



Harbor Regional Center
Service Review Schedule
Employment Services

Meetings are scheduled for the first Wednesday of each month

First Meeting- -August 2, 2017

During the first meeting, our objective is to present a brief overview of HRC's Employment First policy. We will also review transition services and supports provided for our clients who are still in the school system and we will describe how HRC interfaces with school districts during the transition years. We will share information on HRC's job preparation classes and about our expectations related to job development.

Second Meeting-September 6, 2017

During this meeting, we will share data on the number of clients working and other pertinent information regarding clients who work or who wish to work. We will discuss our partnership with supported employment providers and share data on the number of clients involved in seeking supported employment. We will share detailed information about the service providers themselves. We will review a short film and other material developed by HRC regarding supported employment. We will share the various materials that supported employment providers can use to implement their programs and that are available to them from our HRC Resource Center. We will have a brief presentation from our "College to Career" program including some comments by a recent graduate from this program.

Third Meeting-October 4, 2017

This meeting will be dedicated to presentations from two of the service providers with programs in the HRC service area that provide supported employment services. Each will present information about their respective programs including the different services offered as well as detailed data regarding the clients served. We will review the variety of jobs our clients currently have as well as jobs currently in development. We will also review new laws recently added to improve placement and retention of our clients in employment.

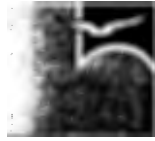
Fourth Meeting-November 1, 2017

In this meeting we will facilitate a discussion among those who have attended and participated in the prior three meetings. Based upon the HRC policies and practices (including service provider policies and practices) we hope to identify those things that are working well and those areas where we might recommend modifications. We hope to have a robust discussion which will form the basis for our draft report.

Fifth Meeting- January 3th, 2018

A draft report which summarizes the material presented and is based upon the discussion held at the fourth meeting will be produced and posted prior to the fifth meeting. We will review the draft, have further discussion and seek feedback on the draft which will be revised accordingly and presented to the Board.

Note: The agenda for each review meeting is very full and we recognize that there may be a need to schedule additional review sessions in order to complete a comprehensive review. We will remain flexible and add sessions as needed.



HARBOR
REGIONAL
CENTER

Centro Regional Harbor
Programa de Revisión de Servicio
Servicios de Empleo

Las reuniones están programadas para el primer miércoles de cada mes

Primera Reunión- 2 de Agosto de 2017

Durante la primera reunión, nuestro objetivo es presentar un breve resumen de la póliza de HRC sobre el Empleo Primero. También revisaremos los servicios de transición y los apoyos proporcionados para nuestros clientes que aun están en el sistema escolar, y describiremos como son las relaciones de HRC con los distritos escolares durante los años de transición

Segunda Reunión- 6 de Septiembre de 2017

Durante esta reunión, compartiremos datos sobre el número de clientes que trabajan y otra información pertinente con respecto a los clientes que trabajan o que desean trabajar. Discutiremos nuestra asociación con proveedores de empleo apoyados, y compartiremos datos sobre el número de clientes involucrados en la búsqueda de empleo apoyado. Compartiremos información detallada sobre los proveedores de servicios. Revisaremos un cortometraje y otro material desarrollado por HRC con respecto al empleo apoyado. Compartiremos los diversos materiales que los proveedores de empleo apoyados pueden usar para implementar sus programas y que están disponibles para ellos desde nuestro Centro de Recursos de HRC. Tendremos una breve presentación de nuestro programa "Colegio a la Carrera" incluyendo algunos comentarios de un recién graduado de este programa.

Tercera Reunión- 4 de Octubre de 2017

Esta reunión estará dedicada a presentaciones de dos de los proveedores de servicios con programas en el área de servicio de HRC que proveen servicios de empleo apoyados. Cada uno presentara información sobre sus respectivos programas, incluyendo los diferentes servicios ofrecidos, así como datos detallados sobre los clientes atendidos. Vamos a revisar la variedad de trabajos que nuestros clientes tienen actualmente, así como puestos de trabajos actualmente en desarrollo. También revisaremos las nuevas leyes recientemente agregadas para mejorar la colocación y retención de nuestros clientes en el empleo.

Cuarta Reunión- 1 de Noviembre de 2017

En esta reunión facilitaremos una discusión entre los que han asistido y participado en las tres reuniones anteriores. Con base en las pólizas y prácticas de HRC (incluyendo las pólizas y prácticas de proveedores de servicios) esperamos identificar aquellas cosas que están funcionando bien y aquellas áreas en las que podríamos recomendar modificaciones. Esperamos tener una discusión sólida que constituirá la base de nuestro proyecto de informe.

Fifth Meeting- January 3th, 2018

Antes de la quinta reunión, se elaborara y publicara un Proyecto de informe que resume el material presentado, y se basara en la discusión que se llevó a cabo en la cuarta reunión. Revisaremos el primer proyecto, discutiremos más y buscaremos comentarios sobre el primer proyecto que será revisado y presentado a la Junta.

Nota: La agenda de cada reunión de revisión está muy llena y reconocemos que podrá ser necesario programar sesiones de revisión adicionales para completar una revisión completa. Seguiremos siendo flexibles y agregaremos sesiones según sea necesario.



**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 polices and pointed out the differences: some polices make no mention of sub minimum wages or any mention of collaboration with the school districts.

Ms. Hernandez then shared with the participants 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 district 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.

HARBOR REGIONAL CENTER
Recommended Materials for
Supported Employment

The following books and videos which are available in the HRC Resource Center contain current information for parents and caregivers of people with disabilities. These materials offer significant resources for support and understanding of particular disabilities as well as identification of stages of development required for life planning. Many other books and videos are available for check-out in the resource center.

