

# Adult Day and Employment Services

Board of Directors' Training  
April 3, 2025

## Presenters:

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Anita Kwon, Employment and Day Services Manager

# Adult Resource Group

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- Members include: Employment and Day Services Coordinator, Area Supervisors, and Service Coordinators
- Review requests received by Service Coordinators
- Identify most appropriate service types based on needs, interests, preferences, skills and abilities of each person served, as well as geographic location (where a person lives)
- Identify most appropriate vendors to provide as referral options
- Service Coordinator sends referral packets to vendors referred
- Purchase of Service contracts reviewed and verified when a vendor and person served agree to services

# Resource Development

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- New adult day service are developed through the Request for Proposal (RFP) process
- Employment and Adult Day Services Manager and Employment and Adult Day Services Coordinators evaluate the need for resource development based on Adult Resource Group consultations
- RFPs are posted on RCOC's website at least two times per year
- Submitted proposals are reviewed by Employment and Adult Day Services Manager and Employment and Adult Day Services Coordinators, and the most qualified and experienced applicants are selected for development
- Agreements for applicants receiving start-up funds of \$250,000+ must be approved by RCOC Board of Directors
- Selected applicants complete a program design that meets all California Code of Regulations, Title 17 requirements, as well as Home and Community-Based Services federal requirements

# Home and Community-Based Services (HCBS)

## Federal Requirements

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- **Federal Requirement #1 - Access to the Community:**

The setting/service is integrated in, and supports full access of individuals receiving regional center services to the greater community, including opportunities to seek employment and work in competitive integrated settings, engage in community life, control personal resources, and receive services in the community, to the same degree of access as individuals not receiving regional center services.

- **Federal Requirement #2- Choice of Setting:**

The setting/service is selected by the individual from among setting options, including non-disability-specific settings and an option for a private room in a residential setting. The setting options are identified and documented in the person-centered service plan and are based on the individual's needs, preferences, and, for residential settings, resources available for room and board.

# Home and Community-Based Services (HCBS) Federal Requirements

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- **Federal Requirement #3- Right to be Treated Well:**

The setting/service ensures an individual's rights of privacy, dignity and respect, and freedom from coercion and restraint.

- **Federal Requirement #4- Independence:**

The setting/service optimizes but does not regiment individual initiative, autonomy, and independence in making life choices, including, but not limited to, daily activities, physical environment, and with whom to interact.

- **Federal Requirement #5- Choice of Services and Supports:**

The setting/service facilitates individual choice regarding services and supports, and who provides them.

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# Adult Day Services

# Day Program Models

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- Adult Day Health Care (ADHC) / Community Based Adult Services (CBAS)
- Day Services - Non-Behavioral and Non-Medical
- Behavioral Day Services
- Medical Day Services
- Tailored Day Services
- Personal Assistance in lieu of Day Program
- Personal Assistance Worker Administration in lieu of Day Program

# Adult Day Health Care / Community-Based Adult Services

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- Staffing Ratio of 1:4 (*one direct support professional to four persons served*)
  - Supplemental program support can be provided, as needed
- Programs for persons served with restricted health conditions requiring oversight by a licensed medical professional
- Programs have a nurse and/or physician on site to provide support to direct support professionals
- Programs typically do not offer opportunities for community integration
- Programs are typically funded by MediCal/CalOptima
  - RCOC may fund if a person's living option is funded by MediCal/CalOptima



# Day Services

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- Staffing Ratios vary by Program
  - 1:2 (*one direct support professional to two persons served*) to 1:10 (*one direct support professional to ten persons served*)
- Settings: Site-Based, Community-Based or Combination
- Curriculum: Vocational, Self-Care, Self-Advocacy and Community Integration Training
- Specialty program types include:
  - Vocational Preparation Programs
  - Arts Programs
  - Head Injury
  - Clubhouse Model
  - Cultural Focus

# Behavioral Day Services

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- Staffing Ratios:
  - 1:2 (*one direct support professional to two persons served*) to 1:3 (*one direct support professional to three persons served*)
  - 1:1 Currently Provided under Exemption
- Settings: Site-Based, Community-Based or Combination
- Curriculum: Vocational, Self-Care, Self-Advocacy and Community Integration Training
- Board Certified Behavior Analyst or Behavior Management Consultant to provide oversight regarding behavioral supports
- Functional Behavior Assessment/Behavior Plan
- Direct Support Professionals to Complete Registered Behavior Technician Training (*but not required to be certified*)

