi-weekly depending on the individual and access to the natural environment in which the activity takes place. Behavior data is recorded daily on scatterplots. Behavior tracking and behavior summary sheets are completed monthly.

Employment: Project Independence has contracted with a real estate firm and an insurance firm to deliver flyers in the community. There are currently between 20 and 28 individuals delivering flyers depending on the number of flyers. Three groups are working in the restaurant field, one at a wine shop, and one group at Irvine City Hall. Five groups have begun new volunteer jobs. All other work sites remain the same as last year, 7 paid employment sites and 15 volunteer sites.

Results of the Evaluation:

- 95% of the objectives set were achieved
- 42 consumers reached 100% of their objectives
- 1 consumer moved to a less intensive staffing ratio
- 98% of consumers with a behavior plan responded positively to the plan
- 100% of consumers polled expressed overall satisfaction in their program
- 32% of consumers polled expressed desire to work in paid positions or change jobs in which they work. Polling topics included choices in program, employment satisfaction and opportunities to socialize.
- 0 consumers left Project Independence due to dissatisfaction

ADDITIONAL PERFORMANCE INDICATORS AND OUTCOMES INFORMATION

General

- 10 years average tenure of direct care staff; 9% average turnover for direct care staff

Vocational

- Seven hours average per week per consumer employed through direct hire in the community
- \$9.00 average earnings per hour per consumer employed through direct hire in the community
- 8% of consumers are employed through direct hire in the community
- No job turnover for the calendar year to date for consumers in paid and volunteer placement

Day Service Activity Indicators

- 75% of program time spent in community vocational training including job placement, career development and employment support
- 25% of consumer program time spent in transporting or working on mobility/transportation skills in the community
- 20% of program time spent in self-care training in community settings

Self Advocacy and Lifelong Learning

- 41% of consumers have received self-advocacy training in a formal setting
- 100% of consumers have received self-advocacy training in an informal setting such as work or community sites
- 100% of consumers participate in completing a Person Centered Plan
- 7% of consumers participate in lifelong learning activities such as community college or adult education
- 9% of consumers utilize functional adaptations that enhance independence in employment, self-help skills and community integration
- 100% of consumers are improving their communication skills
- 95% use communication devices. iPads were purchased through a grant from the California Community Access Foundation.

Staff: Project Independence employs 71 program specialists, 6 substitutes, 1 behavior specialist, and 6 area managers

PROJECT INDEPENDENCE

Harmony Program for Seniors

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PROGRAM OVERVIEW

Project Independence's Harmony Program serves seniors (50 years and older) with developmental disabilities. Program hours are 8:00 a.m. to 2:00 p.m., Monday through Friday, although consumers can participate between one and five days per week, depending on their needs. The Harmony Program offers consumers this flexibility because they have found that many seniors want to participate in a program, but desire flexibility regarding the number of days per week that they attend. The program ratio is *one* staff member *to four* individuals served.

One of the main goals of the Harmony Program is to support seniors with developmental disabilities as they become integrated into senior centers in their communities. To achieve this goal, the Harmony Program offers transportation assistance, on-site staff support and a multi-lingual staff-to-consumers. In addition, the Harmony program encourages and supports consumers as they choose and participate in a variety of activities throughout Orange County.

The Harmony Program's outreach component seeks to locate and serve previously hard to reach individuals. In particular, they try to locate individuals in minority communities who could benefit from their services.

FUNDING

The Harmony Program and transportation are funded by the Regional Center of Orange County.

Harmony Program Vendor #HMO612: Transportation #H22966

PERFORMANCE INDICATORS AND OUTCOMES

Purpose: Project Independence provides an annual Program Evaluation to determine the effectiveness of *Project Independence's Harmony Program for Seniors* in regards to consumer satisfaction with their program; to determine consumer progress in relation to their IPP objectives; identify any barriers preventing them from reaching their goals; assess the overall effectiveness of the program and staff.

Data: Data is collected on program goals by testing weekly/bi-weekly depending on the individual and access to the natural environment in which the activity takes place. Training takes place daily on IPP goals. Data is recorded on a data based testing record which records the testing dates, assistance levels and codes, adaptations and steps for the specific goal. Each goal is individualized with objectives based on the abilities of the consumer. Behavior data is recorded daily on scatterplots. Behavior tracking and behavior summary sheets are completed monthly.

Barriers: Data indicates that individuals did not meet their goals for the following reasons: medication changes, hospitalizations, staff changes both residential and program, major life changes, i.e., death of a parent, moving from parents home to group home, and reaching maximum potential on that particular goal.

Results of the Evaluation:

- 100% of the objectives set were achieved.
- 24 consumers reached 100% of their objectives.
- 0 consumer moved to a less intensive staffing ratio.
- 100% of consumers with a behavior plan responded positively to the plan.
- 100% of consumers polled expressed overall satisfaction in their program
- 15% of consumers polled expressed desire to work in paid positions or change jobs in which they work (Polling topics included choices in program, employment satisfaction and opportunities to socialize)
- 0 consumers left Project Independence due to dissatisfaction.

ADDITIONAL PERFORMANCE INDICATORS AND OUTCOMES INFORMATION

General

- 10 years average tenure of direct care staff; 9% average turnover for direct care staff.

Day Service Activity Indicators

- 75% of program time spent in community training.
- 25% of consumer program time spent in transporting or working on mobility/transportation skills in the community.
- 20% of program time spent in self-care training in community settings.

Self Advocacy and Lifelong Learning

- 41% of consumers have received self-advocacy training in a formal setting; 100% of consumers have received self-advocacy training in an informal setting such as community sites.
- 100% of consumers participate in completing a Person Centered Plan.
- 7% of consumers participate in lifelong learning activities such as community college or adult education
- 9% of consumers utilize functional adaptations that enhance independence in self-help skills and community integration.
- 100% of consumers are improving their communication skills
- 95% use communication devices.

Staff: Project Independence employs 71 program specialists, 6 substitutes, 1 behavior specialist, and 6 area managers.

REAL CHALLENGES, INC.

505 Program

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President

Andrew Wood

Program Manager

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PROGRAM OVERVIEW

Real Challenges is a Day Care Facility with site-based and community components. Real Challenges serves consumers who are 18 years of age and older. Program hours are 7:45 a.m. to 2:30 p.m., Monday through Friday. Staff/consumer ratio is *one* staff member *to seven* consumers. The program currently serves 42 individuals. Real Challenges currently has staff who use sign language; and speak English, Spanish and Dutch. Consumers in the program sign; and speak English, Spanish, Dutch and Arabic.

Real Challenges is a program with normalized learning activities designed to enable the consumer with developmental disabilities to develop skills and employment in manufacturing and service occupations. Real Challenges emphasizes the transition of consumers to the work place, utilizing community training, supported employment and job coaching. Real Challenges services consumers from all cities approved by Regional Center of Orange County. Real Challenges has accepted consumers who have not been accepted by other programs due to their limited skills. Minor behavioral problems are considered upon visitation.

The purpose of Real Challenges, Inc. is to train consumers to work as part of a mass production team to produce large quantities of a product; work as a craftsperson to produce a single finished product; serve in the fields of education and recreation; maintain products and facilities; and process basic data to provide information with words, numbers, symbols, shades and colors.

The goal of Real Challenges is to enable each consumer to reach their potential through site-based and/or community training.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Activity Center Program Vendor #H13728*

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Real Challenges, Inc. 505 Program* to provide additional information on their program services.

General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 100% average tenure of direct care staff
- 0% average turnover for direct care staff
- 100% of direct staff time is monitored by management

Vocational

- Five hours average per week per consumer employed on site through subcontract work
- \$2.50 average per hour per consumer employed on site through subcontract work
- 82% of consumers employed on site through subcontract work
- Five hours average per week per consumer in volunteer placement in the community
- 28% of consumers are in volunteer placement in the community

Day Service Activity Indicators

- 20% of program time spent in on site and community vocational training including job placement, career development and employment support
- 20% of program time spent in on site and community recreational/social training
- 20% of consumer program time spent in transporting or working on mobility/transportation skills in the community
- 20% of program time spent in self-advocacy training on site and community including training of self-determination and choice-making skills
- 20% of program time spent in on site and community self-care training

Self Advocacy and Lifelong Learning

- 10% of consumers receive self-advocacy training in a formal classroom or community-based environment where activities are primarily focused on self-advocacy goals
- 30% of consumers receive self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals
- 100% of consumers participate in completing a Person Centered plan
- 50% of consumers participate in lifelong learning activities, such as community college, career courses and adult education/vocational trainings
- 1% of consumers utilize functional adaptations that enhance independence in employment, self-help skills and community integration
- 10% of consumers use various communication devices
- 70% of consumers are improving their communication skills

Self Care

- 22% of consumers have improved their appropriate dress and hygiene skills
- 20% of consumers have improved their appropriate eating skills

REAL CHALLENGES, INC.

510 Program

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PROGRAM OVERVIEW

Real Challenges is an Activity Center that also provides community placement and supported employment to adults with disabilities who are 18 years of age and older. Consumers may select a variety of work hours based on their need and individual choice. Staff/consumer ratio is *one* staff member *to four* consumers. The program currently serves 21 individuals. Real Challenges currently has staff who can use sign language; and speak English, Spanish and Dutch. Consumers in the program sign; and speak English, Spanish and Arabic.

Real Challenges 510 Program places and supports individuals in a wide range of job sites. Placement sites are determined by individual preference and skills. Current placements include special education aide, groundskeeper, janitorial and housekeeping positions. There are recreational and leisure activities offered, and money management training is available.

Supported placement opportunities are community based and are provided in individual and enclave settings. Eligibility requirements include independence in all personal self-care skills, and absence of behaviors that are injurious to self and others.

The goal of the Real Challenges 510 program is to increase the individual's level of independence in the workplace and in the community.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Vendor #HM0163*

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Real Challenges, Inc. 510 Program* to provide additional information on their services.