Books

1. A Guide to Successful Employment for Individuals with Autism, by Marcia Datlow Smith
This book acts as a practical guide in helping individuals with autism find successful employment. The book addresses all aspects of job placement for persons with autism including strategies for assessing workers, networking for job opportunities, and tailoring job supports to each individual.
2. California's Road Map to Assistive Technology and Supported Employment by Donna Dutton, Paula Johnson, Caren Sax
This book introduces the basic concepts of assistive technology utilization by people with disabilities as they relate to supported employment.
3. Employment for Individuals with Asperger Syndrome or Non-Verbal Learning Disability by Yvona Fast
This book includes information for employers, agencies, and career counselors on assisting individuals with Asperger Syndrome to find employment. The book offers practical and technical advice on everything from job hunting and interview techniques to "fitting in" in the workplace.
4. Facing the Future by Dale Di Leo
This book provides a collection of the best practices in supported employment and gives providers thoughtful and practical strategies for improving the quality of supported employment.
5. Get a Job Curriculum, by Corinne Thomas-Kersting, CCC-SLP & Dona Schumacher, OTR/L
This curriculum teaches such competencies as the ability to self-examine one's strengths and weaknesses, creative problem-solving skills, self-confidence and assertiveness, advocacy skills, and accepting responsibility. Book comes with a CD-ROM containing printable handouts.
6. High School Transition that Works by Maryellen Daston, J. Erin Riehle and Susie Rutkowski

For more than 15 years, thousands of young adults with intellectual and developmental disabilities have benefited from Project SEARCH, the highly successful business-led internship program that prepares students for competitive, integrated employment. Developed by the founders of Project SEARCH, this accessible guidebook is your key to using principles of this effective transition model to help young adults succeed at a fulfilling job of their choice.

7. INNOVATIONS - How to Teach Self-Instruction of Job Skills by Martin Agran, Stephen C. Moore
This book addresses the use of self-instruction on the job to help people with intellectual disabilities to acquire and manage good work behavior.
8. Keys to the Workplace, by Michael J. Callahan
This book introduces a unique, easy to implement process for developing and carrying out individualized effective job search plans for people with disabilities. It presents step-by-step instructions for teaching employees, analyzing tasks, motivating workers, and collecting data on jobs and employee performance.
9. Learning to Work, by Dr. Caroline Ramsey Musselwhite & Laurel Beck Richardson
This book provides engaging and age-appropriate reading materials for adolescents and young adults who do not read conventionally. The 18 photo-illustrated stories are intended to be read with a partner. The work-themed stories feature a simple, consistent structure using repetitive phrases and sentences to help students focus on text. Photos correspond closely to the stories content.
10. Making It Work: Keeping the Focus of Supported Employment on Consumers by William T. Allen
This book provides ways to help make sure that people with developmental disabilities have the opportunity to experience job satisfaction and to keep focus of supported employment on the consumer.
11. More Than a Job, by Paul Wehman
This consumer-driven book provides professionals and job coaches with step-by-step strategies for helping people with physical and developmental disabilities find meaningful employment.
12. Real Work for Real Pay, by Paul Wehman and Katherine J. Inge
This groundbreaking text advances a critical element of empowerment for people with disabilities; inclusive, competitive, and meaningful employment opportunities. This is an authoritative collection of current best practices, employment theories and policies, and specific tools that support positive change in the workplace.

13. Self-Directed Employment by James E. Martin, Ph.D.
This book provides information for professionals to help guide and support people with mild, moderate or severe disabilities, as they become successful at self-directed employment.
14. Supported Employment: A Step-by-Step Guide, by Urbain, Cathleen
This booklet is for persons who want supported employment. It explains how to obtain or improve supported employment and describes the system that provides this service.
15. Supported Employment Handbook by Valerie Brooke, Katherine Inge J.
This manual provides a contemporary training resource on implementing supported employment using a customer-driven approach.
16. Supported Employment Research by Paul Wehman, John Kregel, Michael West
This handbook addresses many issues affecting supported employment programs such as current trends in service delivery; experiences of community employment agencies; funding; natural supports; and transition issues.
17. The Inclusive Corporation, by Griff Hogan
This book addresses all the issues of disability as it relates to all the areas critical to effective business management. The author presents disability-related information and resources that will be useful to business managers.
18. The Way to Work: How to Facilitate Work Experiences for Youth in Transition, by Richard G. Luecking
This practical guide helps those involved in the transition of people with disabilities facilitate satisfying work experiences for youth.
19. Working Together: Workplace Culture, Supported Employment, and Persons with Disabilities, by David Hanger & Dale Di Leo
Working Together presents a new approach to assisting individuals with significant disabilities achieve meaningful careers. This book stresses the importance of using natural support systems to achieve full acceptance of the individual with disabilities as a worker in workplaces. Central to the approach are strategies based on the authors' experience with facilitating social inclusion in these workplaces.

VIDEOS & DVD'S

20. A Partnership that Works, by Harbor Regional Center
This video highlights Harbor Regional Center's commitment to helping individuals with developmental disabilities become contributing members of the work force through supported employment.

