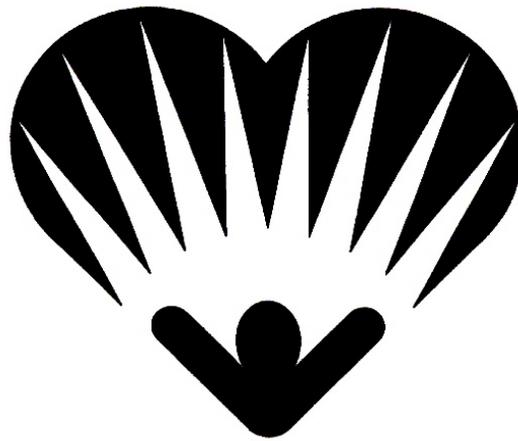


**FUTURES EXPLORED, INC.**  
*ALIVE, VTE, GARDEN*



**SUPPORTED EMPLOYMENT**  
**Policies & Procedures**

## INTAKE, ENTRANCE, ORIENTATION, AND EXIT POLICIES

### Intake

It is the policy of Futures Explored to accept new consumers into its programs only if there is sufficient indication that the candidate is eligible for services and will benefit from the program for which he or she is applying.

The entry criteria for each program indicates eligibility, including age, limitation in and behavioral criteria, so that a purely objective decision can be made regarding a candidate's qualifications or services.

Applicants for each program come primarily from regional centers.

The decision as to whether the consumer may benefit from services is made by the appropriate departmental director using all referral material, including: a psychological report which clearly indicates functional level and prognosis; a medical report which indicates physical capabilities and limitation, specialist reports, reports from former programs, and a verbal and written history from the Consumer's Regional Center case manager.

The candidate and significant others are expected to come to the facility for a tour and if interested, schedule a complementary evaluation and / or an intake interview to obtain and share additional information and to further assess needs and expectations of the prospective consumer.

In some cases, in order to further increase the likelihood of a beneficial and appropriate service delivery, the candidate may come for a complementary evaluation. The evaluations are designed to make a cursory determination of what program the prospective consumer is most likely to benefit from and to evaluate if there are any major behavioral obstacles to success or likelihood of an appropriate referral.

Our Supported Employment Program tries to receive and review as much information as possible before an individual is accepted for services.

In some cases it is obvious at the initial contact between the candidate (or representative) and facility that the individual does not meet the admission criteria for any of our programs. In this case, Futures Explored will refer the candidate back to their Regional Center service coordinator. Futures Explored will also inform verbally or provide a written explanation to the consumer and their family as to why he or she was found ineligible.

In addition, the individual receives written feedback from the Department of Rehabilitation, or the referral source, as to why services were denied. A copy of this form goes to the individual's case manager.

## **General Entrance Criteria**

Futures Explored serves adults with developmental disabilities that have a desire to receive services and supports through our programs. Some programs have specialized entrance requirements, due to the requirements of the Regional Center or Department of Rehabilitation and/or specialized program offerings by Futures.

Each consumer:

- Must be over the age of 18 and no longer served in the educational system.
- Must be a Regional Center consumer or agree to pay for the services and support privately.
- Must have in their Individual Program Plan an objective(s) that can be met with the services and supports provided by Futures.
- Must have basic self-care skills, i.e. dressing, grooming and/or hygiene
- Should be able to make needs known to others.
- Has the ability and desire to interact with others.
- Is not physically dangerous to self or others.
- Must be seen as benefiting from services and supports offered by Futures Explored.
- Has a required level of support that falls within the guidelines of the program, or receives additional supports which allow successful participation in the program.

## **Specialized Supported Employment Entrance Criteria**

The initial program funding for individuals entering Supported Employment services is through the Vocational Rehabilitation Program funded by the Department of Rehabilitation.

Consumers who are Regional Center eligible may be provided services based on our normal intake procedure and process, regardless of whether or not the Vocational Rehabilitation Program is in Order of Selection, as there is an allowance for the Regional Center to pay for intensive supports if that happens.

The Department of Rehabilitation's Order of Selection may impact consumers who are eligible for our Supported Employment Services, but who are not Regional Center eligible consumers.

Order of Selection happens when the Department of Rehabilitation discovers that it does not have enough funds to pay for services for all of the eligible consumers.