General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 100% average tenure of direct care staff
- 0% average turnover for direct care staff
- 75% of direct staff hours are monitored by management

Vocational

- Four hours average per week per consumer employed through direct hire in the community
- \$3.60 average earnings per hour per consumer employed through direct hire in the community
- 4 months average job tenure for consumers employed in paid community placement
- 7 months average job tenure for consumers in volunteer placement
- 4 months average length of contract for consumers employed in paid community placement
- 7 months average length of contract for consumers in volunteer placement
- No job turnover for the calendar year to date for consumers in paid and volunteer placement

Day Service Activity Indicators

- 50% of program time spent in community vocational training including job placement, career development and employment support
- 10% of program time spent in community recreational/social training
- 20% of consumer program time spent in transporting or working on mobility/transportation skills in the community
- 10% of program time spent in self-advocacy training in the community including training of self-determination and choice-making skills
- 10% of program time spent in self-care training in community settings

Self Advocacy and Lifelong Learning

- 100% of consumers have received self-advocacy training in a formal setting such as a classroom or community-based environment where activities are focused on self-advocacy goals/activities
- 100% of consumers have received self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals
- 100% of consumers participate in completing a Person Centered Plan
- 40% of consumers are improving their communication skills

Self Care

- 90% of consumers have improved their appropriate dress and hygiene skills
- 90% of consumers have improved their appropriate eating skills
- 40% of consumers have improved their personal care skills

RIO
REHABILITATION INSTITUTE OF SOUTHERN CALIFORNIA
Transitional Adult Program (TAP)
Transitional Adult Activity Center (TAAC)

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Fullerton, CA 92365

CONTACT: Sandra Walker

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TAP & TAAC Orange
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Sophia Martinez

Facility Director
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PROGRAM OVERVIEW

The Transitional Adult Program (TAP) and the Transitional Adult Activity Center (TAAC) are day programs that serve adults with developmental disabilities who are 18 years of age and older. Staff/consumer ratio in TAP is *one* staff member *to four* consumers and TAAC is *one* staff member *to eight* consumers. TAAC is an activity program developed in February 2010 at the *Orange site only* that models from the existing TAP Program and was developed for those consumers who require additional training at a higher level of functioning than the TAP consumers, but not quite at the level of the Supported Employment consumers. This program also provides paid work opportunities to the consumers as well. The objective of TAP/TAAC is to provide participants with training in the following areas: functional skills, community living, and continuing education. While participating in TAP/TAAC, consumers will have the opportunity to participate in training modules that are designed to develop and maintain the participant's functional skills. Training modules include, but are not limited to, the following: social and community skills; receptive/expressive language; mobility training; community safety; decision making; interpersonal relationships; grooming and hygiene; fine/gross motor skills; money management; functional academics; and use of adaptive equipment. RIO also offers an onsite Community-Based Adult Services (CBAS) Program (*formerly called Adult Day Health Care Program*) for individuals who would benefit from medical intervention and therapy services.

RIO's goal is to maximize independence while promoting personal and social growth. RIO attains its goal of improving the quality of life of persons with disabilities by providing comprehensive coordinated programs that increase the ability of individuals to function at home, at school, on the job, and in the community.

All Programs are licensed by Community Care Licensing (CCL).

FUNDING

The program and transportation are funded by the Regional Center of Orange County and private insurance may also be accepted. *Program Vendor #H13800 (TAP, Orange); #HM0779 (TAAC, Orange); #H13647 (TAP, Fullerton).* Private pay for services is available.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *RIO: Transitional Adult Program/ Transitional Adult Activity Center* to provide additional information on their program services:

General

- 100% of individuals satisfied with program according to consumer satisfaction survey
- 5.53 years average tenure for direct care staff
- Less than 1% average turnover for direct care staff

Vocational

- 100% of consumer in paid work received annual reviews and pay increases on the same basis as all company employees
- 20-hour average work week per consumer employed through direct hire onsite
- \$9.00 an hour average earnings per consumer employed through direct hire onsite
- 33% of consumers are employed through direct hire onsite
- 27.5 hours average work week per consumer employed through subcontract onsite
- \$3.07 an hour average earnings per consumer in subcontract work onsite
- 81.3% of consumers are employed through subcontract onsite
- 11 months average consumer job tenure in subcontract work onsite
- 15 months average length of contract
- 3% average consumer job turnover
- 3 months average time for job search

Self Advocacy and Lifelong Learning

- 91% of consumer receive self-advocacy training in a formal classroom setting
- 9% of consumer receive self-advocacy training in an informal setting
- 100% of consumers participate in completing a Person Centered Plan
- 1% of consumers participate in lifelong learning activities such as community college
- 2% of consumers utilize functional adaptations
- 4% of consumers are improving their communication skills

Self Care

- 1% of consumers have improved their appropriate dress and hygiene skills
- 2% of consumers have benefitted from special behavior support
- 1% of consumers have improved their personal care skills

S.A.G.E.

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PROGRAM OVERVIEW

SAGE (*Self Advocacy Growth & Empowerment*) is a *community-based* day program for adults with developmental disabilities and maladaptive behaviors that impede them from transitioning effectively into the community. S.A.G.E. does provide partial site-based activities. S.A.G.E. serves adults with developmental disabilities who are between 18 to 59 years of age. S.A.G.E. utilizes Applied Behavior Analysis (ABA) as a method to identify and extinguish the maladaptive behaviors exhibited by the individual. The extinguishment of maladaptive behaviors will lead to heightened interaction within the community.

S.A.G.E. accepts individuals from Orange County that are served by Regional Center of Orange County. Clients enrolled into the program may require a 1:1, 1:2, or 1:3 staffing ratio to meet their behavioral and safety needs. The staffing ratio will be assessed by the program Administrator and Director and will take into account the frequency and severity of any maladaptive behaviors exhibited by the individual. Once the individual has been accepted to attend S.A.G.E., a behavior consultant will perform a functional behavior assessment to determine the antecedent to specific behaviors and develop a plan of action to curb the behaviors. The plans are reviewed by the individual's Interdisciplinary (ID) Team. The ID Team includes family, service coordinator, and S.A.G.E. staff. Once the plan is modified and accepted, it will be implemented by the training specialist working with the client.

S.A.G.E. believes success is unique to each individual, prompting a personal daily plan that promotes self-advocacy, growth and empowerment. Each individual will be given the opportunities to improve in areas such as self care, social skills, communication and independence. Individuals can participate in areas of training such as exercise, mobility, recreational activities, leisure activities, volunteer work or paid employment.

FUNDING

The program and transportation are funded by the Regional Center of Orange County.
Adult Development Program Vendor #H23083; Transportation Vendor #H23088

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *SAGE* not included.

SAIN

Vietnamese League of Orange County

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PROGRAM OVERVIEW

SAIN (*Southeast Asian Integration Network*) is an *adult development program* serving adults ages 18 and older who can benefit from a community-based, integrated work and community integration program. The SAIN Program provides door-to-door transportation and encompasses most of Orange County. The administrative offices are centrally located in Garden Grove. The program offers on-the-job and community training in a ratio of *one* staff member *to four* consumers.

The SAIN Program offers a special capacity to outreach to, and provide culturally sensitive and linguistically appropriate services to the Asian and Pacific Islander communities. The program is staffed with bilingual/bicultural employees who speak Cambodian, Chinese, Korean, and Vietnamese with resources to provide translation and interpretation in Tagalog and 39 other languages. The SAIN Program services include: employment development across a variety of settings including office and clerical assistant, custodial and maintenance, grocery clerk, food service, sewing, and assembly; and adult skills training including survival English (ESL), community mobility training, social adjustment, and acculturation training.

The goal of the SAIN Program is to assist individuals challenged with a developmental disability to live and work in their local community as independently as possible through supported work and culturally appropriate adult life skills training.

The philosophy of the SAIN Program includes the belief that persons with disabilities are people first. All persons regardless of disability or cultural background should have equal access to their community and meaningful (paid) jobs; consumer driven/person centered services with emphasis placed on a person's abilities.

FUNDING

The program and transportation are funded by the Regional Center of Orange County.
Adult Development Program Vendor #H23083; Transportation Vendor #H23088

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *SAIN* not included.

STEP

A Service of the Institute for Applied Behavior Analysis

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PROGRAM OVERVIEW

STEP was established in November 1985 as a community-based behavior management day service for adults with developmental disabilities, ages 18 or older. It is the philosophy of STEP that a person with a developmental disability is entitled to live his or her life with the full dignity of a developing human being, as a self-reliant and productive member of society. Specifically, STEP offers individualized services toward the goal of independent and productive living and working in the community: (a) to individuals who exhibit significant challenging behaviors which represent a threat to themselves, others, or to property and therefore, significantly inhibit integration; and (b) to individuals who face other challenges that significantly inhibit integration such as physical limitations requiring additional support. STEP adheres to a strictly non-aversive behavior management philosophy. Basic eligibility requirements for the 1:3 staff-to-client ratio include independence in personal self-help skills. Individuals needing significant assistance with self-help skills, mobility, or medical issues may be eligible for service at a 1:2 or 1:1 ratio.

In Orange County, STEP serves approximately 100 individuals. STEP provides a six-hour service day that entails paid and/or volunteer work and community integration. Teaching takes place at local area businesses where the participants work, as well as social and recreational settings. Jobs are direct pay entry-level positions in food service, manufacturing, office, or retail settings. Training on the job is done individually or in small groups and is geared toward learning tasks, increasing speed, maintaining performance, interacting with coworkers and supervisors, and other aspects of work such as clocking in and out, and taking breaks and lunch appropriately. Natural supports or relying on the regular people and patterns of the workplace for training, feedback, and evaluations, are facilitated whenever possible. Community integration involves increasing the person's participation in his/her home or work neighborhood. Generic transportation, such as walking or public busses is encouraged, and is used during the service hours. STEP Employment Specialists may provide transportation during the service day under special circumstances. STEP also provides services to increase participants' self-advocacy and social skills.

FUNDING

STEP is funded by the Regional Center of Orange County. *STEP III, Vendor # H13847, provides services at a 1:3 ratio. STEP II, Vendor #PM0526, provides services at a 1:2 ratio. STEP I, Vendor #PM0525, provides services at a 1:1 ratio. Transportation Vendor #H13802.*

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *STEP* to provide additional information on their program services:

General

- *STEP* offers extensive staff orientation and training in the form of a unique competency based training program
- All staff are required to complete the training program within the first six months of employment
- 48 months average tenure for all direct care staff

Vocational

- \$8.20 average hourly wage for consumers
- 70% of consumers are employed in the community
- 93 months average job tenure for consumers
- 100% of employed consumers are directly hired by employers
- 33% of consumers participate in volunteer work

Day Service Activity Indicators

- 75% average rating on the Periodic Service Review (PSR) which is a monitoring tool used monthly to assess the overall quality of *STEP* services
- 25% of consumers attend PET (Personal Effectiveness Training)
- 100% of consumers participate in community activities of their choice such as social/recreational, informal training on self-advocacy and self-determination, mobility training and job seeking skills

VOCATIONAL VISIONS

Adult Development Program and Day Training Activity Center

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Nicki Everett, Program Manager

Day Training Activity Center

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PROGRAM OVERVIEW

Vocational Visions offers a variety of services for adults with developmental disabilities who are 18 years of age or older. The programs hours are Monday through Friday from 8:15 a.m. to 2:15 p.m. The Adult Development Program is a *community-based program* that provides training in a staff/consumer ratio of *one* staff member to *four* consumers. The Day Training Activity Center is a *site-based* program that provides training with ratios of *one to six*, *one to three*, and *one to two* for those consumers who may need Self-Help Support. A behavior management component with a *one to one* consumer/staff ratio is also available. Vocational Visions has staff who can use sign language, and who speak English, Spanish, Tavalu, Tagalog, Farsi, Chinese, Italian, Hindi, Tamil, Thai and Ordo. Consumers in the programs sign or speak English and Spanish and use augmentative and alternative communication.