21. Appearances Count, by Irene M. Ward & Associates
Appearances Count is an innovative DVD that will make it easy for you to teach these essential grooming and hygiene skills. Humor makes it easy for you to discuss sensitive topics that can sometimes be difficult to talk about. Effective, motivational and practical- this fast-paced, ready to use training resource will keep the attention of people with various types of disabilities.
22. Coaching Winners, by Attainment Productions
This staff development video shows job coaches, special educators, and others who work with people with disabilities how to run a successful community - based supported employment program.
23. Connections in the Workplace, by June Stride, Ed. D, illustrated by, Anthony Zammit
Student reader includes 35 stories featuring Maria and Jerome as the primary protagonists. Each story has a student activity page and vocabulary exercises. Topics covered include: Cell phone etiquette, avoiding job responsibilities, becoming a trustworthy employee and appropriate social behavior. Teacher's Guide provides several additional worksheets per story that assess comprehension, vocabulary and the understanding of the underlying social skills. Use PDF CD to access printouts. Software reads the stories aloud to students with professional narration. Choose word-by-word or natural speech narration.
24. Creative Career Development Strategies by David Hammis
This video addresses the various social security work incentives and career development strategies for people with significant disabilities.
25. Disabilities in the Workplace, by Films for the Humanities and Sciences
This video was intended to promote the development and growth of supported employment also to help the non-disabled to understand the problems and needs of people with disabilities.
26. Employability: Integrating People With Developmental Disabilities Into The Workplace, by Woolworth Corporation
This is a documentary film which focuses on the experiences of people with developmental disabilities in a variety of workplace situations. Its primary message is that it makes good business sense to integrate people with developmental disabilities into the workplace.
27. Employees with Disabilities, by Program Development Associates
This DVD focuses on successful people with disabilities working in a wide range of careers and work settings. This DVD helps employers and employment specialists appreciate the contributions, creativity and enthusiasm that people with disabilities bring to the workplace.

28. Everybody's Working, by Attainment Company
This video features exciting success stories of five employees with disabilities. The target audience of this video is people with disabilities who are getting ready to work.
29. Every One Can Work, by Paul Wehman
This motivational video features compelling interviews with all the major players in a supported employment placement: supported employees, job coaches, family, and employers. It covers the following issues: self-advocacy, job coaching, learning teamwork, transitioning, natural supports, and work place accommodations and adaptations.
30. Facilitating Workplace Supports, by TRN Inc.
This DVD examines the use and benefits of natural supports in the workplace for employees with disabilities.
31. It's All Part of the Job, by Attainment
This DVD features real life workers with developmental disabilities and interviews with their employers. It focusses on job skills that everyone needs to remember.
32. Job Coaching Strategies: A Handbook and Video Guide for Supported Employment, by Steve Tenpas
Handbook features real-life examples to illustrate techniques and strategies and provides useful forms like functional assessments and work site analysis. DVD focuses on the successful supportive employment of Nick, a young man with multiple disabilities. Interviews with his parents, job coach and employer reinforce concepts discussed in the manual. It also features and step-by-step assessment interview with an expert explanation of each topic by Janer Estervig.
33. Unlocking Doors: Supported Employment for Californians, by California Department of Rehabilitation
Introduces the supported employment program and provides background information. Four participants in the program talk about their jobs and their experiences. Their employers discuss the benefits they have received from having a disabled employee. Also, this video is closed captioned.
34. Working 1, by Cindy Chandler, Bob Ginther & Phillip Mountrose
Working 1 is a revised DVD series that addresses the most important aspects of getting and keeping a job. The format includes interesting and informative interviews with actual employers talking about characteristics that are distinct in a quality employee.
35. Workplace Disabilities Beyond Wheelchairs, by World Educational Resources
This DVD talks about jobs that people who are extremely disabled can have.

**HARBOR REGIONAL CENTER
Supported Employment**

	Supported Employment Clients				Total Clients		SE to Total
	Individual	Group	TOTAL (May 2017)	%	(over 18 yrs)	%	
TOTAL CLIENTS	194	162	356		6,297		6%
Gender							
Male	143	116	259	73%	3,879	62%	
Female	<u>51</u>	<u>46</u>	<u>97</u>	27%	<u>2,418</u>	38%	
TOTAL	194	162	356		6,297		
Age							
Average Age			37.57				
Youngest			18				
Oldest			70				
Ethnicity							
White	75	54	129	36%	2,048	33%	
Hispanic	56	40	96	27%	2,215	35%	Below
African-American	25	43	68	19%	911	14%	Above
Asian	26	21	47	13%	915	15%	
Other	<u>12</u>	<u>4</u>	<u>16</u>	4%	<u>208</u>	3%	
TOTAL	194	162	356		6,297		
Language							
English	167	148	315	88%	5,030	80%	
Spanish	21	10	31	9%	965	15%	Below
Other	<u>6</u>	<u>4</u>	<u>10</u>	3%	<u>302</u>	5%	Below
TOTAL	194	162	356		6,297		

**HARBOR REGIONAL CENTER
Supported Employment**

City	Individual	Group	TOTAL		Total Clients		SE to Total
			(May 2017)	%	(over 18 yrs)	%	
Long Beach	64	51	115	32%	2,040	32%	
Torrance	28	33	61	17%	780	12%	Above
Carson	9	21	30	8%	369	6%	Above
Lakewood	17	1	18	5%	338	5%	
San Pedro	11	6	17	5%	319	5%	
Wilmington	9	7	16	4%	248	4%	
Bellflower	10	5	15	4%	446	7%	Below
Norwalk	7	7	14	4%	566	9%	Below
Redondo Beach	8	6	14	4%	148	2%	Above
RPV/PVE/RHE	9	4	13	4%	188	3%	Above
Lomita	5	6	11	3%	133	2%	Above
Cerritos	5	1	6	2%	232	4%	Below
Harbor City	2	3	5	1%	105	2%	
Manhattan Beach	2	2	4	1%	53	1%	Above
Signal Hill	2	1	3	1%	33	1%	Above
Artesia	1	1	2	1%	116	2%	Below
Other	5	7	12	3%	183	3%	
TOTAL	194	162	356		6,297		

