

# **Regional Center of Orange County Board of Directors Training: Employment Services**

October 5, 2023

Presenters:

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# Employment First Policies

## California's State Policy:

It is the policy of the state that opportunities for integrated, competitive employment shall be given the highest priority for working age individuals with developmental disabilities, regardless of the severity of their disabilities.

## RCOC's Policy:

Integrated, competitive employment will be the first option considered by planning teams for every working-age adult we serve.

# Competitive Integrated Employment

Full-time or part-time work where an individual:

- Is paid at least minimum wage, and
- Is paid the customary rate by the employer for same or similar work performed by other employees who do not have disabilities, and
- Is eligible for the same benefits provided to other employees, and
- Is presented with the same opportunities for advancement as other employees who do not have disabilities, and
- Works in an integrated setting with other employees who do not have disabilities.

# Adult Resource Group

## Consultations for Referrals

- Reviewing requests received by Service Coordinators
- Identifying needs for support, interests, preferences, skills and abilities of each person served

## Identifying service options and vendors

- Implementing Person-Centered Thinking techniques and strategies
- Determining most appropriate matches on an individual basis

# Adult Day and Employment Services

## Adult Day Services [\(chart\)](#):

- Community-Based Programs
- Tailored Day Services
- Project SEARCH Programs (CHOC and Kaiser Permanente) [\(PS\)](#)
- Paid Internship Program [\(PIP\)](#)

## Employment Services:

- Supported Employment Programs
- Employment First Programs

# Strategic Plan on Employment

Increasing the proportion of working-age persons served engaged in competitive integrated employment (CIE), including transportation to CIE.

Gathering data through Individual Program Plans [\(SPE\)](#)

Asked of adults who are not working:

- Do you want to work?
- Do you want options/information on employment?

Asked of adults who are working:

- Are you happy/satisfied with where you work?
- If not happy/satisfied, what are you unhappy/unsatisfied with?
- Do you want any follow-up regarding employment related services?

# Barriers to Employment

What are the known barriers to employment?

- Social Security- Fear of losing benefits.
- Benefits Planning- Lack of resources to provide related support.
- Vendors Workforce- Staff hiring and retention challenges.
- Vendors Rates- Insufficient rates to develop and sustain programs.

[\(Rates\)](#)

# Plan to Overcome Barriers

What we know that helps [\(ATE\)](#):

- Information and Education- workshops, webinars, and material to share with persons served, families, vendors, and community partners

What we hope will help:

- Rate Study Implementation- final increase, 40% of the difference effective July 1, 2024

What we will try now:

- Health and Safety Waiver Requests



# Health and Safety Waiver Requests

Welfare & Institutions Code (WIC) Sections 4681.6, 4648.4(b), 4681.5, 4684.55, 46.89.8, 4691.6 and 4691.9, authorize the Department of Developmental Services to approve Health and Safety Waiver exemptions to rate freezes for the purpose of mitigating risks to an individual's health and safety.

## Process:

- Vendor identifies that the current service cannot meet the needs a specific individual at the current established rate.
- A request for the H&S waiver exemption is discussed by the individual's IPP team.
- RCOC works with the vendor to gather required information to complete and submit a request for a H&S waiver for a rate increase to DDS.

# Conclusion

- RCOC has developed various program models to support individuals who want to work.
- Over 2,000 persons served have reported interest in working.
- RCOC will continue to work on methods that have been proven to help.
- RCOC will support persons served and vendors in going through the process of requesting Health and Safety Waivers, as appropriate.

# Questions



**Adult Day Programs**

**Traditional Options**

Community-Based  
Day Programs

Site-Based Day  
Programs

Behavior  
Management Day  
Programs

Adult Day Health  
Centers/Community  
Based Adult  
Services

**Newer Options**

Tailored Day Services

Paid Internship  
Program

**Employment Programs**

Individual Supported  
Employment  
Programs

Group Supported  
Employment  
Programs

Employment First  
Programs

**See other side for program descriptions**

## Employment Programs

**-Individual Supported Employment Programs-** Support and advocacy services provided to individuals are related to employment. Individuals served work in integrated settings, receive competitive pay, and are hired directly by the employer. Job development and initial job coaching services are funded by the Department of Rehabilitation. Ongoing job coaching support is provided at 20% of the hours worked per month, and is funded by RCOC.