The Vocational Visions Adult Development Program (ADP) has two components. The employment component includes: job coaching; continual training and support; and mobility training. The community integration component includes: community awareness; use of public transportation and safety; money management and independent recreation. Monthly themes are developed which are centered around current community events and holidays relevant to consumers' lives. Current job sites include placements at a ranch, parks, a local church, restaurants, a retail establishment, and an equestrian center. The goal of the ADP is to provide community training, vocational resources, and assessment to individuals that enable them to utilize their community, and to obtain and retain community-based employment.

The Vocational Visions Day Training Activity Center provides training in leisure/recreation, community integration skills, and behavior management areas. Facility-based activities include a thematic curriculum stressing functional training, sensory/motor skill development, and audio-visual presentations. Community integration is achieved through bi or tri-weekly outings into the community to shop for cooking or art supplies, to access local businesses or attractions, to go bowling or visit the zoo, to take part in annual festivals, or to picnic at the local park. The Day Training Activity Center program focuses on consumer choice and promoting independence through personal growth and development. Activities include arts and crafts, music, games, physical fitness, cooking, pet therapy, and purchasing skills. The goal of the program is to provide assessment and day training activity services, which enable individuals to improve community, independent, and leisure skills in order to achieve their highest level of functioning.

FUNDING

The programs and transportation are funded by the Regional Center of Orange County. *Adult Development Program Vendor # H22820; Day Training Activity Center Vendor # H13569; Day Training Activity Center "Self-Help Support" Vendor #PM0522; Day Training Activity Center Vendor #PM0109; Transportation Vendor #H22908*

Private pay for services is available on a case by case basis.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Vocational Visions Adult Development Program* to provide additional information on their program services:

General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 36 months average tenure for direct care staff

Vocational

- Ten hours average per week per consumer employed in the community

Day Service Activity Indicators

- 35% of program time spent in community vocational training
- 45% of program time spent in community recreational/social training
- 10% of program time spent in transporting or working on mobility/transportation skills in the community
- 5% of program time spent in self-advocacy training in the community including training of self determination and choice making
- 5% of program time spent in self-care training

Self Advocacy and Lifelong Learning

- 100% of consumers receive self-advocacy training in a community-based environment where activities are primarily focused on self-advocacy goals
- 8% of consumers participate in lifelong learning activities, such as community college, career courses and adult education/vocational training

ADDITIONAL PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Vocational Visions Day Training Activity Center* to provide additional information on their program services:

General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 48 months average tenure for direct care staff

Vocational

- 60 minutes average per week per consumer employed through direct hire office work at program site

Day Service Activity Indicators

- 35% of program time spent in choosing and then participating in the various functional and recreational activities offered throughout the day
- 9 hours per week per consumer spent in community recreational/social training
- 35% of program time spent in meeting the established individual goals developed for each consumer
- 10% of consumer program time spent in transporting or working on mobility/transportation skills at the facility and in the community

Self Advocacy and Lifelong Learning

- 10% of program time spent in self-advocacy training including training of self-determination skills

Self Care

- 10% of program time spent in self-care training

VOCATIONAL VISIONS

Emeritus and Health-Related Services Programs

23612 Alambre

Mission Viejo, CA 92691

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Emeritus Program

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Nick Billing, Program Mgr

Health Related Services

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PROGRAM OVERVIEW

Vocational Visions offers a variety of services for adults with developmental disabilities who are 18 years of age or older. The programs hours are Monday through Friday from 8:15 a.m. to 2:15 p.m. The Emeritus and Health Related Services programs are site based. Emeritus provides training primarily in a ratio of *one to four*. *One to one* behavior, *one to two* self help support, and *one to three* adult development support are also available. Health Related Services provides a staff-to-consumer ratio of *one to three*. Vocational Visions currently has staff who can use sign language, and who speak English, Spanish, Tagalog, Farsi, Italian, Hindi, Tamil and Ordo. Consumers in the programs sign or speak English and Spanish and use augmentative communication.

The Vocational Visions Emeritus Program seeks to maximize consumer personal growth and development, skill acquisition and community integration through a curriculum centered on fine arts. The program serves those consumers who have chosen not to work either as a consequence of age, regression of life skills, depreciating productivity, or by choice. Consumers in this program range in age from 23 to 75 years young. The program believes consumers experience growth through the quality and quantity of program choices, and that consumers' self esteem increases by experiencing a creative release of feelings and emotions through the arts. Course offerings include arts and crafts, painting/drawing, cooking, music, armchair travel (audio, video, internet access), physical education, woodworking, crafts, and gardening. The community component of the program is also emphasized, and includes such experiences as visiting museums, Angel Stadium and animal shelters, going fishing, whale watching, going bowling, going to the beach, fairs, expos and festivals. Consumers have the opportunity to participate in pet therapy and weekly shopping trips for curriculum materials.

The Vocational Visions Health Related Services component of the Day Training Activity Program provides an individualized program for adults with developmental disabilities who also have restricted medical conditions. The staffing includes a full time licensed vocational nurse and tutors to meet all needs for personal growth and development as well as nursing intervention. Site-based training includes socialization skills, sensory stimulation, communication skills, self care and leisure. The program is also designed to include community integration to enhance community interactions and awareness, purchasing skills, mobility skills training, and decision making in planning community outings. It is the goal of the program to provide day training activity services and nursing services to encourage self advocacy; to maximize opportunity for peer interaction and community integration; and to enable consumers to maintain or increase optimal capacity for self care.

FUNDING

The programs and transportation are funded by the Regional Center of Orange County. *Emeritus Program Vendor # H13609; Day Training Activity Center Health Related Services Vendor # H13715; Transportation Vendor #H22908* Private pay for services is available on a case by case basis.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Vocational Visions Emeritus Program* to provide additional information on their program services:

General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 6 years average tenure for direct care staff

Vocational

- 80 minutes average per week per consumer employed through direct hire on site

Day Service Activity Indicators

- 35% of program time spent in choosing and then participating in activities
- 12 hours per week per consumer spent in community recreational/social training
- 15% of program time spent in meeting the established individual goals developed
- 30% of consumer program time spent in transporting or working on mobility/transportation

Self Advocacy and Lifelong Learning

- 15% of program time spent in self-advocacy training

Self Care

- 5% of program time spent in self care training

ADDITIONAL PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Vocational Visions Health Related Services* to provide additional information on their program services:

General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 10% average turnover for direct care staff; 4 years average tenure for direct care staff
- 75% of direct care staff time is monitored by management

Day Service Activity Indicators

- 30% of program time is spent in recreational/social training on site and in the community
- 25% of consumer program time is spent in transporting or working on mobility skills
- Self-advocacy training occurs both on site and in the community throughout the day
- 50% of program time is spent in self-care training both on site and in the community

Self Advocacy and Lifelong Learning

- 15% of consumers have received self-advocacy training in a classroom or community setting
- 100% of consumers have received self-advocacy training in an informal setting
- 50% of consumers are actively involved in completing a Person Centered Plan
- All consumers not actively involved are represented by family members, advocates or significant others to assist them in completing a Person Centered Plan
- 10% of consumers participate in lifelong learning activities
- 100% of consumers utilize functional adaptations that enhance independence
- 25% of consumers use various communication devices
- 100% of consumers are improving their communication skills

Self Care

- 50% of consumers have improved their appropriate dress and hygiene skills
- 75% of consumers have improved their appropriate eating skills
- 75% of consumers have benefited from special behavior support
- 75% of consumers have improved their personal care skills
- 75% of consumers have improved their appropriate eating skills
- 75% of consumers have benefited from special behavior support
- 75% of consumers have improved their personal care skills

WESTVIEW SERVICES, INC.

Site-Based, Partial Site-Based, and Senior Programs

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Community Arts Program

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Garden Grove Program

Machele Harris

Program Manager

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Starlyte Education Program

Lucy De Jesus

Program Manager

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Fax: (714) 418-2093

Windsong Senior Activity

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Program Manager

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Daystar Program

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Starbright Program

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PROGRAM OVERVIEW

Westview *Site-Based* and *Partial Site-Based* Programs serve adults with a variety of developmental disabilities who are 18 years of age and older. Program hours are approximately 8:00 a.m. to 2:00 p.m., Monday through Friday. Program ratios are *one* staff member to *three* consumers. All programs teach independent living skills within the domains of Self Care, Self Advocacy, Community Integration, and Employment Training. Program activities focus on a variety of daily living skills, music, art, mobility training, volunteer work, community safety, shopping, nutrition classes, and gardening. All programs participate annually in Westview's Sports Fest. Site-based groups receive on-site classes from local college instructors and community-based groups attend college classes out in the community.

The Windsong Senior Activity Program is a *site-based* program serving adults ages 60 years and above and has a ratio of *one* staff member to *five* consumers. Windsong offers similar activities as mentioned above including Westview's annual Sports Fest and on-site college classes. Windsong also provides breakfast and lunches.