**HARBOR REGIONAL CENTER
Supported Employment**

	Number of Clients (May 2017)	%	Total Authorized Amount	Authorized /Client	Total Expenditures	Expenditures /Client	Utilization	Average Hours /Client
Individual Supported Employment								
SVS Employ America	42	22%	\$22,125	\$527	\$17,170	\$409	78%	36
ARC Long Beach	39	20%	\$38,399	\$985	\$37,265	\$956	97%	26
Best Buddies Jobs/Intern	20	10%	\$11,922	\$596	\$3,655	\$183	31%	5
Pathpoint	16	8%	\$11,702	\$731	\$8,036	\$502	69%	14
CRI Ability First	15	8%	\$14,226	\$948	\$8,706	\$580	61%	16
Easter Seals	13	7%	\$9,728	\$748	\$7,351	\$565	76%	22
South Bay Vocational Center	13	7%	\$68,130	\$5,241	\$20,022	\$1,540	29%	42
California Elwyn	9	5%	\$5,120	\$569	\$4,681	\$520	91%	14
ICAN California Abilities Network	9	5%	\$9,801	\$1,089	\$5,925	\$658	60%	18
Westview Services	9	5%	\$9,033	\$1,004	\$8,521	\$947	94%	26
Other (Less than 5 Clients)	9	5%	<u>\$8,557</u>	\$951	<u>\$6,870</u>	\$763	80%	21
TOTAL	194		\$208,742	\$1,076	\$128,201	\$661	61%	24
Group Supported Employment								
SVS Employ America	77	48%			\$132,813	\$1,725		
ARC Long Beach	42	26%			\$62,869	\$1,497		
South Bay Vocational Center	20	12%			\$47,900	\$2,395		
CRI Ability First	8	5%			\$9,472	\$1,184		
Goodwill	7	4%			\$14,184	\$2,026		
California Elwyn	4	2%			\$6,672	\$1,668		
Other (1 or 2 Clients)	4	2%			<u>\$6,448</u>	\$1,612		
TOTAL	162				\$280,359	\$1,731		

A
Partnership
that

Works

SUPPORTED WORK AT
HARBOR REGIONAL CENTER





Work is important to all of us – in fact, we often define ourselves by what we do – and that is no less important for people with developmental disabilities.

But for too long, the job market has effectively been closed to individuals with developmental disabilities – not because they lack ability or motivation, but because the business community is often unaware of them.

They are an untapped resource... a partnership that works.

The support network that you get along with them when they come is a really big boost. Overall, they're excellent workers.

Tony Perkins, Home Town Buffet

WHAT IS SUPPORTED WORK?

Supported Work is a collaborative effort between the business community and the social service delivery system. Employers in all types of work settings have jobs that need to be done. At the same time, there are many people with developmental disabilities who are looking for an opportunity to work.

Supported Work brings these two together.

The job coaches are the key. They do a really good job in actually managing the people for you.

Dan Deniz, Frieda's, Inc.

WHAT ARE THE BENEFITS?

When you hire an individual with developmental disabilities, you acquire an excellent and dedicated worker. In every way, the employee with disabilities becomes an asset to the company.

Whether you require one worker or several, the benefits are numerous, and include:

- ▶ Pre-screened employees, trained for your needs
- ▶ Decreased turnover rate with a resulting savings in overhead
- ▶ Lower absenteeism
- ▶ Quality work
- ▶ On-the-job training benefits which pay 50% of wages for the first 160 hours worked, and 25% of the second 160 hours worked
- ▶ I-9 clean applicants
- ▶ A positive influence on the community
- ▶ Tax incentives

And there is support. A variety of agencies help employees understand their jobs and the needs of the workplace, and help employer and employee adjust to each other's needs. In every respect, it's a team effort.

WHO ARE WE?

Harbor Regional Center is a private, nonprofit corporation that operates under contract with the State of California and serves more than 7,000 families in the South Bay/Long Beach area. Our mission is to enable individuals with developmental disabilities to live independent, productive and fulfilling lives as active members of their communities. As part of that, we are committed to helping individuals with developmental disabilities become contributing members of the workforce.

We're doing this by forming partnerships with the greater South Bay/Long Beach business community.

Simply put, if you're interested in hiring someone with developmental disabilities, we'll work closely with you.

HOW CAN I PARTICIPATE?

You can consult with members of our Employer Advisory Council or supported employment agencies who are available to tell you why supported employment makes good business sense. Just contact us to learn how supported employment can help meet your personnel needs.

We did this as a good business decision. It's a good opportunity to improve the effectiveness and efficiency of our operation. We do it because it pays off for our company.

Our goal is to help people with developmental disabilities get jobs that complement the abilities of each worker, while helping the employer maximize productivity and cost-effectiveness. To date, several hundred individuals served by Harbor Regional Center are working throughout the community in a wide variety of jobs.

People who are independent and able to take care of themselves are an asset to the community and to the society. All they need is a chance, and someone who believes in them.

It's a partnership that works – for the individual...for the business...for the community.

They're great workers.
They're reliable, dependable,
meticulous in the work that
they do. It makes my job easy.

