

## ADULT WORK SERVICES PROGRAM POLICY

### I. INTENT

**Consumers, Individuals served by the regional center and Persons we serve are terms that are used interchangeably throughout the San Andreas Purchase of Service policies to refer to those individuals who receive services from the regional center. These same terms are used throughout the Lanterman Developmental Disabilities Services Act.**

It is the intent of San Andreas Regional Center to assist adult consumers to maximize their independence and to become productive members of society. There are various adult work service programs available that assist consumers in the development of vocational skills, job placement, and which provide guidance and supervision within an employment setting.

### II. DEFINITIONS

**Adult Work Services Programs** are programs that offer a structured, comprehensive, community-based or site-based service for persons with developmental disabilities. They provide training in skills leading to employment, job placement within sheltered or integrated work settings, as well as oversight and guidance within a business setting. These programs are funded generically by the Department of Rehabilitation (DR) or by the Regional Center, depending on the nature and phase of a particular service. There are three types of work services programs available to consumers: 1) *Sheltered Employment services provided in Work Activity Centers* 2) *VR/WAP* 3) *Supported Employment (individual placement or group placement)*.

**Work Activity Programs (WAP)** provide sheltered employment training for individuals who are not prepared for or who may not desire competitive employment in an integrated community work setting. A WAP serves only Regional Center consumers and is not time limited.

A consumer is generally referred to sheltered employment when there is no immediate goal for supported employment. Consumers in WAP must be able to work at 10% productivity or better. They must be able to attend the program at least 80% of their scheduled time, excluding reasonable health-related absences and consumer-scheduled vacations.

**Vocational Rehabilitation/Work Activity Programs (VR/WAP)** DR-funded services available to consumers who are in Work Activity Programs. The program objective of VR/WAP is to prepare consumers to become employed in the community. The individuals served in this program have expressed a desire for community employment and require assistance to overcome barriers that are preventing them from pursuing that objective. A component of this program may include Personal Vocational Social Adjustment (PVSA) services to consumers who need them.

**Supported Employment Programs (SEP)** provide paid work opportunities in the community using *group* or *individual* placements. The programs are aimed at finding competitive work in a community integrated work setting for persons with disabilities who need ongoing support services to learn and perform work.

*Group* placements consist of training and supervision of an individual while engaged in work as part of a group in an integrated community setting. The ratio of supervision for work crews is set at a minimum of 1:4 and up to 1:8. Consumers on work crews are provided full guidance and supervision throughout the course of the work day.

*Individual* placements consist of job placement in community business settings. A job coach meets regularly with the individual to provide training and supervision to help him or her maintain the necessary skills and behaviors to work independently. As the individual gains mastery of the job, the job coaching time and support services are gradually reduced or phased out.

Supported employment services include *intensive* and *extended* services.

*Intensive* work services provide the consumer with maximum support and training in preparation for employment and which continues until he or she is stable on the job. This phase is funded by the DR.

*Extended* work services refers to that phase of service which continues when responsibility of funding shifts to regional centers and continues for as long as the consumer's employment remains stable.

## **GENERALLY-FUNDED WORK PROGRAMS**

The Department of Rehabilitation (DR) is a generic resource that funds and provides a variety of work services programs for individuals with physical or mental impairments that constitute a substantial impediment to employment. The primary goal of DR-funded Vocational Rehabilitation (VR) programs is to assist consumers in developing the skills and independence necessary to obtain and maintain competitive employment. These programs are time-limited, involving Vocational Rehabilitation Counselors working directly with consumers to develop, plan and implement support services. DR funds the intensive phase of Supported Employment and VR/WAP. These services may include but are not limited to assessment, work services, tutoring, adaptive equipment, transportation assistance, pre-placement and job coaching services for supported employment.

While DR serves individuals with various types of disabilities who may or may not be Regional Center consumers, those served first by DR are individuals with the Most Significant Disabilities (MSD). San Andreas Regional Center consumers generally meet MSD criteria, and do not have to wait to begin services. However, there may be instances in which an Order of Selection (OOS) process applies, and consumers may be placed on a wait list. In such cases, DR will notify the Department of Developmental Services (DDS) and DDS will issue a Program Advisory.

