

APPENDIX D



EMPLOYMENT SERVICES

**SUMMARIES OF REVIEW SESSIONS ON
AUGUST 2
SEPTEMBER 6
OCTOBER 4**



**EMPLOYMENT SERVICES
SERVICE REVIEW SUMMARY
AUGUST 2, 2017**

ATTENDANCE:

Eight (8) parents of seven (7) HRC clients were in attendance at the employment service review session on August 2, 2017. This does not include the four (4) HRC Board members/advisors who were participating as part of the Board Review Panel. Of the four (4) Board members, two (2) are parents of HRC clients and two (2) are HRC clients. In addition, there were two (2) representatives from two supported employment agencies in attendance. One HRC client was also in attendance, one representative from the State Council on Developmental Disabilities and one representative from the Office of Clients Rights Advocacy were also present.

PRESENTATION SUMMARY:

Mary Hernandez, HRC Director of Adult Services, facilitated the review session. She reviewed HRC's policy on Employment First and highlighted key points regarding our policy, specifically the definition and our philosophy on employment. Ms. Hernandez then informed the participants that she had included policies from four (4) surrounding Regional Centers. She briefly touched on the similarities between the different policies and pointed out the differences: some policies make no mention of sub minimum wages or any mention of collaboration with the school districts.

Ms. Hernandez then shared with the participant's three (3) documents which have been developed and published by Harbor Regional Center and which discuss employment. (Planning for the Future, Working with the Schools on Transition and Facing Transition) All three booklets are available in Spanish. She advised the participants that these booklets were currently under consideration for revision and suggestions for changes would be welcome.

Ms. Hernandez introduced a bibliography of books currently available in our Family Resource Center. The bibliography contains current information for parents and support staff regarding the topic of transition services and life after high school that includes employment as an option. A brief summary about our Family Resource center was also provided.

Ms. Hernandez introduced Antoinette Perez and Pablo Ibanez who spoke to the group about the importance of a strong collaborative relationship between school, families and HRC. Mr. Ibanez, using a Power Point presentation, spoke about how HRC partners with eleven (11) different school districts to ensure there is a strong transition plan developed and implemented by the school district that allows for students to gain employment readiness skills. Mr. Ibanez also spoke about HRC's partnership with LAUSD, Best Buddies and Kaiser, South Bay and gave a brief presentation on this program which is called Project Search. A handout was also included that highlights Project Search.

Following Mr. Ibanez's presentation, Ms. Hernandez introduced Rick Travis, Community Services Manager and Brent Fryhoff, Provider Relations Specialist, to present on HRC's job preparation classes. Mr. Travis reviewed the job preparation course outline and discussed various topics addressed within each of the 4 classes. Mr. Travis spoke about HRC's expectations for our supported

employment job developers. Handouts were given for both the expectations as well as for the job preparation course outline.

HANDOUTS:

The following documents were handed out to those in attendance:

- Service Review Meeting Protocol
- Board Member Review Panel and Staff Facilitator names and roles
- Summary of Employment Review Schedule
- Sections 4869 of the Lanterman Act
- Harbor Regional Center booklet “Planning for Your Future: A Roadmap to Your Goals”
- Harbor Regional Center booklet “A Look at Your Adolescents Future; Facing Transition”
- Harbor Regional Center booklet “Working with the Schools on Transition; A Booklet for Parents of Younger Teens
- Harbor Regional Center Employment First Policy
- Supported Living Policies for four other Los Angeles County regional centers
- Harbor Regional Center : Recommended Materials for Transition
- Harbor Regional Center; Job Preparation Course Outline
- Harbor regional center : Expectations for Job Development
- South Bay Project Search

QUESTIONS/COMMENTS:

Several parents expressed interest in obtaining more details about Project Search and there was interest in expanding this program.

Some parents asked questions related to the job preparation classes.

- There was interest in parental participation in the classes;
- Parents made positive comments about the revised job preparation curriculum and observed that voluntary participation is preferable.
- One parent suggested that some clients might learn more effectively in a 1:1 learning environment as opposed to a classroom setting.