Robert J. Dictor, Torrance Marriott

If you're interested in finding out more about Supported Work and how it can benefit your business, give us a call. We're always looking for new partners.

Harbor Regional Center
21231 Hawthorne Boulevard
Torrance, California 90503
310/540-1711 www.hddf.com



HARBOR DEVELOPMENTAL DISABILITIES FOUNDATION, INC.

21231 Hawthorne Boulevard, Torrance, CA 90503

(310) 540-1711 (888) 540-1711

<http://www.hddf.com>

Asociación
para el



Trabajo

TRABAJO CON APOYO EN EL
CENTRO REGIONAL HARBOR



Todos consideramos que el trabajo es importante; de hecho, con frecuencia es nuestra ocupación la que nos define, y lo mismo ocurre con las personas con incapacidad de desarrollo.

Pero desde hace mucho tiempo el mercado laboral ha estado prácticamente cerrado para el individuo con incapacidad de desarrollo; no por su falta de capacidad o motivación, sino porque la comunidad comercial a menudo no los conoce.

Son un recurso desconocido...una asociación que trabaja.

La red de apoyo que ellos traen consigo es un gran impulso. En general son trabajadores excelentes.

Tony Perkins, Home Town Buffet

¿QUÉ ES EL TRABAJO CON APOYO?

El trabajo con apoyo es un esfuerzo de colaboración entre la comunidad comercial y el sistema de provisión de servicio social. Existen empresas que tienen trabajo en todo tipo de ramos comerciales. Asimismo, muchas personas con incapacidad de desarrollo están buscando una oportunidad de empleo.

El trabajo con apoyo los une a ambos.

Los entrenadores de trabajo son la clave. Ellos logran administrar muy bien la gente a los negocios.

Dan Deniz, Frieda's, Inc.

¿CUÁLES SON LOS BENEFICIOS?

Cuando contrata un individuo con incapacidad de desarrollo, usted obtiene un trabajador excelente y dedicado. El empleado discapacitado se convierte, en todo aspecto, en un valioso miembro para la compañía.

Ya sea que necesite solo un empleado o varios, los beneficios son numerosos e incluyen:

- ▶ Empleados preseleccionados y capacitados para lo que usted los necesita
- ▶ Disminución en el movimiento de personal que resulta en un ahorro en los gastos generales
- ▶ Disminución de absentismo
- ▶ Trabajo de calidad
- ▶ Beneficios de capacitación en el trabajo que abona 50% del sueldo por las primeras 160 horas de trabajo y 25% por las 160 horas siguientes
- ▶ Solicitantes de 1-9 sin tacha
- ▶ Influencia positiva en la comunidad
- ▶ Incentivos impositivos

?QUIÉNES SOMOS?

Y cuentan con apoyo. Una variedad de agencias ayuda a los empleados comprender sus trabajos y las necesidades del empleo y a que ambos se adapten a sus necesidades mutuas. Es una labor de equipo en todos los aspectos.

El Centro Regional Harbor es una empresa privada sin fines de lucro que opera con contrato con el Estado de California que proveer servicios a más de 7,000 familias en la zona del South Bay/Long Beach. Nuestra misión es capacitar al individuo con incapacidad de desarrollo para vivir de la forma mas independiente, productiva y satisfactoria como miembro activo de su comunidad. Como parte de todo eso, nos dedicamos a ayudar al individuo con incapacidad de desarrollo a ser un miembro contribuyente de la fuerza laboral.

Esto lo estamos logrando por medio de formar asociaciones con la comunidad comercial del gran South Bay/Long Beach.

En otras palabras, si a usted le interesa contratar a una persona con incapacidad de desarrollo, colaboraremos estrechamente con usted.

?CÓMO PUEDO PARTICIPAR?

Usted puede consultar con los miembros de nuestro Consejo Asesor para Empresas (Employer Advisory Council) o con las agencias de empleo con apoyo que están a su disposición para explicarle por qué el empleo con apoyo tiene sentido práctico. Simplemente comuníquese con nosotros y le diremos cómo puede ayudar a cubrir vacantes de personal utilizando el empleo con apoyo.

Esto lo hicimos como decisión comercial acertada. Es una buena oportunidad para mejorar la efectividad y la eficiencia de nuestra operación. Lo hacemos porque reditúa ganancias para nuestra compañía.

Nuestra meta es ayudar a las personas con incapacidad de desarrollo a conseguir empleos que complementen su capacidad, y a la vez asistir a la empresa a maximizar su productividad y efectividad en función de costos. Hasta la fecha, varios cientos de individuos atendidos por el Centro Regional Harbor están trabajando a través de la comunidad en una gran variedad de empleos.

Las personas independientes y capaces de cuidar de sí mismas son valiosos para la comunidad y la sociedad. Todo lo que necesitan es una oportunidad y alguien que crea en ellos.

Es una asociación de trabajo; para el individuo...para la empresa... para la comunidad.

Son muy buenos trabajadores.
Son cumplidores, responsables,
meticulosos en el trabajo
que hacen. Facilitan mi trabajo.

Robert J. Dactor, Torrance Marriott

Si le interesa obtener más información sobre el trabajo con apoyo y averiguar cómo puede beneficiar a su empresa, llámenos. Siempre estamos buscando asociados nuevos.

Harbor Regional Center
21231 Hawthorne Boulevard
Torrance, California 90503
310/540-1711 www.hddf.com



HARBOR DEVELOPMENTAL DISABILITIES FOUNDATION, INC.