**-Group Supported Employment Programs-** Support and advocacy services provided to individuals are related to employment. Individuals served work in integrated settings and receive competitive pay, or are working towards receiving competitive pay. Groups typically include 3 to 4 individuals with one job coach. Ongoing job coaching support is provided at 100% of the hours worked, and is funded by RCOC.

**-Employment First Programs-** Curriculum of services to include: self-advocacy, self-care, community integration, and vocational training/volunteer work/paid internships that lead to competitive integrated employment. Employment component of program must be integrated with competitive pay. Support hours can be flexible, based on individual's work schedule. Job coaching at job site may be up to 100% of hours worked, at a 1:1 staffing ratio.

## Adult Day Programs

**-Community-Based Programs and Site-Based Programs-** Curriculum of services to include: self-advocacy, self-care, vocational training/volunteer work, and community integration. Services are typically provided 5 days per week, 6 hours per day. Staffing ratios and activities vary depending on the program's design.

**-Behavior Management Programs-** Curriculum of services to include: self-advocacy, self-care, vocational training/volunteer work, and community integration. Behavior Plans to be developed by program's behavior specialist/consultant and implemented by program staff. Services are typically provided 5 days per week, 6 hours per day. Staffing ratios are based on individual's needs (1:1, 1:2, 1:3).

**-Adult Day Health Centers/Community Based Adult Services-** Services and supports focus on individual's health and medical needs. All services and activities are site-based. Program is typically funded by MediCal/CalOptima. Services are typically provided 5 days per week, 6 hours per day.

**-Tailored Day Services-** Services and supports focus on competitive integrated employment (for individuals not eligible for services through Department of Rehabilitation), post-secondary education, volunteer work, paid internships, and community integration. Services are focused on training and skill development, not supervision. Staffing ratio is 1:1.

**-Paid Internship Program-** The purpose of the programs is to increase the vocational skills and abilities of the participants. The goals of the program include the acquisition of experience and skills for employment, and/or for the internship to lead to competitive integrated employment. Internship wages will be, at least, state or local minimum wage, with a maximum number of 1,040 internship hours in a year. Internships are developed through a Person-Centered Thinking and Planning process. If support is needed during internship hours, staffing ratio is 1:1.



**Project SEARCH**



**KAISER  
PERMANENTE®**

## PROJECT SEARCH® Program

What is the program? The program is an 11-month non-paid internship workforce preparation opportunity for adults to develop transferable employment skills in an integrated and inclusive environment. The program includes:

- A 30-hour per week schedule (Monday-Friday, 9AM-3:00 PM).
- Participation in 4 internship rotations, working in up to 4 different departments. Each rotation is 10 weeks long, with one week for review and preparation between rotations. Participating departments may vary each program year.
- Participation in employability related OC community college/continuing education courses through Santiago Canyon College or North Orange Continuing Education.

Who may apply? Adults registered to receive services through RCOC who meet the following criteria:

- Completed the Adult Transition Program through your local school district and received a Certificate of Completion, or graduated from high school and received a high school diploma.
- Registered to receive services through RCOC and eligible for Department of Rehabilitation services (may have, but does not require a current case open with DOR).
- Individual and family commitment to competitive integrated employment following the completion of the training program.
- Demonstrated excellent attendance in past education and/or work training experiences.
- Independently completes activities of daily living (self-care needs- toileting, eating, hygiene, etc.), and does not require continuous/constant supervision.
- Willing to take public or para-transit transportation to host site, or provide own mode of transportation.

When does the program start? A new cohort starts once per year.