Several families had questions about customized employment and internships.

One parent encouraged HRC to explore alternatives to employment for clients with significant disabilities and suggested that volunteer work might be more appropriate for some clients.

There was some discussion about “person-centered practices” and several parents expressed interest in how HRC trains staff about this process. In addition, there was discussion about the transition process for students/clients getting ready to complete school. One parent observed that it is important for the schools and the regional center to improve the transition process and she encouraged the regional center to provide comprehensive and effective training about transition for service coordinators.

Ms. Hernandez advised that the second Employment Review Session is scheduled to take place on the evening of September 6, 2017 from 6:30 to 8:30 in HRC Conference Room A4. During this meeting, we will share information on the number and demographics of HRC clients who are employed. We will share information about the service providers currently available to provide supported employment services in the HRC service area and the numbers these agencies serve. We will review a short film and other materials developed by HRC regarding supported employment. We will have a brief presentation on our College to Career program and we will hear from one of our recent graduates about his experience.



**EMPLOYMENT SERVICES
SERVICE REVIEW SUMMARY
SEPTEMBER 9, 2017**

ATTENDANCE:

Five (5) parents of five (5) HRC clients were in attendance at the employment service review session on September 9, 2017. This does not include the three (3) HRC Board members/advisors who were participating as part of the Board Review Panel. Of the three (3) Board members, two (2) are parents of HRC clients and one (1) is an HRC client. In addition, there were two (2) representatives from two supported employment agencies in attendance. Four (4) HRC clients were also in attendance and one representative from the State Council on Developmental Disabilities. There were 7 (seven) participants at this meeting who had participated in Session 1

PRESENTATION SUMMARY:

Mary Hernandez, HRC Director of Adult Services, facilitated the review session. She began the meeting by reviewing a summary of the previous employment review held on August 2, 2107. A film was shown to the audience "A Partnership that Works" that highlights HRC's commitment to supporting our clients who wish to work.

Ms. Maria Elena Walsh, Assistant Manager of the Assistive Technology and Resource Center was introduced. She discussed HRC's Resource Center and spoke about the wide array of materials available to clients/families/service providers and HRC staff that focus on supported employment. Ms. Walsh also reviewed a bibliography available from the HRC Resource Center geared specifically to supported employment material. In addition to speaking to the group, Ms. Walsh made available many of the materials that were listed in the bibliography to allow the audience to peruse during the break. She also was available to anyone who wished to register for the HRC Resource Center that night.

Ms. Hernandez then shared a power point presentation that highlighted Harbor Regional Center's efforts to support clients who wish to work. She defined commonly used terms when discussing supported employment with families. The power point also highlighted data on the clients who are currently engaged in supported employment and discussed the different ways that our clients can receive support in their jobs. Ms. Hernandez spoke about HRC's newly created electronic employment tab and she completed a mock entry into the employment tab to illustrate. Ms. Hernandez spoke about the different types of jobs that our clients currently have and also discussed HRC's desire for our supported employment providers to find "nontraditional jobs. She also discussed the recently enacted Paid Internship Program and the Competitive Work Incentive Program that we are confident will result in more jobs for our clients. The power point also included information about the supported employment service providers with whom HRC works in partnership. Ms. Hernandez also gave a brief overview on the College to Career Program (C2C) specifically how HRC, Long Beach City College, the supported living agency (California Mentor) and the supported employment agency (Social Vocational Services) work together to assist clients to earn a certificate or degree in their field of interest. The goal of the C2C program is employment after graduation.

Ms. Hernandez then introduced Judy Wada, CFO at Harbor Regional Center, who presented data concerning HRC funds spent on supported employment services.

Ms. Hernandez introduced Serafin Avila and Joon Min. Mr. Avila spoke about the role of the supported employment agency in the C2C program. He spoke about the need for his agency to start working with the client approximately nine months prior to the graduation date to begin the job development part of this program. Mr. Avila then introduced, Joon Min, a recent graduate of C2C with a certificate in early education. With the help of the supported employment agency Mr. Min interviewed for and was hired by Long Beach Unified School District. Mr. Min's position is as a permanent substitute childcare worker. He is working full time and earning \$11.36 an hour. Mr. Min just recently was able to, because of his employment, move out of his family's home and is now residing in his own apartment with a roommate. Mr. Min spoke about the assistance that he received and contains to receive from the supported employment agency.