21231 Hawthorne Boulevard, Torrance, CA 90503

(310) 540-1711 (888) 540-1711

<http://www.hddf.com>

Data

- ▶ 6,395 clients who are 18 years and older
- ▶ 1,970 in a day program that meets the client's needs
- ▶ 1,067 who choose not to work
- ▶ 838 employed
- ▶ 544 in high school transition program
- ▶ 472 attending trade school or college
- ▶ 351 attending a day program with partial paid work
- ▶ 349 health/mental restrictions
- ▶ 189 independently seeking employment
- ▶ 176 attending high school
- ▶ 107 Volunteer
- ▶ 145 Currently working with a job developer
- ▶ 47 attending a day program but seeking employment
- ▶ 34 in jail/hospital
- ▶ 18 Retired



THE
C2C
PROGRAM

is ready to help
you attend
college!



COLLEGE TO CAREER

Harbor Regional Center
21231 Hawthorne Blvd., Torrance, CA 90503
(310) 792-4528 • www.harborrc.org

COLLEGETOCAREER at Long Beach City College is an innovative post-secondary program for adults with developmental disabilities served by Harbor Regional Center. Those affiliated with other regional centers may also be considered. The C2C Program offers an exciting opportunity to experience community college, student housing, and college life.

THE SUPPORT YOU NEED TO ATTEND COLLEGE

The **COLLEGETOCAREER** Program is a partnership of the following agencies, together with students and their families.

Each of us has an important role for supporting student success:

- Harbor Regional Center – program development, coordination and oversight
- Long Beach City College – educational coaching and support
- HOPE – affordable student housing in nearby apartments
- California MENTOR – support for student living and community experiences
- Department of Rehabilitation – employment support
- Families – emotional support

THE EDUCATIONAL EXPERIENCE

COLLEGETOCAREER at Long Beach City College will:

- Guide each student through the LBCC priority enrollment process
- Assist each student to create and implement an educational plan based on the student's desired educational and employment goal

- Provide academic supports both in and out of the classroom
- Identify assistive technology which may be needed to facilitate academic, vocational and communication goals
- Assist with participation in all aspects of student campus life
- Provide ongoing communication between the college and living support staff

Each student is required to enroll in either a certificate or degree program, such as:

- Early Childhood Development
- Culinary Arts
- Floral Design
- Library Technician
- Certified Nursing Assistant
- Horticulture
- Automotive
- and more!



THE LIVING EXPERIENCE

Students will live in affordable student housing in nearby apartments. The **COLLEGETOCAREER** LBCC program offers:

- 24-hour emergency staff availability
- Mobility training for getting around on campus and in the community
- Budgeting training
- Independent Living training and support for student maintenance of their apartments, including meal planning and preparation, cleaning, etc.
- Support for experiencing and enjoying typical college experiences

The **COLLEGETOCAREER** program is accepting applications from Regional Center clients. For more information or to request a program application, please contact your Harbor Regional Center Counselor, the Department of Community Services at Harbor Regional Center, or log on to the HRC website at www.harborrc.org, and click on Services.



COLLEGE TO CAREER

FREQUENTLY ASKED QUESTIONS

WHAT IS THE C2C PROGRAM?

The College to Career Program at Long Beach City College provides extra educational coaching support not otherwise available through the College for selected students who are clients of a regional center. The program has a residential component in which the students also receive support and training in the development of skills needed to live independently in the community. Both the educational and the living supports are funded by the regional center. Students who complete the program and receive either a degree or a certificate are also assisted in finding employment.

WHO IS ELIGIBLE TO APPLY FOR THE C2C PROGRAM?

- The potential student/applicant must be a regional center client.
- The applicant must be at least 18 years of age.
- The applicant must have graduated or received a certificate of completion from secondary school
- The applicant must demonstrate an interest in attending college for the purpose of earning either an Associate of Arts Degree or a Certificate that leads to a job in a chosen career.
- Applicants must understand that the C2C program is a comprehensive supported educational and living program. Persons interested in only an educational program, not including the residential component, should not apply for this program.
- Applicants must be able to safely and independently navigate the college campus.
- Those applicants who are selected to participate in the C2C program must be highly motivated to succeed.

WHAT DOES THE C2C EDUCATIONAL COMPONENT REQUIRE AND PROVIDE?

- Up to twenty (20) hours per week of educational coaching is provided to each C2C student. Funding to cover the cost of this educational support is provided by the regional center.
- Each C2C student must enroll in a course of study leading to an AA or a certificate. Payment for the cost of tuition, books and other required materials is the responsibility of the student/family.
- The schedule requires that the student enroll for not less than 6 academic units each semester. This is college level work with an unmodified curriculum.
- The schedule requires that the student also engage in independent study outside of regular program hours.
- Students will have up to 4 years to complete their degree or certificate program.

WHAT DOES THE C2C SUPPORTED LIVING COMPONENT REQUIRE AND PROVIDE?

- Daily independent living supports are available through California MENTOR's Supported Living Services. These supports include assistance with learning to use public transportation, budgeting, paying bills, grocery shopping, laundry, cooking, performing household chores, etc. Funding to cover the cost of this independent living support is provided by the regional center. Payment for the cost of rent, food and other living expenses is the responsibility of the student/family.
- Applicants must recognize that there are risks associated with independent living both at home and in the community and should be able to safely spend extended periods of time unsupervised.
- Applicants must be able to self-administer any required medications.
- Applicants must be independently able to perform their own personal care.

WHAT IS THE FINANCIAL COST EACH YEAR FOR THE COLLEGE AND LIVING ARRANGEMENT?