# Medical Day Services

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- Staffing Ratios:
  - 1:2 (*one direct support professional to two persons served*) to 1:3 (*one direct support professional to three persons served*)
- Settings: Site-Based, Community-Based or Combination
- Curriculum: Vocational, Self-Care, Self-Advocacy and Community Integration Training
- Program to Serve Individuals with Restricted Health Conditions
- Licensed Vocational Nurse or Licensed Psychiatric Technician to provide Supervision and Support regarding Medical Conditions, with a Registered Nurse to provide Oversight
- Direct Support Professionals to Complete Specified Healthcare Training similar to a Certified Nursing Assistant

# Tailored Day Services

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- Staffing Ratio:
  - 1:1 (*one direct support professional to one persons served*)
- Customized Program Curriculum may include:
  - Community Integration
  - Post-secondary Education
  - Volunteer Work
  - Paid Internships
  - Employment
- A maximum average of 20 hours per week when a person is not receiving any other Day Services
- Tailored Day Services cannot be received on the same day as any other Adult Day Services or look-alike services

# Personal Assistance (PA) / Personal Assistance Workers Administration (PAWA)

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- Staffing Ratio:
  - 1:1 (*one direct support professional to one persons served*)
- Settings: In-Home, Community-Based or Combination
- Customized Program Curriculum may include (*consistent with Day Services*):
  - Community Integration
  - Self-Care Training
  - Self-Advocacy Training
  - Vocational Training
- Person served/Family may select their own Provider or an Agency Provided Staff



# Employment Services

# Employment Program Models

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- Supported Employment Programs
- Employment First Programs
- Coordinated Career Pathways (CCP)
- Paid Internship Program
- Project SEARCH

# Supported Employment Programs

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- Individual Supported Employment Programs:
  - Supports Provided May Include:
    - ✓ Job Development - Resume Building, Job Searching, Interview Support
    - ✓ Job Coaching - Support Provided at the Job Site
  - Job Coaching is initially provided 100% of Hours Worked and decreases to 20% of Hours Worked within 3-4 months of start date
  - Department of Rehabilitation Funds for Job Development Supports and initial Job Coaching
  - RCOC Funds for ongoing Job Coaching (*20% of hours worked*)
- Group Supported Employment Programs
  - Staffing Ratio of 1:3 to 1:8
  - Job Coaching is shared and provided 100% of Hours Worked
  - RCOC Funds all Services



# Employment First Programs

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- Program Model Developed by RCOC
- Staffing Ratio:
  - 1:1 (*one direct support professional to one person served*)
- Program Curriculum must include Internship or Employment Development or Support during Internship or Employment when developed
- Internship and Employment developed must meet the criteria for Competitive Integrated Employment
- Support can be provided up to 100% of Hours Worked
- When not working, Program Curriculum may include: Community Integration, Self-Care Training and Self-Advocacy Training
- Programs to support persons with managing Social Security benefits

# Coordinated Career Pathways

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- Two services available through Coordinated Career Pathways (CCP):
  - Career Pathway Navigator (CPN)
  - Customized Employment Specialist (CES)
- Eligibility: Persons who are within 2 years of completing High School or Adult Transition Program
- Services are time-limited to 18-months, but can be extended to a maximum of 24-months.
- Job Coaching is not provided under CCP, but the need can be discussed by the Person's Planning Team

# Career Pathway Navigator

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- Support persons with career planning through the development of a Person Centered Career Plan (PCCP)
- The PCCP should include a person's career interests and goals, strengths, challenges and barriers, regional center and generic services and supports, short term milestones, action steps, and timeline.
- The process of developing a PCCP can include, but is not limited to:
  - Career planning through a person-centered process that leads to the development of the measurable and achievable milestones.
  - Taking a holistic approach that includes information from all aspects of a person's life, including their culture, home, community, and work experiences to help identify pathways and barriers to employment
  - Assisting a person and their families in acquiring and navigating all employment related services and supports to address barriers and meet their unique needs.