HANDOUTS:

The following documents were handed out to those in attendance:

- Service Review Meeting Protocol
- Summary of Employment Review Schedule
- Employment Review Summary (August 2, 219017)
- Harbor Regional Center Bibliography : Recommended Materials for Supported Employment
- Harbor Regional Center - Data on Supported Employment
- Harbor Regional Center booklet: A Partnership that Works
- College to Career brochure
- College to Career – Frequently Asked Questions

QUESTIONS/COMMENTS:

Those present were very interested in Mr. Avila and Mr. Min's presentation and there were several questions directed to Mr. Min concerning his experience in the C2C program and his employment. There were no further comments or questions.

Ms. Hernandez advised that the third Employment Review Session is scheduled to take place on the evening of October4, 2017 from 6:30 to 8:30 in HRC Conference Room A4. During this meeting, we will have presentations from two of our supported employment agencies.



**EMPLOYMENT SERVICES
SERVICE REVIEW SUMMARY
OCTOBER 4, 2017**

ATTENDANCE:

Six (6) parents of six (6) HRC clients were in attendance at the employment service review session on October 4, 2017. This does not include the three (3) HRC Board members/advisors who were participating as part of the Board Review Panel. Of the three (3) Board members, two (2) are parents of HRC clients and one (1) is a HRC client. In addition, there were six (6) representatives from three supported employment agencies in attendance. One (1) HRC client was in attendance. We had 4 (four) participants at this meeting who have participated in all three sessions. We had 4 (four) participants who have attended in two (2) of the three (3) sessions and we had 4 (four) participants who had only attended the third session.

PRESENTATION SUMMARY:

Mary Hernandez, HRC Director of Adult Services, facilitated the review session. She began the meeting by reviewing a summary of the previous employment review that was held on September 6, 2017 and also reviewed our upcoming meeting on November 1, 2017 in what we hope will be a very interactive discussion. Ms. Hernandez also reviewed changes in legislation that allows for the regional center to enter into agreements with school districts to work in partnership to administer the paid internship program and the competitive integrated employment program.

Rick Travis also introduced himself and spoke briefly about his role at HRC. He then introduced Ms. Rodriguez, Assistant Director of Regional Administration from Social Vocational Services (SVS).

Ms. Rodriguez gave a brief overview of SVS and their history. SVS has been in existence since 1977 and started out as a supported employment program initially but has since grown into providing many different programs that include supported employment, day programs and supported living. At the time when supported employment started with SVS they only had clients who worked in groups with a 1; 8 ratio. SVS has since come a long way since then and now they focus primarily on finding individual placements 73 clients who are currently working in individual placements. Job coaching services range from 100% to as little as hour per month. Ms. Rodriguez spoke about the need for the job coaching to be completely individualized. Job coaches caseloads are based on the number of clients they are supporting –can be as high as 8 and as low as 2 all depending on the needs of the clients. Ms. Rodriguez also spoke about the relationship between SVS and Department of Rehabilitation. It was stressed to the group that HRC is committed to ensuring that a client has the appropriate level of job coaching and in some cases HRC will provide the funding for the job coaching until DOR is able to open the case.

Ms. Rodriguez highlighted some of the jobs where our clients are currently employed. She spoke about how SVS is currently supporting clients who work at the following places: Aquarium of the Pacific (greeter), Golden Corral (line cook), Contigo Day Spa (graphic web designer), and photographer at Knott's Berry Farm. They also support people who are working in retail jobs, teacher's aide at LBUSD, telemarketer, LAX (greeting international travelers), Long Beach Airport (food services), Northrop Grumman, U-Haul (building trailers) and also at the City of Carson (recreational aide)

Ms. Rodriguez talked about traditional versus non-traditional jobs and their committeemen to ensure that they find jobs that our clients want. They are committed to not just filling a position. She touched briefly about the paid internship program and stated that SVS is hoping to really promote this program in the very near future.