See Financial Information Sheet



Welcome to Session #2

Employment

Definitions

- Supported Employment (SE) refers to services provided to persons with disabilities to assist, obtain and maintain employment

Individual placement (IP or direct hire)
Group Placement (Enclave)

- Competitive Employment

Individual Placement

- ▶ Client is hired directly by the employer
- ▶ Receives the same wage and benefits of all other employees
- ▶ Client receives job coaching
- ▶ Job coaching hours can increase or decrease based on needs

Group Placement

- ▶ Small group of people with disabilities (usually no more than 3) who receive training and supervision among non disabled at a work site.
- ▶ Clients in the group work as a team at a single work site or
- ▶ the group is dispersed throughout the company

Group Placement

- ▶ Initial training, continuous supervision, and support provided by an on site job coach
- ▶ Clients are employed by the SE agency and not by the company

Group Placement

- ▶ Employer allows for opportunities for integration, supervision and support from the co-workers (natural supports)
- ▶ Some clients may receive subminimum wages
- ▶ New groups developed **MUST** receive at least minimum wage

Competitive Employment

- ▶ Client is hired directly by the employer
- ▶ Client has chosen to receive no job coaching
- ▶ Client is paid competitive wages, receives benefits
- ▶ Fully integrated within the workplace
- ▶ Could switch to IP if needed

Job Development –HRC’s expectations

- ▶ Complete vocational assessment prior to beginning the job development process
- ▶ Work with client to develop a plan for job seeking activities
- ▶ Meet with the client on a consistent basis to review job search activities

Job Development – HRC’s Expectations

- ▶ Must be personalized and based on client preference
- ▶ Average job development expected to be about 3 months , can continue up to about 6 months
- ▶ At 4 months, the team needs to meet to discuss barriers to finding a job and look at alternative options if appropriate
- ▶ Seek out non traditional jobs

The Job Coaches “job”

- ▶ Provide direct supervision or training of a client to learn the necessary skills
- ▶ Teach work related behaviors
- ▶ Advocacy or intervention on behalf of a client to resolve problems affecting the client's work adjustment or retention

The Job Coaches “job”

- ▶ Ongoing support services needed to ensure the client's retention of the job;
- ▶ Meets regularly with the client at his work site
- ▶ Fade out as the client masters the job

Supported Employment Vendors

- ▶ Provide Job Development (DOR funded)
- ▶ Provide job coaching –1;1 or 1;3, 1;4
- ▶ Constant communication with HRC SC's
- ▶ Provide progress reports
- ▶ Ongoing job development not less than 20% of monthly hours worked (stabilization) –can increase if needed
- ▶ Support is based on the persons needs

HRC Service Providers/IP

- ▶ Work with 13 Service Providers who support IP
- ▶ Currently 247 clients receiving this service
- ▶ ICAN
- ▶ ARC Long Beach
- ▶ Best Buddies (Project Search graduates)
- ▶ SVS Employ America (C2C)
- ▶ Pathpoint
- ▶ Ability First

HRC Service Providers / Group

- ▶ Work with 10 Service Providers
- ▶ Currently 137 clients receiving this service
- ▶ ARC Long Beach (Mattel)
- ▶ SVS Employ America (Citi Bank)
- ▶ South Bay Vocational Center (Union Supply)
- ▶ Goodwill
- ▶ Westview (Yard House)
- ▶ CRI Ability First (Direct TV)

Partial Programs

- ▶ Provides work opportunities up to 50% of the time in program to clients who wish to work
- ▶ Can participate in other activities when not working
- ▶ Clients are paid at least minimum wage

Partial Programs

- ▶ Gain Work Skills
- ▶ Develop a work history
- ▶ Social Vocational Services
(Home Goods, Smart N Final ,
CVS)
- ▶ Cole Vocational Services
Norwalk

Competitive Integrated Employment Incentive (CIE)

- ▶ W&I Code 4870 (d–g) authorizes funding to DDS for incentive payments for job placement and retention effective July 16, 2016
- ▶ Full or part time work for which an individual is paid minimum wage or better in a setting with others who do not have disabilities

Competitive Integrated Employment Incentive (CIE)

- ▶ \$1,000 paid to the SE agency after a client has been on the job for 30 days
- ▶ \$1,250 paid to the SE agency after a client has been on the job for 6 months
- ▶ \$1,500 paid to the SE agency after a client has been on the job for 12 consecutive months
- ▶ No minimum or maximum hour requirement

Paid Internships

- ▶ Went into effect 7-1-16
- ▶ Goal: Acquire experience and increase vocational skills AND
- ▶ Lead to full or part time paid employment
- ▶ Internships will be at least minimum wage
- ▶ No minimum or maximum hourly requirement to work
- ▶ Client can earn up to \$10,400 per year

Paid Internships

1. Client is paid in 1 of 3 ways
2. By the employer directly (employer pays individual wages), reimbursed by SE agency , reimbursed by RC)
3. By FMS (FMS pays individual wages, reimbursed by RC)
4. By SE agency (SE agency pays individual wages, reimbursed by RC)
 - ▶ HRC required to provide data to DDS annually by October 1st

How Much Do We Spend On SE?