# Customized Employment Specialist

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The Customized Employment Specialist (CES) assists a person in securing a job tailored to their unique talents, skills, and interests that matches the needs of an employer. The CES will expand on initial information from the Person Centered Career Plan (PCCP) to direct, assist and support a person through an individualized, person-centered, customized employment process which includes:

- Discovery
- Job Search Planning
- Job Development and Negotiation of a Customized Job
- Placement Support
- Post-Employment Support and Transition Planning

*\*A PCCP does not automatically assume an individual will go into customized employment. An individual will pursue customized employment if it fits the needs and wants of the individual based on the desired outcomes of the PCCP.*

# Paid Internship Program

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- Purpose and Goals:
  - Increase Vocational Skills and Abilities of Adults Served by Regional Center
  - Discover Career Pathways
  - Acquire and Develop Job Skills which may lead to Part-time or Full-time Competitive Integrated Employment (CIE)
- Internship Hours not to exceed 1,040 hours per year
- Intern will earn at least State or Local Minimum Wage
- All Employer Costs Covered
- Internship Support Options:
  - Individual Supported Employment Program
  - Employment First Program
  - School District
  - Natural Support

# Project SEARCH

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- Purpose: Develop skills that advance employment opportunities, provide pathways to careers, and promote participants to succeed as contributing members of their community.
- Current program sites in Orange County
  - Kaiser Permanente in Anaheim
  - Kaiser Permanente in Irvine
  - CHOC Children's in Orange
- Schedule and Curriculum:
  - 11-months, 30 hours per week (*Monday-Friday, 9 a.m. to 3 p.m.*)
  - 4 Internship Rotations, each lasting 10-weeks
  - Enrollment in at least One Employability related course through the Education Partner



# Project SEARCH Rotations



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# Goodwill of Orange County Employment Pilot



# Goodwill of Orange County: Employment Pilot Budget

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- The Employment Pilot is funded by HCBS Compliance Funds through Specific Agreements:
  - Fiscal year 2022/2023 - \$600,000.03 Allocated to Project (\$228,880.56 utilized)
  - Fiscal year 2023/2024 - \$553,960 Allocated to Project
  - Monthly Invoices with Supporting Documentation must be Submitted
- Program Structure:
  - Fiscal year 2022/2023 - 8 Skills Trainer I, 1 Skills Trainer II, Supervisor, Job Developer
  - Fiscal year 2023/2024 - 6 Skills Trainer I, 1 Skills Trainer II, Supervisor, Job Developer, Certified Benefits Counselor

# Goodwill of Orange County: Employment Pilot Participants

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- Candidate Selection:
  - Potential candidates identified by working with Service Coordinators, which include persons who previously worked in settings earning sub-minimum wage and/or persons who have attempted other employment service types with no success, as their needs cannot be met.
- The Employment Pilot launched with it's first Participant in April of 2024
- The Employment Pilot is currently serving 5 Individuals and all are Employed

# Goodwill of Orange County: Employment Pilot's Challenges

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- Limited Number of Participants
- Time limited Funding for the Employment Pilot Model
- Continued Barriers with Staffing to Support the Employment Pilot
- Comprehensive Supports provided through the Pilot are not available through existing Service Codes
- DDS Rate Reform
- Sustainability

# Goodwill of Orange County: Employment Pilot's Success

- The goal of the project was to identify the key support components needed to assist individuals with unique needs to become employed in settings that are a good match for them.
- Success!
  - A person becomes employed.
  - The employment opportunity is an appropriate match for the person's interests, preferences, skills and abilities.
  - The person is able to maintain their employment, given appropriate supports are provided.
  - The person's employment opportunity has added to their quality of life.



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# Day and Employment Services Data

# Day Services Data

	Vendor Numbers	# of Persons Served
Adult Day Health Care/Community Based Adult Services	3	107
Day Services (non-behavioral and non-medical)	54	2,382
Behavioral Day Services	76	1,484
Medical Day Services	0	0
Tailored Day Services	11	139
Personal Assistance		545
Total	144	4,657