FUNDING

The programs and transportation are funded by Regional Center of Orange County. *Community Arts, Anaheim Vendor # H22815 ARTS; Garden Grove, Anaheim Vendor #H22815 GG; Starlyte Education Center, Westminster Vendor H22815 STAR W; Senior Activity Windsong, Anaheim Vendor #H13575; Daystar, Fullerton Vendor # H13728; Starbright, Santa Ana Vendor #H22815 STAR S*

Private pay for services is available for the Windsong Senior Program.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Westview* to provide additional information on their program services:

Westview Garden Grove Partial Site-Based Program

- 100% of individuals are satisfied with program; 93% consumer attendance rate; 7 years average tenure for staff, 92% annual IPP attendance by ICP writer, assistant manager and manager
- 5 volunteer sites: No One Left Behind, Stanley Museum, Heritage Museum, Buddhist Temple, Stanton Library
- Off-site classes on rhythmic movement and personal and social skills taught through Coastline College
- On-site class taught by Cypress College; Onsite volunteers, additional on-site classes taught by Westview staff include art, mosaic, beginning sign language, computer lab, music including bell ringing, and Tai Chi class taught in the park
- Community garden and onsite garden promote healthy nutrition; Breakfast snack served daily to clients
- Holiday dances and evening Halloween celebration; awards party for clients each month; 10 week bowling and bocce ball
- Local community integration; 3 vans available to transport clients are wheelchair accessible; Annual trip to Discovery Museum
- Participation in OC Fair; and participation in Westview hosted Special Olympics, Sports Fest, Art show, Talent Show and Carnival

Westview Windsong Senior Activity Center Site-Based Program, Anaheim

- 100% of individuals are satisfied with program; 89% consumer attendance rate; breakfast snack and hot lunch served to clients
- 7 years 6 months average tenure for staff; 89% annual IPP meeting attendance by staff; Staff retention is 98%
- On-site classes weekly from North Orange County Community College District, including music, cooking, and arts and crafts
- Consumers participate in client advocacy classes, on-site garden; nutrition class, Annual Sports Fest, and Talent Show
- Holiday dances, Cinco de Mayo and Independence Day celebrations; awards for best attendance each month

Westview Starlyte Education Site-Based and Partial Site-Based Program, Westminster

- 100% of individuals are satisfied with program; 90% consumer attendance rate; 78 % annual IPP meeting attendance
- Consumer vegetable garden on site; snack program; local community integration;
- Instructor from Coastline College teaches adaptive PE and arts and crafts on site
- Volunteerism at Heritage Museum, Westminster Library, Boys and Girls Club, Garden Grove Methodist Church
- Daily activities include classes such as painting, nutrition, yoga, computer, bowling, crochet/knitting, jewelry making, reading, American History, basic sign language, bowling dancing, beauty and barber shop, library use; regulation size bocce ball court
- Participation in Westview Sports Fest, OC Fair, Westview's Got Talent, Annual Carnival and holiday celebrations

Westview Starbright Site-Based Program, Santa Ana

- 100% of individuals are satisfied with program; 91% consumer attendance rate; breakfast & snack served daily
- Teacher from Santa Ana Community College teaches daily living skills to increase independence
- Local community integration; Volunteer jobs at Heritage Park, Vietnamese Catholic Church and Greyhound Shelter
- Daily activities are done in five activity rooms which allow for training in different settings
- A variety of meaningful activities, such as arts and crafts, promote cognitive, visual and tactile skills. Computer classes with specially designed software help develop cognitive and adaptive skills
- Additional activities include classes in cooking and nutrition, science class, self-defense, bowling, yoga, computer, grooming and hygiene, music with different instruments, knitting, painting, pottery, and gardening. Participation in Westview hosted Special Olympics and Sports Fest, Annual Carnival, Orange County Fair, birthday celebrations, dances and holiday celebrations
- Big outdoor area- relaxing fountain, and activities such as wheelchair racing, basketball, soccer, picnics, gardening and bocce court

Westview Daystar Site-Based Program, Fullerton

- 100% of individuals are satisfied with program; 93% consumer attendance rate
- Local community integration such as the Farmer's market, recycling center, summer movie trips, Summer Splash Pad trips, bowling, Downtown Disney, bocce ball at Starbright, monthly final Friday park day, local stores, and Westview's annual carnival
- Weekly coach led classes including art, nutrition, grooming, and sports/exercise
- Sports activities such as Westview hosted Annual Sports Fest and Special Olympics, bowling, games, indoor basketball games

Westview Community Arts Site-Based Program

- 100% of individuals are satisfied with program; 91% consumer attendance rate
- Individualized assessment of gifts, talents, interests, and abilities to ensure creative and appropriate activities
- Forum and individual classes that promote independent daily living skills, relational individuality expression through shared readings, journaling, active listening and body language skills
- Local community integration; all-program bi-monthly park picnics; field trips to museums, zoo, Knotts Independence Hall, Stanley Ranch and OC Fair; multi-cultural workshops and celebrations; , community walks; semi-wkly birthday celebrations
- Fine art expression classes with published artist instructor; Groups attend theater arts class; computer, music and singing classes
- Participation in annual Westview Sports Fest and Carnival; Volunteer jobs at local city park, community church, and Greyhound Animal Shelter; bowling league; bocce ball; cooking and nutrition class, gardening, hygiene and grooming classes

WESTVIEW SERVICES, INC.

Behavior Management Program

Community-Based Program

Multi-Cultural Program

CONTACT:

Community-Based Program

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Behavior Management Program

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Multi-Cultural Program

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Corporate Office:

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Orange County Operations

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PROGRAM OVERVIEW

Westview Community-Based and Behavior Management Programs serve adults with developmental disabilities who are 18 years of age and older. Additionally, the Multi-Cultural Community-Based Program serves adults with developmental disabilities of different ethnicities. Staff/consumer ratios are *one* staff member *to four* in the Community-Based Programs, and *one to three* in the Behavior Management Program. Consumers in these programs are transported by Westview job coaches. Westview has staff and consumers who speak English, Spanish, Vietnamese, Cambodian, Chinese, Tagalog, Korean, Indonesian, Thai, French and Farsi.

Westview's Behavior Management Program is a community-based program designed to serve adults with developmental disabilities who exhibit maladaptive behaviors. Job coaches and support staff are trained in behavior management skills that promote non-aversive treatment with a heavy emphasis on positive reinforcement. The program offers individuals the opportunity to be active members of the community by learning work-related skills through engaging in regularly scheduled volunteer work at non-profit agencies and attending employment readiness classes. Most of the individuals in the behavior program attend a variety of local colleges, participate in Special Olympics and the Westview Sports Fest, make purchases, use public transportation, and gain skills for future paid employment.

Westview's Community-Based Program in Anaheim and Multi-Cultural Program in Westminster offer *integrated employment* and *community-based training*. Job areas include janitorial, light clerical, auto detail, assembly, and food services. Consumers participate in volunteer work at non-profit agencies. Most consumers attend a variety of local colleges and are enrolled in exercise classes, daily living skills, computer training, applied academics, rhythmic gymnastics, and cooking classes. Community training in work related self-help, social, purchasing, community safety, mobility, and banking skills is also available.

FUNDING

The programs and transportation are funded by Regional Center of Orange County. *Community-Based, Anaheim Vendor #H22690 CBA; Multicultural Program Vendor #H22987; Behavior Management Program Vendor #H23048* Private pay for services is available.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Westview* to provide additional information on their program services:

WESTVIEW COMMUNITY-BASED PROGRAM, ANAHEIM

General

- 100% satisfaction with program according to consumer satisfaction survey; 90% consumer attendance rate
- 51% of consumers are earning a paycheck
- 93% client attendance rate
- 3 years average staff tenure
- 94% annual and semi-annual progress meeting attendance by program staff
- Community-Based currently has 8 paid jobs in the community
- Clients attend classes through local colleges and within Westview Services
- Clients volunteer at various sites in the community
- Focus on Employment Training, Self Care, Self Advocacy, and Community Integration
- Daily Activities include using OCTA Public Transportation, Special Olympics training and Regional Games participation, local college classes, volunteer work at local non-profit agencies
- Participation in Westview's annual Sports Fest, carnival, and holiday parties
- Art class, computer class, employment readiness class

WESTVIEW MULTI-CULTURAL COMMUNITY-BASED PROGRAM, WESTMINSTER

General

- 100% of consumers surveyed are satisfied with program; 6 years average tenure of direct care staff
- 92% consumer attendance rate
- 97% annual and semi-annual progress meeting attendance by program staff
- Program Weekly hours: 30 hours in community setting- 6 hours each day
- Community-Based currently has 4 paid jobs in the community
- Clients volunteer at 20 various sites in the community
- The Multi-Cultural Program serves clients of different ethnicities and focuses on helping them maintain their ethnic identity through cultural observances
- Focus on employment training, self-care, self-advocacy, and community integration
- Daily activities include Tai Chi, Special Olympics training, and Regional Games participation, Coastline College class, Westview classes, paid jobs, and volunteerism at local non-profit agencies
- Participation in Westview's annual Special Olympics, Westview Carnival, bocce ball, bowling league, and other sports as well as holiday parties
- Classes include employment readiness training, arts/crafts, computer, music, American Sign Language (ASL), nutrition, cooking, dancing, arts therapy, and Special Personal Development Class through Coastline College

WESTVIEW BEHAVIOR MANAGEMENT PROGRAM, ANAHEIM

General

- 100% satisfaction with program according to consumer satisfaction survey; 95% consumer attendance rate
- 3 years average staff tenure
- Behavior management staff are C.P.I. certified in proactive behavior strategies
- 95% annual and semi-annual progress meeting attendance by program staff
- Program Weekly hours: 30 hours in community setting- 6 hours each day; Monday – Friday, 8:00 a.m. – 2:00 p.m.
- Behavior Management Program has 1 paid job
- Clients attend classes through local colleges and within Westview Services

Day Service Activity Service Indicators

- Focus on Employment Training, Self Care, Self Advocacy, and Community Integration
- Daily Activities include using OCTA Public Transportation, Special Olympics training and Regional Games participation, local college classes, volunteer work at local non-profit agencies
- Participation in Westview's annual Sports Fest, carnival, and holiday parties
- Art class, computer class, employment readiness class

WORK CREATION PROGRAM, INC.

Adult Development Program

1980 Old Tustin Avenue

Santa Ana, CA 92705

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Chief Executive Officer
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Ladan Kasmai
Executive Director

PROGRAM OVERVIEW

Work Creation serves adults with developmental disabilities who are 18 years of age and older. Program hours are 8:00 a.m. to 2:30 p.m. five days per week. Staff/consumer ratio is *one* staff member *to three* consumers or *one* staff member *to four* consumers as needed. Work Creation currently has staff and consumers who speak English, Spanish, Farsi, Arabic, Korean, Vietnamese and Tagalog. Work Creation is vendored to provide services to individuals living throughout Orange County.

Work Creation offers a *community-based adult development program* that provides intense training in vocational, social/interpersonal, and community skills areas. Employment training takes place on the job. Work placement is varied to accommodate each individual's abilities and interests. Community skill training is done utilizing integrated community resources for work, recreation and personal needs. Participants are trained to gain sufficient interpersonal and community skills to meet situational demands of the business world.