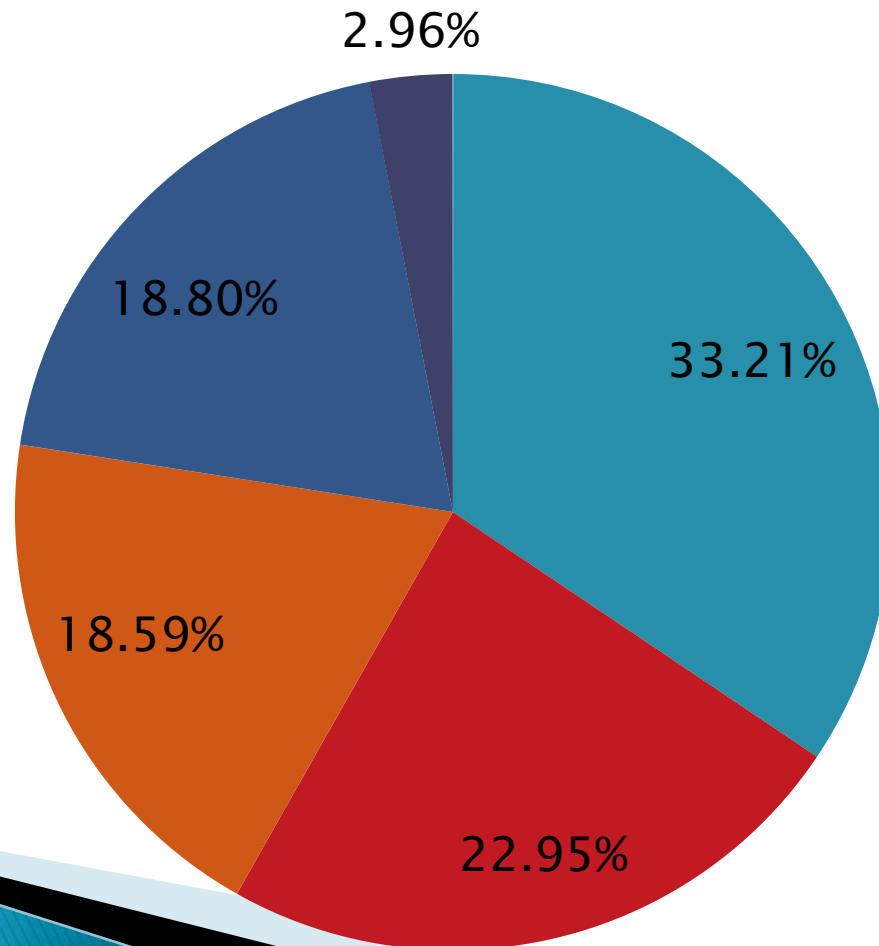
- ▶ Judy Wada , CFO at Harbor Regional Center

Employment Tab

- ▶ HRC had no way to capture employment information
- ▶ Required to submit certain employment data to DDS annually
- ▶ Developed a comprehensive method to gather employment data
- ▶ Data is collected for all clients who are 18 years of age and older

DATA-6395 18YRS+

- DAY PROGRAM
- NOT WORKING
- EMPLOYED
- ATTENDING SCHOOL
- LOOKING FOR WORK



What do our clients do?

- ▶ Building or Grounds Maintenance 21%
- ▶ Retail Job 16%
- ▶ Food Preparation /Food Service 14 %
- ▶ Assembly/Manufacturing/Packaging 12%
- ▶ General Office 6%
- ▶ Mail Distribution 4%
- ▶ Grocery Store Worker 4%
- ▶ Personal care Provider 4%

Hours Worked

- ▶ 37% work 10–25 hours per week
- ▶ 32 % work 26–39 hours per week
- ▶ 19% work 40 hours per week
- ▶ 12 % work less than 10 hours per week

Pay and Benefits

- ▶ 50 % are paid minimum wage
 - ▶ 34 % are paid MORE than minimum wage
 - ▶ 14% are paid less than minimum wage
 - ▶ 1% are salaried
 - ▶ 2% are volunteers
-
- ▶ 55% receive no benefits
 - ▶ 45% receive some sort of benefits

College to Career (C2C)

- ▶ A fully integrated college experience;
- ▶ A total immersion program including a dorm-like living environment; and

College to Career (C2C)

- Goal:
- Earn an AA degree and or a certificate which are career-orientated.
- To live independently and safely in their own shared apartment;
- To participate fully in campus and community life;
- Obtain career development prior to graduation so they can be successfully employed prior to graduation of C2C.

The Partners

C2C Partners include:

- ▶ **Students** contribute self motivation and determination;
- ▶ **Families** provide encouragement and financial supports
- ▶ **Harbor Regional Center** provides funding and the overall program, coordination and oversight;
- ▶ **Long Beach City College** provides special, individualized educational supports for each student in the program;

The Partners

- ▶ **California MENTOR** provides individualized living supports for each student in the program;
- ▶ **Social Vocational Supports** –support with job development
- ▶ **Home Ownership for Personal Empowerment (H.O.P.E.)** owns the student housing and leases to MENTOR which subleases to students at affordable rates;

Eligibility for C2C

- ▶ Applicants must:
 - Be able to safely and independently navigate the college campus
 - Be able to self-administer any required medications
 - Be able to perform their own personal care
 - Be able to pay the cost of rent, food and other living expenses
 - Be highly motivated to succeed.

College to Career (C2C)

- ▶ C2C program at LBCC provides extra educational coaching support not otherwise available through the College
- ▶ The program has a residential component in which the students also receive support and training in the development of skills (SLS) needed to live independently in the community.

College to Career (C2C)

- ▶ Students who complete the program and receive either a degree or a certificate are assisted in finding employment prior to graduation.
- ▶ Educational, living supports and employment supports are funded by the regional center

Presenters

- ▶ Serafin Avila – Regional Director, Social Vocational Services
- ▶ Joon Min – Client of HRC , Graduate of C2C

Questions??