- Exact program schedule is to be determined annually.
- Applications become available on an annual basis.

Where does the program take place? There are two host sites in Orange County.

- CHOC Children's in Orange, CA
- Kaiser Permanente in Anaheim, CA

Why should I apply? You should apply if you are interested in acquiring the skills and experience needed to gain competitive integrated employment.

- The purpose of this program is to develop skills that advance employment opportunities, provide pathways to careers, and promote participants to succeed as contributing members of their community.

For more information, or to determine whether this program is appropriate for you, please contact your assigned RCOC Service Coordinator.





REGIONAL CENTER  
OF ORANGE COUNTY

# *Paid Internship Program*

## *Purpose*

- Increase vocational skills and abilities of adults served by RCOC

## *Goal*

- Acquisition of experience and skills for future employment
- Internship to lead to part-time or full-time competitive integrated employment

## *Development*

- Internship is developed through the Person Centered Planning and Thinking process taking into consideration employment goals, interests, skills, strengths, and areas that require additional support

## *Payment*

- Intern will earn at least state or local minimum wage
- Intern may participate in up to 1,040 paid internship hours in a year (funding for wages will be inclusive of payroll costs)

## *Payment Methods*

- Employer (internship entity/site)
- Financial Management Service
- Service Provider

## *Support Options*

- School District/Adult Transition Program (for individuals still eligible to receive services through the School District/ATP)
- Department of Rehabilitation
- RCOC Service Provider
- Natural Supports

## *What does Competitive Integrated Employment Mean?*



Full-time or part-time work where an individual is paid at least minimum wage or higher by the employer, in a setting with others who do not have disabilities. The individual has the same opportunities for advancement as their co-workers who do not have disabilities.

## *How Do I Get Started?*



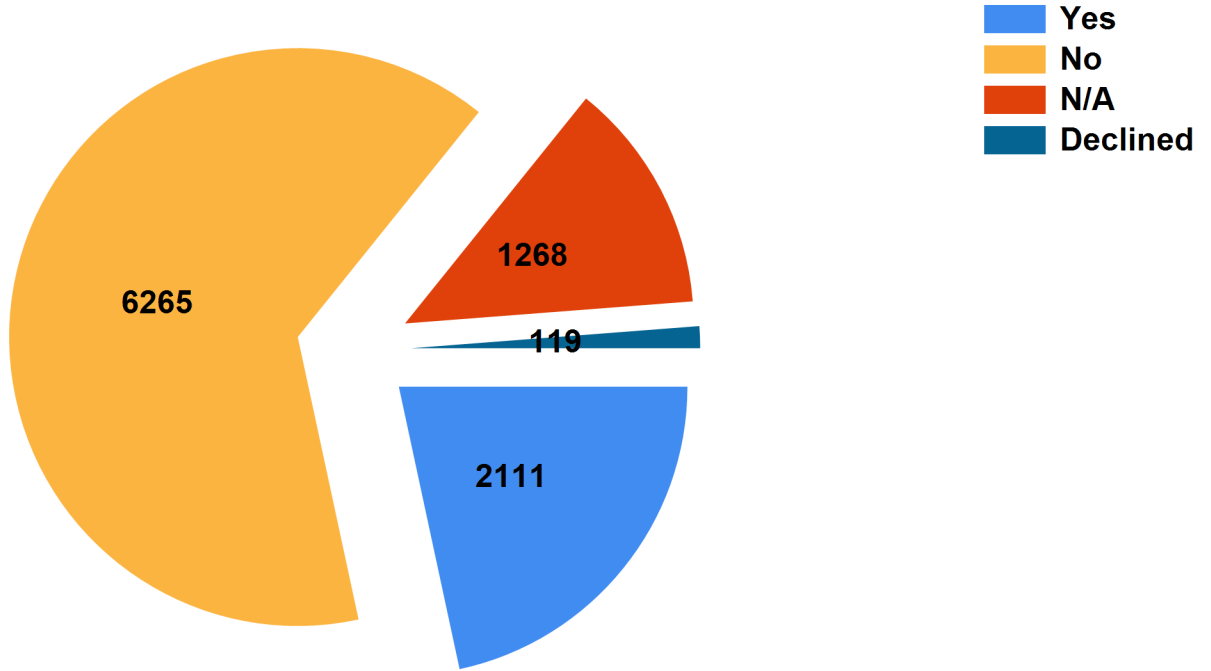
Contact your RCOC Service Coordinator to request a Person Centered Meeting to discuss your interest and plan your path! YOU are in the driver's seat!