Work Creation Program believes in empowering the individuals they serve to make choices and decisions in their lives. Training is provided in basic human rights and in the fundamental belief of equal opportunity for all. Emphasis is placed on strengthening participants' self-esteem and broadening their perceived scope of capabilities.

The staff at Work Creation are dedicated to design unique programs based on understanding consumers' wants, wishes, and dreams; and assist them in attaining their personal goals with the purpose of living happier and more balanced lives.

FUNDING

The programs and transportation are funded by the Regional Center of Orange County.

Adult Development Center Vendor # H13686; Transportation Vendor #H13685

Private pay for services is available on a case by case basis.

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Work Creation Adult Development Program* not included.

WORK CREATION PROGRAM, INC.

Behavior Management Program

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Ladan Kasmai
Executive Director

PROGRAM OVERVIEW

Work Creation Behavior Management Program serves adults with developmental disabilities who are 18 years of age and older. Program hours are 8:00 a.m. to 2:30 p.m. five days per week. Staff/consumer ratio is *one* staff member to *three* consumers. Work Creation currently has staff and consumers who speak English, Spanish, Farsi, Arabic, Korean, Vietnamese and Tagalog. Work Creation is vendored to provide services to individuals living throughout Orange County.

Work Creation Program offers a community-based behavior program to individuals with maladaptive behaviors which prevent them from participating in less restrictive environments. Work placement is varied to accommodate individual abilities and interests. Community skill training is done utilizing integrated community resources for work, recreation and personal needs. Participants are trained to gain sufficient interpersonal and community skills to meet situational demands of the business world.

Work Creation emphasizes the use of positive programming and non-punitive behavior modification. It is the goal of the program that through behavioral programming, consumers will receive sound training that will enable them to face life with a strong, positive stance. The behavior strategies and staff at Work Creation attempt to decrease the occurrence of inappropriate behavior patterns. In addition, staff trains more socially acceptable alternatives interchangeable throughout the participant's program at work: differential reinforcement of other behavior, differential reinforcement of alternative behaviors and stimulus control as the individual gains independence and develops a healthy level of self-worth.

Behavioral interventions are devised, written, and monitored by a behavior specialist and the program director. Work Creation Program believes in empowering the individuals they serve to make choices and decisions in their lives. Training is provided in basic human rights and in the fundamental belief of equal opportunity for all. Emphasis is placed on strengthening participants' self-esteem and broadening their perceived scope of capabilities.

FUNDING

The program and transportation are funded by Regional Center of Orange County. *Behavior Management Vendor #H13675; Transportation Vendor #H13685.*

Private pay for services is available on a case by case basis.

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Work Creation Behavior Management Program* not included.

Supported Employment Programs

The second section of the directory includes programs funded by the Regional Center of Orange County and the Department of Rehabilitation. Vocational Rehabilitation offers time-limited training in competitive and supported employment services. Additional funding may be available for college courses, assistive technology assessment/training, and situational vocational assessment. Information about these services can be obtained by calling the Department of Rehabilitation. Consumers who are not eligible for RCOC funding services, may be eligible for supported employment through direct referral to Department of Rehabilitation @ (714) 662-6030. Regional Center of Orange County offers extended services in supported employment programs.

The individual programs and service providers that fall in this category are listed on the following pages. Supported employment programs offer placement services, and initial and follow-up job coach support to persons employed in the community in individual or group placements.

REFERRAL PROCESS

The following information is based on Regional Center of Orange County's and Department of Rehabilitation's referral procedures. Early planning and careful review of program services are recommended.

- Student/Consumer, family or their representative contacts Regional Center of Orange County (RCOC) Service Coordinator or Intake Worker @ (714) 796-5100 to request referral to adult day program.
- RCOC refers case to Department of Rehabilitation (DR) Program Liaison. If it is determined that long term services/support is needed, RCOC picks up funding.
- RCOC Service Coordinator schedules an Interdisciplinary (ID) Team meeting to discuss program options with the student/consumer, family or representative. Student/Consumer, family or their representative may provide their input at this time regarding program options they have explored and would like considered in the initial referral process.
- The ID Team shall consider all options available. The Service Coordinator shall provide the consumer with the most appropriate referrals to meet his/her needs.
- Referral packets are sent to targeted programs.
- Adult programs contact student/consumer and family to schedule a visit, to discuss services, and to meet consumer.
- The student/consumer and family visit the programs and advise RCOC Service Coordinator of their choice.
- Acceptance of the student/consumer into the selected program is determined by that program's ability to meet the needs of the student/consumer. Once services and transportation are approved, a telephone call is then made to the consumer or family member to inform them of the service starting date.

ELWYN CALIFORNIA

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PROGRAM OVERVIEW

Elwyn California provides several programs for persons with physical and mental disabilities who are 18 years of age and older. Elwyn California develops an Individual Rehabilitation Plan with all consumers in the *Supported Employment* and *Adult Day Programs*. The staff-to-consumer ratios vary in the programs based on individual needs. Elwyn California currently has staff who can use sign language; and who speak English, Spanish, and Cantonese.

Elwyn offers a wide range of services including individual evaluation, job exploration, external situational assessment, short term community-based work, counseling, behavioral intervention, and work study. Specialized services are available for individuals with special needs including sight and hearing impairments and behavioral challenges. Beginning in September of 2014, the *Community Integration Program* will provide partial site based and partial community based training in a *one to four* ratio. The Community Integration program will provide two hours of paid work in an integrated setting and four hours of volunteer work, job exploration, paid external situational assessments, destination/mobility training, life experiences, and community integration services training. Clients might consider the Community Integration Program if they want to be prepared for/guided through future supported employment placement.

The Elwyn California *Supported Employment Services Program* serves over 150 individuals providing job development, job matching, external situational assessment, individual placement, group placement, job coaching and orientation, destination training, job modification, counseling, SSI advocacy, and PASS grant writing services. Elwyn California's *Customized Employment Service* will negotiate with potential employers to customize a job for individuals including accommodations. If owning a business is a goal, Elwyn can assist in developing a business plan, legal requirements, business start up, and provide on-going support. Elwyn California is a designated Employment Network as part of the Social Security Administration's Ticket to Work Program.

The Elwyn California Adult Day Program serves 26 individuals who have emerging needs and changing skill levels that will present health and safety concerns in the near future. The program provides each participant with options to enhance personal growth and skill retention through a curriculum focused on safety, wellness, recreation and leisure pursuits, part-time work (optional), community access, and choice-making skills.

Elwyn California Mission Statement: Maximizing potential through personal commitment, collective talents and innovation, Elwyn California supports individuals with diverse challenges in shaping distinctive, meaningful lives.

FUNDING

The programs and transportation are funded by the Regional Center of Orange County. *Supplemental Day Services Program Support Services #P20891, Service Code 110 Fountain Valley. SEP, Group Placement—#HM0367, Service Code 950 Fountain Valley. SEP, Individual Placement —#HM0368, Service Code 952 Fountain Valley. ADP—#HM0448, Facility #306002963. Micro-Enterprise #HMO754, Service Code 952 Fountain Valley*

Private pay for services is available.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Elwyn California* to provide additional information on their program services:

General

- 100% of individuals on site and in supported employment are satisfied with program according to consumer satisfaction survey

Vocational

- 100% of employed consumers in the community received annual reviews and pay increases on the same basis as all company employees based on prevailing language
- 15% of consumers in the community are in volunteer work placement

Day Service Activity Indicators

Community Program

- 41% of program time spent in vocational training for consumers placed in the community
- 44% of program time spent in recreational/social training
- 5% of program time spent in transportation/mobility training
- 10% of program time spent in self-advocacy training

Self Advocacy and Lifelong Learning

- 20% of consumers receive self-advocacy training in a formal classroom setting
- 80% of consumers receive self-advocacy training in informal settings where activities are primarily focused on other goals
- 100% of consumers participate in completing a Person Centered Plan
- 50% of consumers utilize functional adaptations
- 2% of consumers use various communication devices
- 75% of consumers are improving their communication skills

Self Care

- 75% of consumers have improved their appropriate dress and hygiene skills
- 10% of consumers have benefited from special behavior support plans
- 50% of consumers have improved their personal care skills

GOODWILL INDUSTRIES OF ORANGE COUNTY

Supported Employment Program

410 North Fairview
Santa Ana, CA 92703

CONTACT: Cindy Ferry

Resource Manager
(714) 547-6308, Ext. 332
Fax: (714) 541-6531 cindyf@ocgoodwill.org

PROGRAM OVERVIEW

Goodwill Industries of Orange County offers programs designed to serve individuals with disabilities who are 16 years of age and older. Typical program hours are 8:00 a.m. to 3:30 p.m., Monday through Friday. Program hours and staff/consumer ratios vary in each training area. Individuals who are not ambulatory must have the ability to operate their wheelchairs independently, and individuals must be able to handle all personal needs. Prior to starting a program, consumers must provide verification of a disability and identification documentation. Goodwill currently has staff and consumers who are deaf and hard of hearing. Consumers speak English, Vietnamese, Chinese, and Spanish. Consumers also use augmentative and alternative communication devices.

The main facility provides Internal Situational Assessments (ISA) and training. ISA and training are available in the following areas: packaging and assembly, janitorial, dock, processing, retail sales, and maintenance. In addition to training, consumers have the opportunity to participate in English as a Second Language (ESL) and Job Seeking Skills Training (JSST) classes. An assigned counselor provides individual support. Services are available in English, Spanish, Vietnamese, Chinese and American Sign Language.

Goodwill Industries' *Supported Employment Program* offers training and support at a variety of work sites. Supported work placement may include data entry, manufacturing and packaging, mail clerk, laundry, child care, office work, retail, janitorial, and food services. Ongoing and follow-up employment services are available to consumers in individual and group placements.

Goodwill offers: Assistive Technology Evaluations and Training; Internal Situational Assessment; External Situational Assessment and Training; Mobility Training; and Transitional Employment with schools.

The goal of Goodwill Industries of Orange County is to provide training opportunities so that individuals may achieve their highest level of personal and economic independence.

FUNDING

The programs and transportation for adults with developmental disabilities are funded by the Regional Center of Orange County. *Supported Employment, Group Placement — Vendor #HM0386, Service Code 950 Santa Ana. Supported Employment, Individual Placement— Vendor #HM0387, Service Code 952 Santa Ana*
Private pay for services is available on a case by case basis.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Goodwill Supported Employment* to provide additional information on their program services:

Direct Placement

- On average, it took 18.3 weeks to place a client on a job in the community
- On average, a client earned \$10.87 per hour
- On average, a client worked 28.5 hours per week

Supported Employment

- On average, it took 11.5 weeks to place a client on a job in the community
- On average, a client earned \$8.97 per hour
- On average, a client worked 35.9 hours per week

All placements in the community are paid employment.
Subcontract placements are renewed year to year.