The Department is then required to establish for each consumer, whether they are in one of the following three categories:

- An individual who is the "most significantly disabled"
- An individual who is "significantly disabled"
- Or an individual who is "disabled"

The Department then provides funds for service based on serving those individuals with the "most significant disabilities" first, based on who submitted their application first. This allows the Department of Rehabilitation to establish waiting lists.

When Order of Selection is implemented, Futures Explored Supported Employment programs may put individuals who the Department of Rehabilitation has on their waiting list onto a waiting list at Futures Explored until that consumer has become eligible to receive services funded by the Department of Rehabilitation

## **Orientation**

In addition to obtaining information about the candidate to evaluate his / her ability to be successful in our program, the orientation of the candidate to program services begins when it is determined that the candidate will enter Futures Explored. The prospective consumer is strongly urged to participate by asking questions about the program, by talking about what he / she would like to accomplish in the program, and by listening to the description of program services.

At the end of the intake process, the Consumer Manual is reviewed with the new consumer by the Program Director or appropriate staff person. It describes the program or programs, discloses the consumer's rights, briefly explains the consumer's grievance procedure, and lists rules and regulations of the program. The agency health and safety practices will also be reviewed at this time. The new consumer will be introduced to the other consumers and staff at the Dynamics meeting. In addition, a peer buddy can be assigned to the new consumer if he / she chooses. The Program Director or appropriate staff will check in with the family or Care Provider periodically for the first three months. After the first three months, the instructor will begin initiating contact with family or Care Provider.

## **General Exit Criteria**

Futures Explored is committed to working with individuals as their life needs change and one of those changes may be to leave the program. Futures strives to ensure that consumers leaving our programs move to a program that will better meet their needs, and works with that new service provider to ensure a smooth transition. The following are some of the reasons people leave the program.

The consumer:

- Would have his/her health and/or safety jeopardized by continued participation in the program.
- Requests to leave the program for any reason.
- Can no longer attend the program due to an anticipated or unanticipated change in residence.
- Has received the full benefit of the program and is prepared to move to a less restrictive environment.
- Has been assisted by the program in making reasonable progress toward the IPP objective(s) for which the consumer originally entered the program, but the level of skills and ability development indicate that continued placement in the program no longer meets the consumer's need.
- Develops a medical condition that Futures is prohibited from serving.
- Exhibits behaviors that are disruptive of program activities or are otherwise specified in the Consumer Handbook as deserving of discharge from the program if not corrected; namely (a) consistently poor hygiene, (b) abuse of alcoholic beverages or illegal drugs during program hours, and (c) threatening injury to persons or property.
- Does not display behaviors that are compatible with accepted standards of behavior in the community.
- Has received an evaluation by the ID Team which has determined that Futures' program no longer meets the consumer's needs.
- Requires a level of staff support that denies other consumers their right to program services, if additional support is not provided by the funding source.

## **Specific Supported Employment Exit Criteria**

The Consumer

- Is unable to meet the attendance, grooming, or other job requirements of the community employer.
- Can no longer meet the job requirements of the community employer.
- Decides that they want an alternative Supported Employment provider to provide Job Development and/or Job Coaching services.
- Stabilizes on the job so that supports are no longer required.

## CONSUMER PROGRAM PLANNING AND MANAGEMENT

It is the policy of Futures Explored to ensure that services provided to a program participant are relevant to that person's individual goals. In order to accomplish this, each consumer, with the support of his/her representative takes part in the development of a program plan, which is specific to his/her needs. Each consumer's abilities, opinions, goals, strengths, expressed wishes, cultural background and other input are listened to and provide the foundation for the individual's program Plan.

**In order to provide a program, which is relevant to the individual, the program plan must contain the following:**

1. The rehabilitation issue: For example, lack of marketable job skills or inappropriate work behaviors.
2. Any identified barriers to employment, including health and safety risks, mobility concerns or other issues.
3. Individual's long-range goals: What type of job/career do they wish to ultimately have.
4. The services necessary to achieve employment: such as counseling, job exploration or assessment, specific job related training, job support and/or advocacy needs
5. Specific needs for assistive technology and/or reasonable accommodations in the work place.
6. Specific service objectives to help move towards the long-range goal: For example, "The consumer will arrive on time to work each day"
7. How progress to those objectives will be measured (who, what, when, where and how).
8. The time frames for review of the objectives: Usually at 6 month intervals or when successfully accomplished. As Program plans are typically updated annually during the individual's birth month, the alternate date is six months prior to that date.

