



**EMPLOYMENT SERVICES**  
**DRAFT SERVICE REVIEW SUMMARY**

**DECEMBER, 2017**

## **EMPLOYMENT SERVICES DRAFT REPORT**

### **BACKGROUND:**

Between August and November, 2017, Harbor Regional Center held monthly meetings designed to conduct an extensive review of policies and practices related employment services. We invited interested Harbor Regional Center clients, family members and service providers to participate in these reviews which took place on August 2, September 6, October 4 and November 1.

Copies of all of the materials which were shared and discussed in the first review session on August 2 are attached as Appendix A and copies of those materials shared and discussed in the second review session on September 6 are attached as Appendix B. The third review session was devoted almost exclusively to hearing from providers of employment services and is attached as Appendix C. Summaries of all three of the review sessions are attached as Appendix D.

### **DISCUSSION SUMMARY:**

On the evening of November 1, there were 11 participants (including HRC Board members but not including HRC staff) who were divided into two groups to promote opportunities for greater participation in the discussion by all present. The discussion questions which formed the framework for the service review are attached as Appendix E. There was discussion in both groups and many suggestions and recommendations were provided both during discussion and in writing. Those recommendations which were provided in writing are attached as Appendix F. Below is a summary of the major comments/recommendations which emerged:

#### **COMMENTS RE POLICY:**

- Emphasize HRC's commitment to flexibility, promoting clients participation in both work AND day programs
- Consider adding micro enterprise and paid internships as part of the policy
- Clarify the role of the Department of Rehabilitation
- Place more emphasis on the HRC position that employment services are available to all clients who choose to work *regardless of the level or intensity of their disability*
- Consider including in the HRC philosophy career advancement as a desired outcome
- Strengthen the reference to the role/responsibility of the school district in providing employment options/opportunities for students/clients
- Consider including definitions of the various types of employment in the policy
- Strengthen the statement prioritizing work over volunteering

#### **COMMENTS RE HRC'S EXPECTATIONS AND ROLES:**

- The expectations for job developers should include that they meet individually as well as in small groups.
- Make it clear that the job developer should customize job development to the client's interests and preferences.
- Add expectations related to micro enterprises

**COMMENTS RE SERVICE PROVIDERS:**

- There was consensus that the service providers presentations were very informative
- Continue to encourage service providers to seek out “nontraditional” jobs for clients

**OTHER COMMENTS/RECOMMENDATIONS:**

- Revise/update HRC materials/booklets related to employment
- Consider developing a parent version of “Planning for your Future”
- Continue to be an integral part of the clients school transition planning
- Consider developing a parent mentor program, run by families who have sons/daughters who are employed
- Update the employment orientation
- Encourage parents to be more actively involved/informed regarding the job preparation classes
- Be sure to provide all documents related to transition and employment to families to promote better understanding of the programs and the various roles of those involved
- Consider providing list of supported employment providers to families to promote their understanding of the choices that are available
- Consider developing a “mentor” program to encourage clients to meet other clients who are successfully employed
- Continue HRC efforts to develop additional Project Search or similar student intern programs
- Continue efforts to promote increased partnerships with the Department of Rehabilitation

**FOLLOW-UP PLAN:**

1. HRC staff will draft a revised Employment First Policy incorporating the recommendations made by the service review participants. It is expected that this draft can be available for review and action by the full Board before the end of the fiscal year.
2. HRC staff will draft revised “expectations” and “roles” incorporating the recommendations made by the service review participants. Staff will share the draft with service coordinators, service providers, clients and families to seek their feedback; staff will revise and finalize the draft and will hope to complete this project by fall, 2018.
3. HRC staff will draft a revised training curriculum for the HRC job preparation classes incorporating the recommendations made by the service review participants. Staff will share the draft with service coordinators, service providers, clients and families to seek

their feedback and will revise and finalize the draft and will hope to complete this project by fall, 2018.

4. HRC staff will draft revised HRC materials related to employment incorporating the recommendations made by the service review participants. Staff will share the draft with service coordinators, service providers, clients and families to seek their feedback; staff will revise and finalize the draft and will hope to complete this project by the end of 2018.
5. HRC staff will draft revised employment orientation incorporating recommendations made by service review participants. Staff will share the draft with service coordinators, service providers, clients and families to seek their feedback; staff will revise and finalize the draft and will hope to complete this project by the end of 2018.

**THANK YOU:**

We close with many thanks to all those whose thoughtful participation will serve to enhance Harbor Regional Center supported living services.