LINCOLN TRAINING CENTER

Supported Employment Program

CONTACT: Casey Richards
Director Community Services
(626) 442-0621, Ext. 2553
caseyr@lincolntc.org

Main Office
2643 Loma Ave.
South El Monte, CA 91733
www.lincolntc.org

PROGRAM OVERVIEW

Lincoln Training Center currently provides supported employment services in the Orange County area. Lincoln Training Center is a not-for profit, 501(c)(3) organization founded in 1964 that provides vocationally focused services and paid employment opportunities for adults with developmental disabilities. All services provided to participants are certified by the Department of Rehabilitation and are subject to CARF accreditation.

Lincoln Training Center's services are individualized to meet the person's needs, strengths, work preferences, and vocational goals outlined in the Regional Center's Individual Program Plan. Participants must be referred by the Department of Rehabilitation or State Regional Center, be at least 18 years of age, and be able to benefit from the services.

Lincoln Training Center's Supported Employment Program provides job development, placement, and retention services, to eager and qualified workers interested in community employment.

FUNDING

All participants are funded through the State of California's Department of Rehabilitation program or through the Regional Center of Orange County. *Supported Employment, Group Placement/950, Vendor #HP3553; Supported Employment, Individual Placement/952 – Vendor #HP3554*

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Lincoln Training Center's Supported Employment Program* not included.

MID-CITIES ARC
Supported Employment Program
17251 E. 17th St., Suites A & B
Tustin, CA 92780

CONTACT: John B. Wagner
Executive Director
(714) 285-2645
Fax: (714) 285-2649

PROGRAM OVERVIEW

Mid-Cities ARC offers a *supported employment service* for adults with developmental disabilities 18 years of age and older. Program hours vary depending on individual work schedules.

Mid-Cities ARC provides integrated behavior support to individuals employed in the community. Mid-Cities also provides support to individuals who may have dealt with drug and alcohol addiction, behavior issues, or be at risk of incarceration. Individuals are matched with paid jobs that are developed to meet individual employment needs. In addition to stressing vocational skills, the agency promotes learning, independent living, socialization, and self-actualization. Current placements include landscaping, janitorial, warehouse, retail, customer service, and food services job areas.

The primary objective of Mid-Cities ARC is to increase self-sufficiency and provide an atmosphere conducive to each individual working at his/her potential.

FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Supported Employment – Group Placement -Vendor # HM0391, Service Code 950 Santa Ana.*

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Mid-Cities ARC Supported Employment Program* not included.

OCAAC
ORANGE COUNTY ADULT ACHIEVEMENT CENTER
Community Employment Services Program
Direct Placement and Supported Employment

225 West Carl Karcher Way
Anaheim, CA 92801-2499

CONTACT: Mike Galliano
(714) 744-5301, Ext. 157
Fax: (714) 744-5312
mgalliano@ocaac.com
Web site: www.ocaac.org

PROGRAM OVERVIEW

Orange County Adult Achievement Center's (OCAAC) Community Employment Services Program provides *supported employment and direct placement services* to adults with disabilities who are 18 years of age and older. Consumers may select a variety of work hours based on their needs and individual choice. Staff ratio to consumer varies depending on needs of the individual. OCAAC currently has staff who speak English, Spanish, German, Vietnamese, and Tagalog. Consumers in the program speak English, Spanish and Vietnamese; and use augmentative or alternative communication.

OCAAC's Community Employment Services places and supports individuals in a wide range of job sites. Placement sites are determined by individual preference and skills. Current placements include clerical, grocery, retail, manufacturing, shipping and receiving, janitorial, hotel services, food services, waste recycling, movie theaters, laundry services, and grounds maintenance. There are recreational and leisure activities offered, and money management training is available.

A VR (Vocational Rehabilitation) Assessment Program offers specialized services, including job site analysis, job exploration, and situational assessment where individuals can work at job sites for short periods of time to assess their likes, dislikes and skills. This program is designed to meet specific, individual needs in preparing for and obtaining community employment.

OCAAC's Community Employment Services program is designed to increase the individual's level of independence in the workplace and the community. A school-to-work transition component is in place to assist with job placement and support while students are still in school; and to transition them from high school to the work place.

Orange County Adult Achievement Center is a private, non-profit, Human Services organization serving persons with disabilities in Orange County. It is the goal of the Orange County Adult Achievement Center to recognize the dignity of all individuals. In their commitment to this philosophy, they deliver a broad base of support services, outreach, and employment opportunities.

FUNDING

The programs and transportation for adults with developmental disabilities are funded by the Regional Center of Orange County. *Supported Employment, Group Placement – Vendor #HM0364, Service Code 950 Anaheim. Supported Employment, Individual Placement – Vendor #HM0365, Service Code 952 Anaheim* Private pay for services is available on a case by case basis.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *OCAAC Community Employment Services* to provide additional information on their program services:

General

- 100% of both supported employment and direct placement consumers satisfied with services according to consumer satisfaction survey
- 100% of employers satisfied with services

Vocational

- 60 days average time for job search for community job placement per consumer
- 100% of referred consumers are employed in community businesses
- Twenty hours average per week per consumer employed through direct hire in the community
- 100% of consumers employed in individual placement received annual reviews and raises on the same basis as all company employees

PROJECT INDEPENDENCE

Supported Employment Program

3505 Cadillac Drive, Suite O-103

Costa Mesa, CA 92626

CONTACT: Tim Chervenak

Director of Employment Services

(714) 549-3464, Ext. 242

Fax: (714) 549-3559

tim@proindependence.org

Debra Marsteller

Executive Director

Website: www.proindependence.org

PROGRAM OVERVIEW

Project Independence serves people with developmental disabilities who are 18 years of age and over. Project Independence Supported Employment Program provides training and support in the work environment. Service hours are flexible as many consumers work varied shifts, with both full-time and part-time hours.

The purpose of the Supported Employment Program is to offer consumer driven services that support the goals of the person centered plan. A primary function of Project Independence is to locate and/or develop individual placements in the community and to provide job coaching services as needed. The program currently provides services to individuals in a variety of job areas.

Project Independence also has an Independent Living Program that provides in-home support to individuals living independently in the community. Services include but are not limited to, banking and financial assistance, menu planning, nutrition, grocery shopping, reviewing safety, health and medical assistance, grooming, laundry, socialization, and mobility training.

FUNDING

The programs and transportation for adults with developmental disabilities are funded by the Regional Center of Orange County. *Supported Employment, Group Placement – Vendor #HM0377, Service Code 950 Costa Mesa. Supported Employment, Individual Placement – Vendor #HM0378, Service Code 952 Costa Mesa* Private pay for services is available.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Project Independence's Supported Employment Program* to provide additional information on their program services:

Services

- All services, from job development and placement, to job coaching and support, are provided 100% in the community

Staff Training

- Staff are highly trained, provide energetic and dedicated support, and utilize innovative job coaching techniques
- Project Independence managers monitor job coach performance in the community as they work directly with people they support at job sites
- New staff must pass Direct Support Professional training
- Experienced staff work toward achievement through frequent in-service training opportunities
- Managers provide monthly training on topics ranging from working with employers and co-workers, building natural supports, and identifying issues that can be resolved through collaboration on meaningful annual goals

Vocational

- The Project Independence Supported Employment program currently serves 200 people with disabilities, both at jobs in the community and in the job development process
- New placements have an 85-90% job retention rate
- 20-25 hours average per week per consumer, with most directly hired by employers in the community
- \$9.31 average earnings per hour per consumer employed through direct hire in the community
- 4+ years average consumer job tenure in paid community employment

RIO

REHABILITATION INSTITUTE OF SOUTHERN CALIFORNIA

Supported Employment Program

1800 East La Veta Avenue
Orange, CA 92866

CONTACT: Sandra Walker

Director of Vocational Services
(714) 633-7400 Ext. 218
Fax: (714) 769-2766

PROGRAM OVERVIEW

RIO (*Rehabilitation Institute of Southern California*) provides a *supported employment program* for adults 18 years of age and older. The Supported Employment Program hours vary according to employer needs. RIO presently has 30+ consumers in the supported employment program. Job coaching is provided on a *one to one* basis as needed. The staff-to-consumer ratio in a group setting is *one* staff member to *three to eight* consumers. RIO currently has staff that use sign language; and who speak English, Spanish, and Tagalog. Some consumers in the programs sign; and speak English.

Supported employment opportunities are *community based* and are provided in individual and enclave settings throughout Orange County. Job areas include assembly, packaging, food service, janitorial, housekeeping, childcare, grocery clerk, clerical, movie theater and animal care. Placements are developed according to the individual's needs and interests.

RIO's goal is to maximize independence at whatever level is feasible for each individual. Eligibility requirements include independence in all personal self-care skills and wheelchair mobility; and absence of behaviors which are injurious to self or others.

FUNDING

The programs for adults with developmental disabilities are funded by the Regional Center of Orange County, private insurance companies, and the Department of Rehabilitation. Transportation is the responsibility of the individual. Transportation may however be funded by the Regional Center of Orange County depending on the support needs of the consumer. *Orange. Supported Employment, Group Placement – Vendor #HM0379, Service Code 950 Orange. Supported Employment, Individual Placement – Vendor #HM0380, Service Code 952 Orange*

The Supported Employment Program is governed by CARF and the Department of Developmental Services.

Private pay for services is available.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *RIO: Supported Employment Program* to provide additional information on their program services:

General

- 100% of individuals satisfied with program according to consumer satisfaction survey
- 5.53 years average tenure for direct care staff

Vocational

- 100% of consumers in supported employment program received annual reviews and pay increases on the same basis as all company employees
- 16 hours average work week per consumer employed through direct hire in the community
- \$9.00 an hour average earnings per consumer in individual placement in the community
- 66% of consumers are employed as direct hire in the community
- 27.5 hours average work week per consumer employed through subcontract in the community
- \$4.07 an hour average earnings per consumer n subcontract work in the community
- 19% of consumers are employed through subcontract in the community
- 16 months average consumer job tenure in paid community employment
- 9 months average time for job search

Day Service Activity Indicators

- 10% of program time spent in recreational/social training
- 20% of program time spent in self-advocacy including training of self-determination and choice-making skills
- 10% of program time spent in self-care training

Self Advocacy and Lifelong Learning

- 91% of consumers receive self-advocacy in a formal classroom setting
- 9% of consumers receive self-advocacy training in an informal setting
- 100% of consumers participate in completing a Person Centered Plan
- 1% of consumers participate in lifelong learning activities such as community college
- 2% of consumers utilize functional adaptations
- 4% of consumers are improving their communication skills

SVS
Supported Work Program
245 West Cerritos Avenue
Anaheim, CA 92805

CONTACT: Rosalind Ford
Regional Director
Alexa Tejada
Program Director
SVS Anaheim Office
(714) 239-2040
Fax: (714) 239-2041

PROGRAM OVERVIEW

SVS (Social Vocational Services) programs are designed based on the needs of consumers and the goal of supporting them in leading healthy and productive lives within the community. The SVS Anaheim office provides the Supported Employment component for Group Services and Individual Placement and Residential component for Supported and Independent Living.