# Day Services Rates

			Full Rate 100%	Base Rate 90%	QIP 10%	
<b>Day Services</b>						
Day Services*** <i>(see footnote)</i>	1:10	Hour	\$6.08	\$5.47	\$0.61	531
	1:9	Hour	\$6.60	\$5.94	\$0.66	
	1:8	Hour	\$7.25	\$6.53	\$0.72	
	1:7	Hour	\$8.07	\$7.26	\$0.81	
	1:6	Hour	\$9.18	\$8.26	\$0.92	
	1:5	Hour	\$10.72	\$9.65	\$1.07	
	1:4	Hour	\$15.20	\$13.68	\$1.52	
	1:3	Hour	\$19.89	\$17.90	\$1.99	
	1:2	Hour	\$29.11	\$26.20	\$2.91	
	1:10	Day	\$36.48	\$32.83	\$3.65	
	1:9	Day	\$39.60	\$35.64	\$3.96	
	1:8	Day	\$43.50	\$39.15	\$4.35	
	1:7	Day	\$48.42	\$43.58	\$4.84	
	1:6	Day	\$55.08	\$49.57	\$5.51	
	1:5	Day	\$64.32	\$57.89	\$6.43	
	1:4	Day	\$91.20	\$82.08	\$9.12	
	1:3	Day	\$119.34	\$107.41	\$11.93	
	1:2	Day	\$174.66	\$157.19	\$17.47	
Behavioral Day Services*** <i>(see footnote)</i>	1:3	Hour	\$33.53	\$30.18	\$3.35	532
	1:2	Hour	\$44.08	\$39.67	\$4.41	
	1:3	Day	\$201.18	\$181.06	\$20.12	
	1:2	Day	\$264.48	\$238.03	\$26.45	
Medical Day Services*** <i>(see footnote)</i>	1:3	Hour	\$38.05	\$34.25	\$3.80	533
	1:2	Hour	\$50.28	\$45.25	\$5.03	
	1:3	Day	\$228.30	\$205.47	\$22.83	
	1:2	Day	\$301.68	\$271.51	\$30.17	
Tailored Day Services		Hour	\$44.80	\$40.32	\$4.48	Subcode: TDS

# Employment Services Data

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	Vendor #s or # of Sites	# of Persons Served
Supported Employment Programs	12	655
Employment First Programs	7	416
Coordinated Career Pathways	4	6
Paid Internship Program		100
Project SEARCH	3	7
Total	26	1,184



# Employment Services Rates

Employment Services		Full Rate 100%	Base Rate 90%	QIP 10%	
Supported Employment-Group****(see footnote)	Hour	\$54.72	\$49.25	\$5.47	950
Supp Emp, Job Development	Hour	\$67.36	\$60.62	\$6.74	952
Supp Emp, Job Coaching	Hour	\$54.72	\$49.25	\$5.47	

# Employment Tab

 Employment Entry: Consumer Training02 - 00000004 ✕

Status:  Review Date: 03/25/2025

Employment Support Agency: \_\_\_\_\_

Name of Employer/Job Site: \_\_\_\_\_

Address: \_\_\_\_\_ [View Map](#)

City / State / Zip / Phone: \_\_\_\_\_ - -

Job Title: \_\_\_\_\_

Type of Job: \_\_\_\_\_

Start Date:

End Date:

Hourly Rate: \$0.00 or ☐ Piece Rate

Typical Hourly Rate Range: \_\_\_\_\_

Typical Weekly Hours Worked: \_\_\_\_\_

Current Benefits Received: ☐ Paid Vacation ☐ Paid Sick Time ☐ Paid Holidays ☐ Health Ins.  
☐ Retirement ☐ Other (Please Specify): \_\_\_\_\_  
☐ None \_\_\_\_\_

Does Consumer have a goal related to competitive integrated employment in their IPP?: \_\_\_\_\_

Comments

OK

Cancel

Print

# Employment Tab Data

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## Data for Persons Served 18+ Years Old:

- Not Employed:
  - Not Interested: 8,121 Persons Served
- Not Employed:
  - Interested/Seeking: 2,929 Persons Served

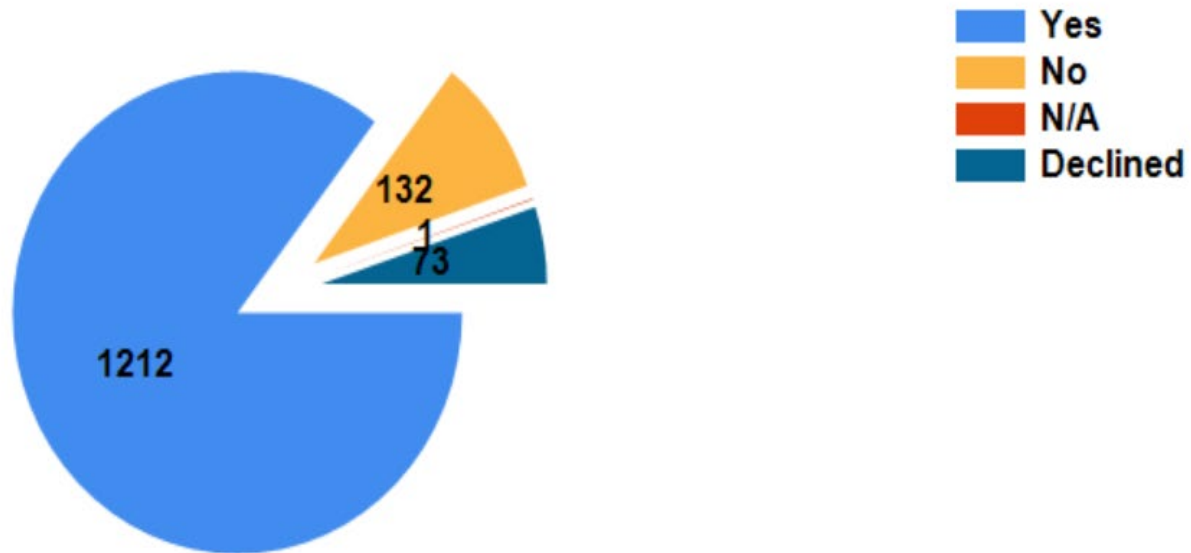
## Follow-up Data Needed:

- For Persons Served who are Not Interested in Employment:
  - *Why are they not interested in employment?*
  - *What other services might they be interested in?*

# Strategic Planning Data

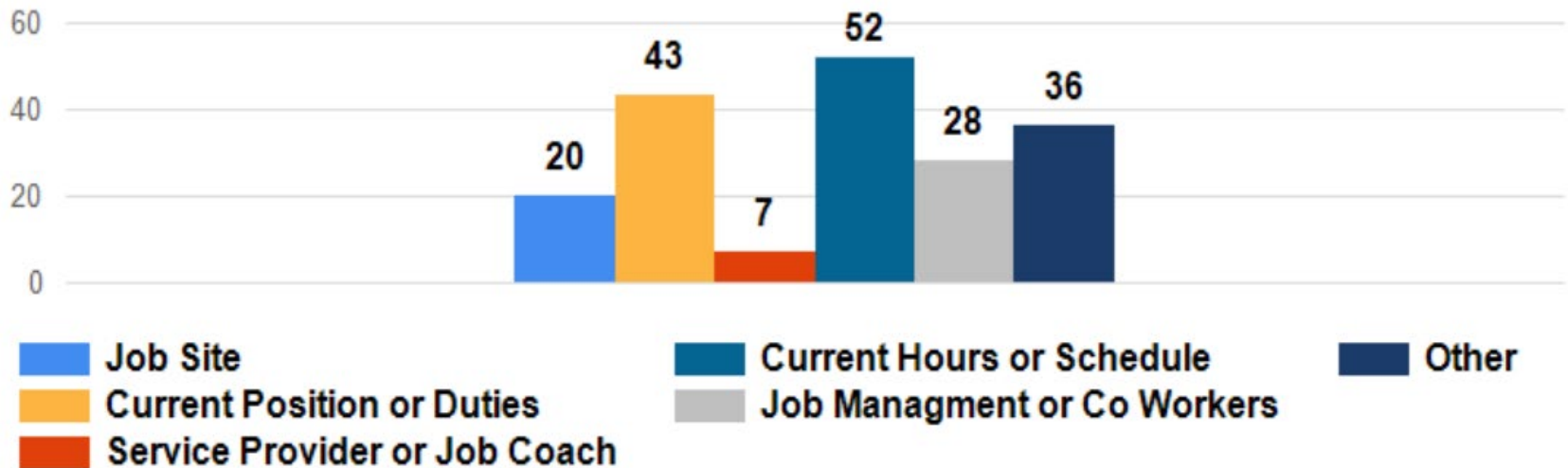
Currently Employed - Responses from 1,418 Persons Served

Are you happy/satisfied with where you work?



# Strategic Planning Data

If no, what are you unhappy/unsatisfied with?



# Residential Facility Data

Residential Facility Type	# of Homes
Crisis Intervention Residential Facility (090)	1
Geriatric Facility (096)	3
Specialized Residential Facility- Habilitative (113)	21
Specialized Residential Facility- Health (114)	4
Enhanced Behavioral Support Home (900)	4
Adult Residential Facility- Owner Operated (905)	15
Child Residential Facility- Owner Operated (910)	3
Adult Residential Facility- Staff Operated (915)	363
Child Residential Facility- Staff Operated (920)	9
Intermediate Care Facility/Developmentally Disabled- Habilitative (930)	68
Intermediate Care Facility/Developmentally Disabled- Nursing (935)	40
Total	531



# Summary

# Summary

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- Adult Resource Group
- Day Services Models
- Employment Services Models
- Day and Employment Services Data
- Collaboratively Navigating Challenges to Identify Solutions



# Questions?