# Strategic Planning - Employment (22/23)

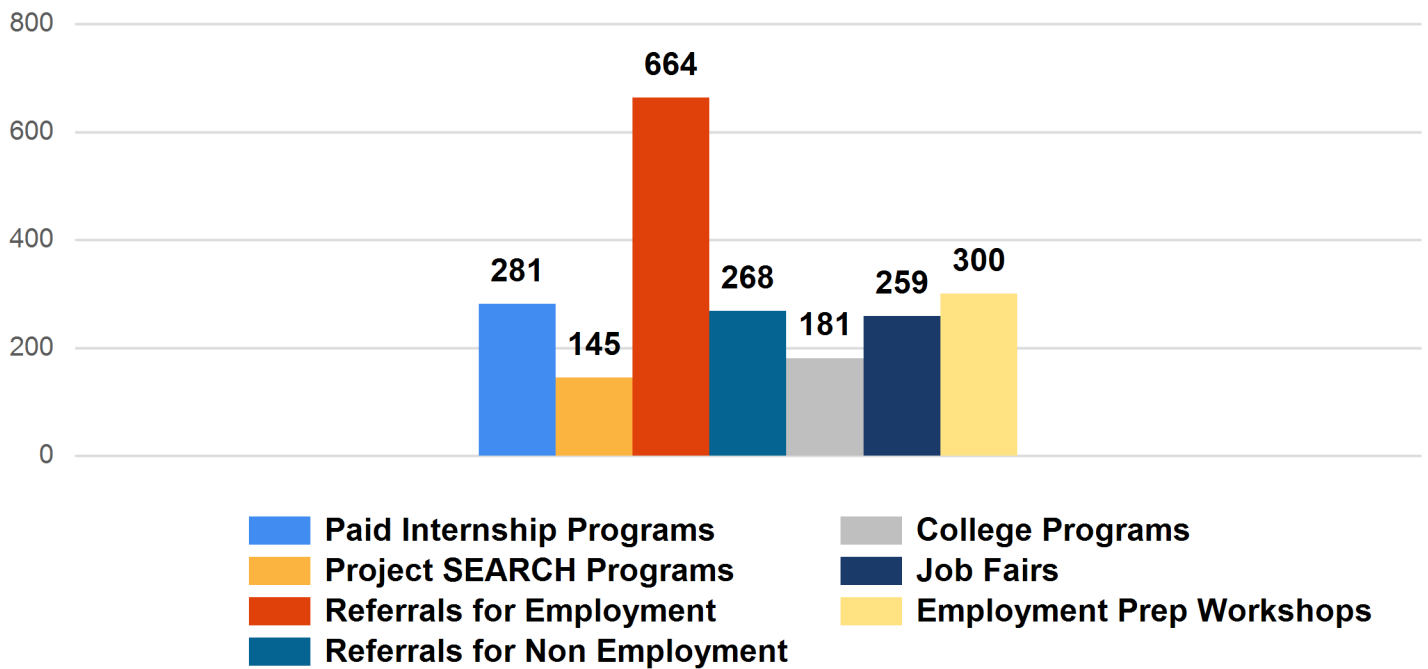
RCOC has the long term strategic goal of increasing the proportion of working-age persons served engaged in competitive integrated employment (CIE) including transportation to CIE.

## Currently Unemployed - Responses from 9,763 Persons Served

Do you want to work?