Person(s) responsible for implementation: The individual(s), either specific staff person or family member, who are responsible, is noted on the plan. In order to indicate that a service has been provided and by whom, the full legal signature of the person responsible must appear on reports for all services rendered, or in a signed notation in the consumer's file.

**Supported Employment Program responsibilities include:**

1. The consumer's orientation including their rights and responsibilities for employment.
2. Assuring that the consumer's program proceeds in an orderly, purposeful fashion towards the employment outcome.
3. Assuring the consumer and his/her representative are full participants on an ongoing basis in discussion of plan, goals and additional service needs, etc.
4. Evaluation of the ongoing appropriateness of the consumer's plan and support needs.
5. Consistent participation in team conferences concerning the consumer.
6. Assuring that any discharge decision, follow-up arrangements, and appropriate supportive services are discussed and arranged through the team.
7. Provide on-going verbal or written interaction as a means of support.

The consumer's program plan may develop further as they progress towards their employment goal and issues that were not planned for arise. Any person who works with the consumer may recommend additional objectives as they see the need. The consumer and/or representative must always be involved in the decision to develop any additional objectives or goals. In addition, the relevance of the goal to the consumer's long range employment outcome must always be assessed.

The person's progress on his/her objectives is reviewed regularly. New objectives are formulated as others are met, always with input from the consumer; any meetings are always documented, including date, participants, and purpose for the meeting and meeting results.

If services are required for the consumer to reach his/her long range employment outcome and Futures does not provide that service, a referral is made to the Case Manager and/or vocational rehabilitation counselor for additional supports and/or service. It is the Case Manager and/or vocational rehabilitation Counselor who authorizes services, purchases these services from approved vendors, and oversees all needed services not provided by Futures.

Upholding the dignity and human rights of each consumer is of utmost importance to Futures Explored staff. Consumers and/or representatives are notified of their rights during orientation. In addition, consumer's rights are read by/to, and signed upon entrance to Futures and reviewed annually at their planning meeting.

It is important to note that Futures Explored has strict prohibitions against any physical and/or other types of abuse. Additionally, psychological abuse such as humiliating, frightening, or exploiting a consumer is prohibited. Consumers/representative may appeal any disagreement with staff, which has to do with the way he or she is treated, or any request perceived to be psychologically abusive or unfair. Futures Explored serves as advocate through the grievance process, which is also reviewed annually at the IHSP meeting. All allegations and infringements are documented in the consumer's file.

### **Consumer Assessment**

It is the policy of Futures Explored to carefully assess the barriers to employment for each person during the admission process. This is done in order to obtain information in addition to the referral data in order to formulate the consumer's individual service plan.

A probationary period at the beginning of the consumer's enrollment is considered the initial assessment period. During this time, the consumer is observed while being oriented and integrated into the employment opportunities. Levels of skills and baselines of behavior are documented so that present day strengths and needs can be ascertained. At the end of the probationary period, the documented needs will be prioritized and turned into objectives that will help direct the consumer to his/her long-term goal.

To ensure that all available information about the consumer is considered when formulating the individual service plan, all referral data is made available to the staff member responsible for formulating the plan. Referral data should include physical, psychological, social, familial, medical, vocational, and educational information and assessments. Any pertinent information missing from the referral packet should be requested from the Regional Center's Case Manager to form a comprehensive body of information from which the Supported Employment staff can create a thorough service plan.

Input from the consumer and/or representative is very important and will be encouraged at every step of the consumer's move to employment. The service plan will also utilize referral information, data received at intake, data compiled during the probationary period, as well as consumer or consumer representative input.

The initial plans are written at the conclusion of the probationary period (usually 90 days) and are reviewed at the initial program plan meeting. After this initial program plan is written, meetings are scheduled so that the next program-planning meeting occurs during the consumer's birth month. This meeting includes the consumer and his/her representative (if any), the regional center Case Manager, and any specialist involved in the formation of the program plan. At the six-month review, an in-house meeting is held, usually consisting of the consumer, and Supported Employment Staff. Exceptions to this are made if there is action required from other parties. The referral agent and funding sources are apprised of consumer progress on a regular basis (at least bi-annually). The primary reason for the semi-annual meeting is to assess whether the program is making progress on the consumer's long range goals.