SVS Group Services (CPO) provides consumers with the opportunity to work in the local business of their choice. CPO jobs are specially matched to consumer's stated interests, abilities, and special needs. The program focuses on maintaining paid employment in a community setting. SVS employs a Job Development Team to develop work opportunities based on the needs and desires of consumers. On-site job coaches provide the training, support and supervision in a *one to four* staff-to-consumer ratio. The CPO group receives on-the- job training and is supervised one hundred percent of the workday. The typical program week varies from 5.5 to 8 hours a day, five days a week. Transportation can be provided for consumers when needed and when approved by the Regional Center. Consumers receive paychecks two times per month. Examples of settings where groups work include corporate mailrooms, automobile dealerships, retail businesses, and janitorial services. Many individuals choose to work in Group Services to enhance their job skills and later transition to Individual Placement if it is their goal.

SVS Individual Placement (CPI) Program provides the support needed for persons with disabilities to obtain and keep their own jobs in the local community. Each individual is hired directly by the employer. Consumers receive the same pay, benefits and responsibilities as non-disabled co-workers. SVS assists consumers in on-the-job training, increasing their knowledge of career options as related to market awareness. The Job Development teams assist with interview preparation and techniques, the application process, and hiring paperwork. Once a job is accepted, a job coach assesses the consumer's adaptive needs, assists the consumer to learn the job, assimilate into the job culture and develops natural supports within the work environment. SVS assists with job change, promotion, and/or job loss if needed. A consumer's work schedule is contingent upon the policies and needs of the employer.

Eligibility requirements for CPO and CPI include the ability to work productively in a group, work five or more hours per day, and meet all U.S. Citizen and Immigration Services eligibility verification for employment.

FUNDIN

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The programs are funded by the Regional Center of Orange County. *Supported Employment, Group Placement – Vendor #HM0375, Service Code 950 Anaheim. Supported Employment, Individual Placement – Vendor #HM0376, Service Code 952 Anaheim. Transportation for CPO - #HM0185*

PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *SVS Supported Work Program* not included.

VOCATIONAL VISIONS

Supported Employment Program and Clubhouse

26041 Pala

Mission Viejo, CA 92691

CONTACT: Jackie Huckleberry

Program Support Coordinator
(949) 837-7280, Ext. 234

Roland Fernandez

SEP Program Manager
(949) 837-7280, Ext. 202
Fax: (714) 859-9962

Debbie Watkins

Clubhouse
(949) 837-7280, Ext 252

Friday 2:30 – 7:00 PM
Saturday 12:00–7:00 PM
Sunday 1:00–5:00 PM

PROGRAM OVERVIEW

Vocational Visions offers programs for adults with developmental disabilities who are 18 years of age or older. The Supported Employment Program provides *community-based* support services in a group setting or on an individual placement basis. Program hours vary depending on individual consumer's work schedule. Vocational Visions currently has staff who can use sign language; and who speak English, Spanish, Tagalog and Tavalu. Consumers in the programs sign; speak English, Spanish, Tagalog and Vietnamese; and use augmentative and alternative communication.

The Vocational Visions Supported Employment Program offers job development, placement, training and ongoing support services to individuals with developmental disabilities seeking employment in southern Orange County. The Supported Employment program promotes opportunities for individuals to excel in their positions and achieve their highest level of personal independence. Job sites include office work, retail, public parks, a library, a hospital, grocery stores, pharmacy, recreation center, and resorts.

The House of Champions Clubhouse is a social/recreational program that is open to all adults with developmental disabilities. Activities include cooking, arts, music, movie night, dances and special events. Fees are required and registration must be completed through the Saddleback Valley Unified School District (SVUSD). Registration fee is \$100 for three months payable to SVUSD. Monthly dues in the amount of \$20 are also required payable to Vocational Visions. Transportation is the responsibility of the member. There is a \$3 dinner fee for those who would like to join the members for dinner.

FUNDING

The programs are funded by Regional Center of Orange County.

Supported Employment, Group Placement – Vendor #HM0371, Service Code 950 Mission Viejo. Supported Employment, Individual Placement – Vendor #HM0372, Service Code 952 Mission Viejo

Private pay for services is available.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Vocational Visions* to provide additional information on their program services:

Supported Employment Program

It is the goal of the Supported Employment Program to provide vocational resources to persons with developmental and other disabilities in order for them to obtain and retain employment in community-based settings. The program admits consumers who desire and are able to benefit from Supported Employment Services. Services provided include pre-placement/job search, individual and group placements, job coaching, remunerative employment, and transportation coordination.

General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 100% satisfied customers
- 48 months average tenure for direct care staff

Vocational

1

- 75% of consumers in Supported Employment receive a raise, promotion or beneficial change of job
- 98% of referred consumers employed in community business
- 89% of consumers are employed as direct hire in the community
- 11% of consumers are employed by Vocational Visions under contract agreement with various community partners
- Clients average 20-25 hours of employment per week through direct hire in the community

WESTVIEW SERVICES, INC.

Supported Employment Programs

CONTACT: Shannon Stevens
Supported Employment Program
Program Manager
1835 W. Katella
Anaheim, CA 92804
(714) 778-2680
Fax (714) 778-2680

Corporate Officer:
Gregg Gann, CEO
10522 Katella Avenue
Anaheim, CA 92804
(714) 517-6606
Fax: (714) 517-6613

Angie Fisher
Multi-Cultural Supported Employment Program
Program Manager
8295 Westminster Avenue #130
Westminster, CA 92683
(714) 799-0211
Fax (714) 799-2721

Pethuru Lourthu, Operations Director
1655 S. Euclid Avenue, Suite A
Anaheim, CA 92802
(714) 635-2444
Fax (714) 956-4197

PROGRAM OVERVIEW

Westview Supported Employment Programs serve adults with developmental disabilities who are 18 years of age and older. The Multi-Cultural Supported Employment Program specializes in working with adults with disabilities of varying ethnicities. Westview currently has staff and consumers who speak English, Spanish, Vietnamese, Chinese, Korean, Tagalog, Thai, French, and Farsi.

Westview offers pre-employment classes that cover the job search process, grooming and hygiene, preparing applications and resumes, interviewing skills, safety, and self-advocacy. Westview also offers job exploration, external situational assessment, job placement, on-the-job training and mobility training, and English as a second language (ESL) classes. Persons served also receive assistance with life skills.

Westview emphasizes individual choice and facilitates the natural support system at employment sites to promote greater independence of each person served. Job placement areas may include: clerical, child care, retail, customer service, auto detailing, food service, manufacturing, shipping/receiving, assembly, animal care, cashiering, grocery, electronics, theater, security, hotel services, landscaping, and maintenance. Westview provides individual or group placements based upon each person's preferences and needs. Westview is dedicated to enriching the lives of people through services designed to realize their potential.

FUNDING

The programs are funded by the Regional Center of Orange County and the Department of Rehabilitation. *Group SEP - 130 - Vendor #HM0384, Service Code 950 Westminster; Group SEP - 140- Vendor #HM0389, Service Code 950 Westminster; Group SEP - 1835- Vendor #HM0382, Service Code 950 Anaheim. Individual Placement SEP - 130- Vendor #HM0385, Service Code 952 Westminster; Individual Placement SEP - 140- Vendor #HM0390, Service Code 952 Westminster; Individual Placement SEP - 1835- Vendor #HM0383, Service Code 952 Anaheim*
Private pay for services is available.

PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Westview Supported Employment Program* to provide additional information on their program services:

Westview Supported Employment Program, Anaheim

Vocational

- 100% of employed consumers receive annual reviews and pay increases on the same basis as all company employees
- 18 hours average per week per consumer employed through direct hire in the community
- \$9.81 average earnings per hour per consumer employed through direct hire in the community
- 90% of consumers are employed through direct hire in the community
- 98% of consumer are satisfied with their jobs
- 17 hours average per week per consumer employed through subcontract in the community
- \$4.02 average earnings per hour per consumer employed through subcontract in the community
- 90 consumers are employed in the community

Westview Multi-Cultural Supported Employment Program, Westminster

General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 85 months average tenure for direct care staff

Vocational

- 100% of employed consumers receive annual reviews and pay increases on the same basis as all company employees
- 18 hours average per week per consumer employed through direct hire in the community
- \$9.90 average earnings per hour for consumers employed through direct hire
- 100% of consumers are direct hire
- 100% of consumer are satisfied with their jobs
- 6 consumers are employed in the community

APPENDIX A

Regional Center of Orange County Employment First

On October 10, 2013, Governor Brown signed into law an Employment First Policy. The Regional Center of Orange County (RCOC) Board of Directors endorsed this legislation by adopting an Employment First Policy on March 6, 2014, stating “integrated employment will be the first option considered by planning team for every working age adult we serve.”

Everyone who wants to work should have an opportunity to do so and many agencies, including RCOC, school districts, Department of Rehabilitation, and service providers, are working collaboratively to make it a reality.

- School Districts are providing job preparation through transition programs. RCOC Service Coordinators attend Individual Transition Plan (ITP) meetings to advocate for employment preparation and job placement.
- Adult Day Service Providers are submitting employment data to RCOC every 18 months. They have identified amazing jobs that are matched to the specific interests and skills of each individual. Community employment, volunteerism and active community participation are preferable to attending segregated site-based workshops.
- RCOC Service Coordinators are honing their skills in the areas of education, transition and employment. They are also gathering information from the people we serve who are employed competitively without funded support from RCOC. Our current data indicate that at least 340 people have integrated competitive employment. We believe that number will grow as we continue to gather that information.
- Family members are embracing community employment for their adult children. To address concerns about benefits and other related issues that families may have about employment for their sons or daughters; RCOC is providing quarterly seminars. See our community calendar for upcoming events (www.rcocdd.com).