SVS currently has 5 employment specialists all dedicated to finding HRC clients jobs. She understands the importance of the role of the job specialists and stated that they are paid at a higher rate and that SVs monitors their productivity to ensure our clients are getting jobs. She stated that she looks for staff with experience and reports that there is extensive training when a person is hired.

SVS has a strong quality assurance process and they meet with the employer on a monthly basis.

Ms. Rodriguez also spoke about the quarterly meetings that HRC coordinates with all job developers. Ms. Rodriguez stated that this has been very beneficial for all agencies to come together to discuss strategies and share job leads.

Rick Travis then introduced Blake Van Steenburg, Supported Employment Program Manager from ICAN. Mr. Van Steenburg gave a brief overview of the programs that ICAN provides which are day programs and supported employment. ICAN has really taken the lead in the Paid Internship Program. ICAN is a relatively new program that started in 2014. They currently serve a total of 56 clients; 35 in individual placement and 21 in the internship program. ICAN's supported employment team is made up of job developers, case manager and job coaches. ICAN has a team approach/a philosophy. The client works with the whole team, not just the one person at ICAN. ICAN is very committed to ensuring that clients are getting the jobs that THEY want not a job that they have an opening for. Mr. Van Steenburg stated that ICAN understands they are not working with products but they are working with people who are all unique.

Mr. Van Steenburg spoke about the PIP and that they have had 5 clients get hired through the internship program and they believe that there may be more in the near future. 3 of the clients who got hired came from their day program. He discussed how ICAN markets both programs to the community for potential internships. He also spoke about the win/win situation that this program offers to our clients but also to potential employers. He discussed the need for good tracking of the clients who are in both the PIP and the CIE programs.

Clients referred to ICAN for supported employment will have a team meeting and ICAN does a thorough assessment of what the client wants and how the client envisions their life looking with a job. After the assessment they are assigned to the job developer who will start looking for the job identified by the client. ICAN believes strongly that it just doesn't make sense to get a clients hired for a job when it is not what they want, this sets up the client for failure and also results in damaging a community partnership. He discussed job coaches and how they seek out staff who may not have extensive experience but have "heart". He also described the training process that job coaches participate in prior to being assigned a caseload.

Mr. Van Steenburg spoke about the partnership that ICAN has with HRC and that they have a clear understanding of what is expected of their program in regards to job development and job coaches roles.

Mr. Van Steenburg spoke about their commitment to seeking out nontraditional jobs, he shared that some of the jobs that ICAN clients currently have are jobs at See's candy (customer service), Skechers (office worker) a chiropractor's office, (front desk), and retail positions to name just a few.

HANDOUTS:

The following documents were handed out to those in attendance:

- Service Review Summary from meeting held on September 9, 2017
- Service review schedule for future service reviews
- Trailer Bill Language regarding most current legislation regarding the Paid Internship Program and Competitive Integrated Employment program

QUESTIONS/COMMENTS:

- A PARTICIPANT WAS INTERESTED IN THE PROCESS ON HOW SVS AND ICAN DECIDE IF A CLIENT IS MORE APPROPRIATE FOR A DAY PROGRAM THAN SUPPORTED EMPLOYMENT.
- THERE WAS A QUESTION ABOUT HOW THE SIZE OF BOTH THE JOB DEVELOPER AND JOB COACHES CASELOADS WERE
- ONE PARTICIPANT WANTED MORE CLARIFICATION REGARDING HOW THE DEPARTMENT OF REHABILITATION PROCESS WORKS
- A PARTICIPANT ASKED ABOUT HOW THE PAID INTERNSHIP PROGRAM IS MARKETED TO POTENTIAL EMPLOYEES

Ms. Hernandez advised that the fourth Employment Review Session is scheduled to take place on the evening of November 1, 2017 from 6:30 to 8:30 in HRC Conference Room A4.