Do you want options/information on employment?



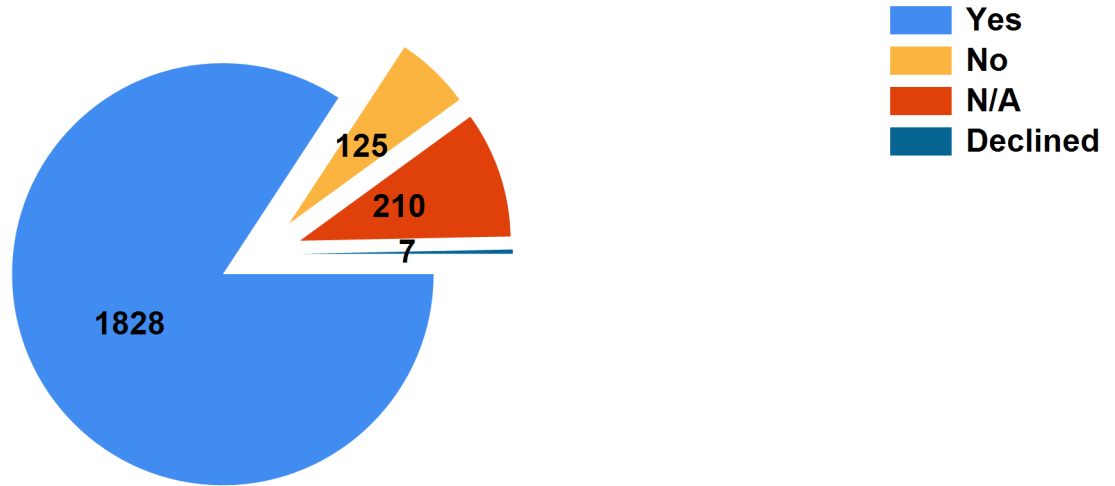


# Strategic Planning - Employment (22/23)

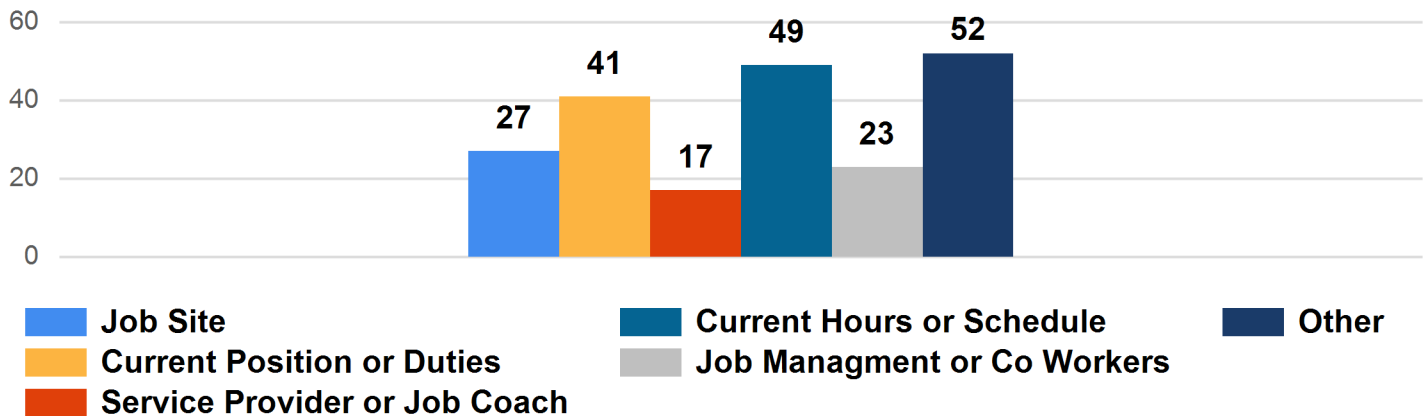
RCOC has the long term strategic goal of increasing the proportion of working-age persons served engaged in competitive integrated employment (CIE) including transportation to CIE.