The VR/WAP program has been is a service delivery system for regional center consumers who are ready to begin the consideration of supported employment while they remain in the sheltered work environment.

DR funds supported employment services until the department determines that the placement is stable. A job placement is considered stable when: a) the consumer has learned and is maintaining the job for a minimum of sixty (60) days; and b) the consumer's job is expected to be stable and to continue. At such time, DR notifies the regional center of the consumer's stability, and funding responsibility can transfer to the regional center. The method for determining the level of regional center funding is explained below (Purchase of Service Standard).

### **SAN ANDREAS-FUNDED ADULT WORK PROGRAMS**

Consumers in Supported Employment Placements become eligible for San Andreas Regional Center funding of their work programs when the DR counselor has determined that the consumer is stable in his or her job, as described above. Consumers in supported employment enter the *extended* phase of service at the point of transfer to San Andreas Regional Center. Consumers who are in extended work services may be referred back to DR for funding and provision of *intensive* services in the event that a consumer experiences the loss of job or a loss of stability on the job.

San Andreas Regional Center also funds consumer attendance in the Work Activity Programs (WAP) providing sheltered work services. The service coordinator monitors work activity programs and the supported employment programs when the regional center is providing funding.

### **III. POLICY**

San Andreas Regional Center shall advocate for the availability of appropriate work service programs for its adult consumers. This shall include collaboration with the Department of Rehabilitation to develop generic work services, help consumers access work services, and to facilitate the successful transfer of consumers between the two service systems.

### **IV. PURCHASE OF SERVICE (POS) STANDARD**

San Andreas Regional Center shall inform adult consumers and/or their authorized representatives of available and appropriate work service programs. San Andreas Regional Center shall purchase an Adult Work Services Program (supported employment or sheltered employment) for a consumer when the planning team has determined that:

- The consumer is 18 years of age or older.
- The consumer has completed the post-secondary educational program *or* has graduated with a high school diploma.
- The adult work program is the most appropriate service that will meet the needs of the consumer and there is an adult work services program available.
- There is no generic service available that will meet the consumer's needs.
- The consumer agrees to attend the adult work services program.
- The consumer agrees to comply with the attendance standards.
- For Supported Employment job placements, the consumer has met stabilization criteria for extended services.

Regional center funding for group supported employment services is provided on a contract basis through a regional center vendorized program.

Regional center funding for individual supported employment services (extended services as described above) is provided as follows:

- For consumers who reach stability in 60 days, it is expected that they will require coaching during no more than 20% of their scheduled work hours.
- For consumers who reach stability in 90 days, it is expected that they will require coaching during no more than 25% of their scheduled work hours.
- For consumers who reach stability in 120 days, it is expected that they will require coaching during no more than 30% of their scheduled work hours.

## V. EXCEPTIONS TO THIS POLICY

The executive director has full discretion to authorize service purchases which are exceptions to the board-adopted purchase of service policies. The executive director has designated different members within the organization who may authorize a director's exception. They are called the director's designees.

The first formal discussion of a request for service takes place at the planning team meeting. If the request falls within the service policy, the request is granted.

If the request for service is not consistent with the policy, the service coordinator starts the exception review process by exploring the basis for the request. A timeline for the director's exception review is set by agreement between the consumer/family and the service coordinator, but may not exceed fifteen (15) days. Within that time, another planning team meeting will be convened. In the meantime the Service Coordinator presents the information to the manager to determine whether a director's exception may be warranted.

At the scheduled planning team meeting the decision will be made. The director's designee will attend the planning team meeting if necessary.

If the exception is granted, the service coordinator amends the person-centered individual program plan, notifies the consumer/family, and gives a copy of the amended plan to the consumer/family.

If the exception is not granted, the service coordinator promptly informs the consumer/family that it has not been granted, informs the consumer/family of their appeal rights, and sends a notice of action and a fair hearing form.

## VI. NOTICE OF ACTION

If a decision is made to deny, reduce, or cancel the service without the agreement of the consumer or the consumer's representative, a Notice of Proposed Action will be sent.

**Adopted 5/19/2014**