Lastly, RCOC is collaborating with school districts, Department of Rehabilitation and service providers in reaching out to businesses regarding the benefits of including people with developmental disabilities in their workforce. With everyone working together, many untapped employment opportunities for the people we serve are being identified and Orange County businesses are benefiting!

(J. White, RCOC/September 2014)

APPENDIX B

Adult Program Ratios

Program	Ratio
Abilities Unlimited.....	1:3;1:2;1:1
Adaptive Behavior Center, Inc.....	1:3;1:2;1:1
Adult Program Services.....	1:3;1:1
Anaheim Adult Day Care.....	1:3;1:2;1:1
APAC/NOVA Program.....	1:3
Behavior Resources Community Program.....	1:3;1:1
CAPC.....	*
CAVA.....	1:3
Clear Motivations.....	1:4;1:1
Cole Vocational Services.....	1:3;1:2;1:1
Creative Identity.....	1:4
Discovery LLC.....	1:3
Easter Seals Adult Development Program/Behavior Management.....	1:3/1:3;1:2;1:1
Elwyn California.....	*
Encore.....	1:3
Empower.....	1:4
Goodwill's Community-based Programs.....	1:4;1:3;1:2;1:1;*
Goodwill Supported Employment Program.....	*
Helping Hands for Better Living, Inc.....	1:3;1:1
Hi Hopes Identity Discovery Foundation, Inc.....	1:8
Independent Living Skills Programs/Cypress;Wilshire.....	1:8
Integrated Resources Institute Mentor Employment.....	1:3;1:1;*,**
Learning Light.....	1:4;*
Lincoln Adults with Disabilities Program.....	1:8
Lincoln Training Center Supported Employment Program.....	*
Mayfair.....	1:3;1:2;1:1
Mid-Cities ARC/Mid-Cities ARC Supported Employment Program.....	1:3;1:1/*
OCAAC Consumer Choice.....	1:3;1:4;1:6;1:8
OCAAC Community Employment Services.....	*
OCAAC Life Unlimited.....	1:4;*
Progressive Community and Vocational Services.....	1:3;1:2;1:1
Project Independence Adult Development Program/Behavior Support Services.....	1:4/1:3;1:2;1:1
Project Independence Harmony Program For Seniors.....	1:4
Project Independence Supported Employment Program.....	*
Real Challenges 505/510 Programs.....	1:7/1:4
RIO Supported Employment Program.....	*
RIO: TAP/TAAC.....	1:4/1:8
SAGE.....	1:3;1:2;1:1
SAIN.....	1:4
STEP/Institute for Applied Behavior Analysis.....	1:3;1:2;1:1
SVS Supported Work Program.....	*
Vocational Visions Adult Development; Day Training Activity.....	1:4/1:6;1:3;1:2;1:1
Vocational Visions Emeritus Program/ Health Related Services.....	1:4;1:3;1:2;1:1/1:3;*
Vocational Visions Supported Employment.....	*
Westview Site-Based/ Partial Site-Based/ Senior Programs.....	1:3/1:3/1:5
Westview Community-Based/ Multi-Cultural/Behavior Management.....	1:4/1:4/1:3
Westview Supported Employment Programs.....	*
Work Creation Adult Development/Behavior Management Programs.....	1:4/1:3

* Ratio varies depending on needs of individual consumers.

** Natural/Mentor Support

APPENDIX C

Additional Information

The following agencies and resources may be of assistance to you in improving interagency collaboration and individual transition planning services. Support agencies are also listed that provide advocacy services and that may provide information on programs not listed in this directory.

Related Agencies/Resources

Autism News of Orange County

www.autismnewsoc.org/

Coastline Community College

Intellectual Disabilities Program

Newport Beach Center

(714) 241-6214

www.coastline.edu/

Comfort Connection Family Resource Center

(714) 558-5400; (888) 372-2229

www.rcocdd.com/

Dayle McIntosh Center

(714) 621-3300; (949) 460-7784

www.daylemc.org/

Department of Rehabilitation

(714) 662-6030

www.rehab.cahwnet.gov/

The State Council on Developmental Disabilities

Area Board XI

(714) 558-4404

www.scdd.ca.gov/

FAN: Family Autism Network

www.faninfo.org/

NAMI/California Orange County

National Alliance on Mental Illness

(714) 544-8488

www.namio.org/

Orange County Asperger's Support Group

www.ocaspergers.org/

Orange County Learning Disabilities Association

www.oclda.org/

Regional Center of Orange County

(714) 796-5100

www.rcocdd.com/

**Social Security Administration/
Supplemental Security Income (SSI)**

(800) 772-1213

www.socialsecurity.gov/disability/ssi

Team of Advocates for Special Kids (TASK)

(714) 533-8275; (866) 828-8275

www.taskca.org/

Transition: School to Adult Life Resources

<http://www.calstat.org/transitionmessages.html>

St. Jude Brain Injury Network

(714) 446-5626; (866) 785-8332

www.tbloc.org/

APPENDIX D

Adult Program Roster

Abilities Unlimited

26447 Rancho Parkway South
Lake Forest, Ca 92630
Contact: Rick Perez, (949) 716-3970

Adaptive Behavior Center

1103 S. Harbor Blvd., #F
Santa Ana, CA 92704
Contact: Joe Lee, (714) 531-2800

Adult Program Services

2199 N. Batavia St., Ste. 108
Orange, CA 92865
Contact: Josephine Manahan,
(714) 602-6777

Anaheim Adult Day Care

2557 W. Woodland Drive
Anaheim, CA 92801
Contact: Amed Franco, (714) 527-4888

APAC/NOVA

12912 Brookhurst St., Ste.440
Garden Grove, CA 92840
Contact: Gregory Pak, (714) 534-0598

Behavior Resources

7755 Center Ave., Ste. 1100
Huntington Bch, CA 90254
Contact: Myrna Sanchez, (714) 372-2204

CAPC, Inc. 111 W. Las Palmas Drive

Fullerton, CA 92835
Contact: Itzel Ayala (562) 693-8826

CAVA 15237 Springdale

Huntington Beach, CA 92649
Contact: Julie Maunders
(714) 898-8866

Clear Motivations

22603 La Palma Ave., Ste. 304
Yorba Linda, CA 92887
Contact: Norberto Colin (714) 386-1292

Cole Vocational Services

112377 Lewis Street, Suite 104
Garden Grove, CA 92840
Contact: Sherry Haas, (714) 703-8459

Creative Identity 2580 W. Orange Ave

Anaheim, CA 92804
Contact: Cynthia Smith, (714) 527-2508

Discovery LLC 12843 Beach Blvd.

Stanton, CA 90680
Contact: John Doan, (714) 892-0754

Easter Seals 500 W. Central Ave., Ste. A

Brea, CA 92821
Contact: Nancy Cross, (714) 672-0866

Elwyn California

18325 Mt. Baldy Circle
Fountain Valley, CA 92708
Contact: Henry Michaels
(714) 557-6313, Ext. 38222

Empower

8381 Katella Ave., Ste. C
Stanton, CA 90680
Contact: Mike Murphy, (714) 229-0262

Encore

15241 Springdale
Huntington Beach, CA 92649
Contact: Katie Stubblefield, (714) 898-8884

Goodwill Industries

410 N. Fairview
Santa Ana, CA 92703
Contact: Cindy Ferry, (714) 547-6308

Goodwill's Com-Based Services

1221 E. Dyer Road, Ste. 105
Santa Ana, CA 92705
Contact: Richard Adams, (714) 541-2540

Helping Hands For Better Living

10281 Chapman Ave.
Garden Grove, CA 92840
Contact: L. Jeanette Tatum, (714) 530-4489

High Hopes Identity Discovery

P.O. Box 8495
Anaheim, CA 92812
Contact: Janice Reyes, (714) 778-4440

Independent Living Skills Labs

Cypress College Campus
Wilshire Center
Contact: Adam Gottdank, (714) 484-7057

Integrated Resources Institute

23172 Plaza Pointe Dr. #110
Laguna Hills, CA 92653
Contact: Joseph Nacario, (949) 232-1172

Learning Light 1212 E. Lincoln Ave

Anaheim, CA 92805
Contact: Kerri Ramaley
(714) 533-2314, Ext. 208

Life Unlimited 1147 N Anaheim Blvd.

Anaheim, CA 92801
Contact Ben Edjtehadi-Toubak
(714) 744-5301, Ext. 153

Lincoln Adults with Disabilities

11363 Garden Grove Blvd.
Garden Grove, CA 92843
Contact: Peggy Hauret, (714) 663-6305

Lincoln Training Center

Contact: Casey Richards
(626) 442-0621, Ext. 2553

Mayfair ADC 1524 Mayfair Avenue

Orange, CA 92869
Contact: Amed Franco, (714) 771-8300

Mid-Cities ARC

17251 E. 17th St., Suites A & B
Tustin, CA 92780
Contact: John B. Wagner, (714) 285-2645

OCAAC

225 West Carl Karcher Way
Anaheim, CA 92801
(714) 744-5301

Progressive Com. & Voc. Services

2034 Placentia Avenue
Costa Mesa, Ca 92627
Contact:Hector Navarro (949) 548-0744

Project Independence

3505 Cadillac Avenue, Ste O-103
Costa Mesa, CA 92626
Contact: Bob Watson

(714) 549-3464, Ext. 285

Contact: Tim Chervenak,
SEP, Ext. 242

Real Challenges

3584 E. Enterprise
Anaheim, CA 92807
Contact: Liz Calvo, (714) 238-9203

RIO

1800 E. La Veta Avenue Orange, CA 92866
Contact: Sandra Walker
(714) 633-7400, Ext. 218

SAGE 607 N. Poplar Street

Orange, CA 92868
Contact: German R. Munoz,
(714) 931-9242

SAIN

Garden Grove, CA 92843
Contact: Janice Bui, (714) 537-7808

STEP

2333 N. Broadway, Ste. 100
Santa Ana, CA 92706
Contact: Diana Figueroa (714) 543-8540
Jennifer Richey (714) 543-8540

SVS

245 West Cerritos Ave
Anaheim, CA 92805
Contact: Alexa Tejada
(714) 239-2040

Vocational Visions

26041 Pala
Mission Viejo, CA 92691
(949) 837-7280

Westview Services

1655 S. Euclid St.
Anaheim, CA 92802
(714) 635-2444

Work Creation Program

1980 Old Tustin Ave.
Santa Ana, CA 92705
Contact: Ben Behzadi
(714) 345-2775