## Currently Employed - Responses from 2,170 Persons Served

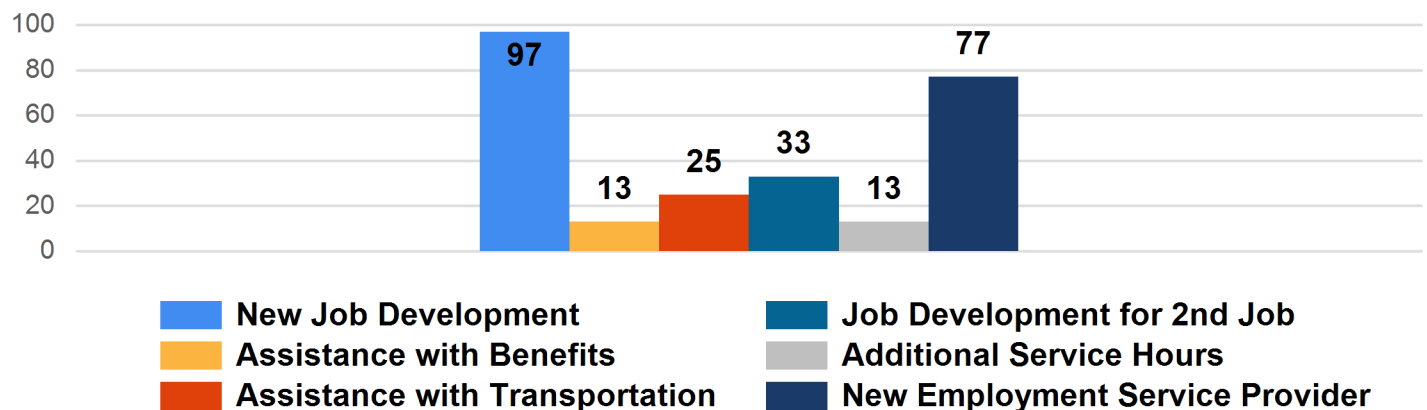
Are you happy/satisfied with where you work?



If not happy/satisfied, what are you unhappy/unsatisfied with?



Do you want any follow-up regarding employment related services?



# 1:1 Staffing Ratio Services

## Personal Assistance (062 Service Code) VS. Day Program (063 Service Code)

|  | Hourly Cost (\$) | Daily Cost (\$)<br>6 hours/day | Weekly Cost (\$)<br>5 days/week | Annual Cost (\$)<br>52 weeks |
|--|------------------|--------------------------------|---------------------------------|------------------------------|
| PA with agency provided staff (062 service code) | 30.39            | 182.34                         | 911.70                          | 47,408.40                    |
|  | 42.62            | 255.72                         | 1,278.60                        | 66,487.20                    |
| PA with family provided staff (062 service code) | 21.23            | 127.38                         | 636.90                          | 33,118.80                    |
|  | 25.08            | 150.48                         | 752.40                          | 39,124.80                    |
| Day Program (063 service code)                   | 24.30            | 145.80                         | 729.00                          | 37,908.00                    |
|  | 33.56*           | 201.36                         | 1,006.80                        | 52,353.60                    |

Top amount is lowest rate for vendors under the service code. Bottom amount is highest rate for vendors under this service code.

\*based on current hourly median rate

# 1:3 Staffing Ratio Day Program

## 510 Service Code

|                              |  | Daily Cost (\$)<br>6 hours/day | Weekly Cost (\$)<br>5 days/week | Annual Cost (\$)<br>52 weeks |
|------------------------------|--|--------------------------------|---------------------------------|------------------------------|
| Adult Day Program, 1:3 ratio |  | 68.23                          | 341.15                          | 17,739.80                    |
|                              |  | 94.92                          | 474.60                          | 24,679.20                    |

Costs are per person served. Current rate for new providers is \$86.50 per day, per person.



# ORANGE COUNTY OC ASK THE EXPERTS 2023-24 Zoom Conversations Register at [Transitionca.org](https://Transitionca.org)



**Directions: Once you register at [transitionca.org](https://Transitionca.org), zoom information will be sent to you. Each Zoom Conversation will consist of a presentation followed by a Q & A opportunity.**

|   | TOPIC   | EXPERT & TITLE   | ORGANIZATION                 | AUDIENCE            | TIME                  | DATE            |
|---|---|--|------------------------------|---------------------|-----------------------|-----------------|
| 1 | <b>Post Secondary Education Opportunities for All</b>             | <b>Adam Gottdank</b> , Associate Dean Disability Support Services & CA Assoc. for Post Sec Education President Elect   | <b>NOCE</b>                  | <b>EDUCATORS</b>    | <b>3:00 -4:00 PM</b>  | <b>10-12-23</b> |
| 2 | <b>Competitive Integrated Employment (CIE)</b>                    | <b>Ray Bueche</b> , Coordinator/Administrator WAI & TPP  | <b>SVUSD</b>                 | <b>ATP STUDENTS</b> | <b>11:30-12:30 PM</b> | <b>11-9-23</b>  |
| 3 | <b>RCOC &amp; DOR Employment Programs</b>                         | <b>Arturo Cazares</b> , Director of Community Services<br><b>Trinh van Erp</b> , Team Manager/Staff Services Manager   | <b>RCOC &amp; DOR</b>        | <b>FAMILIES</b>     | <b>12:00-1:00 PM</b>  | <b>12-14-23</b> |
| 4 | <b>Transportation to Work &amp; Education Opportunities</b>       | <b>Anita Kwon</b> , Employment & Day Services Manager  | <b>RCOC</b>                  | <b>ALL</b>          | <b>3:00 -4:00 PM</b>  | <b>1-11-24</b>  |
| 5 | <b>Benefits Planning &amp; Management Support</b>                 | <b>Scarlett von Thenen</b> , Advocate & Office Manager<br><b>Vanesa Frutas</b> , Work Incentives Planner   | <b>SCDD &amp; DOR</b>        | <b>FAMILIES</b>     | <b>12:00-1:00 PM</b>  | <b>2-8-24</b>   |
| 6 | <b>Transition Planning Resources &amp; Services</b>               | <b>Arturo Cazares</b> , Director Community Services<br><b>Trinh van Erp</b> , Team Manager/Staff Services Manager<br><b>Linda ONeal</b> , Transition Specialist                          | <b>RCOC, DOR &amp; CUTPI</b> | <b>EDUCATORS</b>    | <b>3:00 -4:00 PM</b>  | <b>3-14-24</b>  |
| 7 | <b>Participating in Transition Planning Meetings</b>              | <b>Anita Kwon</b> , Employment & Day Services Manager<br><b>Trinh van Erp</b> , Team Manager/Staff Services Manager<br><b>Richard Rosenberg</b> , Transition Consultant                  | <b>RCOC, DOR &amp; CUTPI</b> | <b>ATP STUDENTS</b> | <b>11:30-12:30 PM</b> | <b>4-11-24</b>  |
| 8 | <b>California Competitive Integrated Employment Project (CSP)</b> | <b>Lorri Guy</b> , Workforce Program Coordinator<br><b>Leslie Baker</b> , Project Director<br><b>Moriah Guajardo</b> , NOCE CSP Coordinator<br><b>Mariana Magana</b> , DOR CSP Counselor | <b>NOCE &amp; DOR</b>        | <b>ALL</b>          | <b>3:00 -4:00 PM</b>  | <b>5-9-24</b>   |
| 9 | <b>Social Skills Development &amp; Toastmasters</b>               | <b>Judi Uttal</b> , Orange County Aspergers Support Group, President   | <b>OCASG</b>                 | <b>ALL</b>          | <b>3:00 -4:00 PM</b>  | <b>6-13-24</b>  |

9-13-23