The consumer's individual plan consists of a long-range employment outcome and short-term objectives designed to assist the consumer in meeting that outcome. The dates targeted toward meeting the objectives are the next birth month. Should that objective be met within the year, another is formulated. One measure of an appropriate objective is that it will help the consumer reach the long-range goal.

For all Futures Explored services and supports, the long-term goal for each consumer is eventual assimilation into the community in the least restrictive and most normalized environment for that individual. For example, in the Day Activity Center, work in the community is a typical long-range goal. This would be in the form of a job with support from our staff (supported employment). In preparation for eventual community placement, expectations of the consumer during his/her stay in our Day Program are to develop an awareness of work skills and appropriate social interactions.

## **SUPPORTED EMPLOYMENT JOB PLACEMENT STRUCTURES**

### **Individual Placement Structure**

1. The employers pay consumers at least minimum wage.
2. Employers provide vacations and benefits, per employer policy.
3. Work schedule varies based on the employer's needs. The goal is to have consumers employed between 15 and 40 hours per week.
4. Intensive on the job training and support is provided at the time of job placement; with gradual fading by an Employment Specialist as the consumer develops the skills, independence, job quality and productivity required by the employer.
5. As the individual stabilizes and the job supports move to less than 20% of the time the individual works, Job coaching support is then provided on a weekly basis with more intensive retraining available if necessary. The Consumer can expect to interact independently with their employer 90% of time after the initial training period has been completed.
6. Individual placements usually last 2-5 years.
7. Community employers often need to change job duties and schedules during the year. The consumer must have some ability to comfortably accept changes in schedule and other work alterations in order to be successful in the community.
8. The Employment Specialist will work with the employer to help them understand any needed or necessary job accommodations that will enhance the likelihood of a successful employment outcome for our consumer. Our Employment Specialists and trainers will work with the consumer to promote any necessary accommodations.
9. Consumer should be able to self-initiate and perform job assignments with minimal natural supports.
10. Consumers should have the ability to be travel trained if alternative transportation is not available.

### **Enclave Placement Structure**

1. Consumers are typically paid either minimum wage or based on their individual productivity to perform the job. This is often at a sub-minimum wage rate which Futures Explored is responsible for reviewing and updating at a minimum every 6 months or as job duties change under the terms mandated by the US Department of Labor.
2. Enclave work schedules are usually 20 per hours a week, Monday through Friday.
3. Full-time Employment Specialist training and support is provided for the duration of the placement.
4. Consumers are placed in groups that emphasis team work and over-all productivity. The group as an entity is responsible for meeting employment expectations. Consumer participation in the group is therefore encouraged as a critical aspect of each enclave's viability.
5. Job duties and schedules are consistent throughout the year.
6. Placements usually last 1-3 years and can provide the type of training necessary for an individual placement opportunity.
7. Consumers should have the ability to be travel trained if alternative transportation is not available.

### **Job Development and Placement**

In developing a job placement, Futures Explored takes into account first and foremost, the wants of the consumer. The size and composition of work sites is secondary. Using knowledge of the consumer's abilities, gained from previous vocational evaluations and assessments, all efforts are made to develop employment opportunities that suit the consumer. Another consideration for employment is that it accommodates interaction with non-disabled people as much as possible. No more than 10% of any company where our consumers are placed, should be composed of persons with developmental disabilities.

Employment Specialists help consumers meet with their co-workers and counsel them on their social skills for work. Consumers are encouraged to participate in social activities, such as company picnics or Christmas parties, that are open to all employees from their work site.

Consumers awaiting job placement through Futures Explored can come from two sources:

1. Consumers in our Day Program for whom the Job Developer is actively searching for a job match.
2. Consumers referred from an outside source.

Those consumers in our Day Programs follow the Individual Service Plan that was discussed and decided upon following their last IPP. After an initial interview with the Job Developer a determination is made regarding the potential for job development either immediately or in the future. Any consumer, family member or prospective employer contacts made will be documented on the Record of Job Development.

For consumers who are not in a Futures Program the Job Developer will keep the Record of Job Development in a folder for that particular consumer. When a job match is found, and the consumer enters Futures Explored Supported Employment Program, a permanent case record binder will be created. The initial interview and the Supported Employment intake forms will then be filed into their permanent case record. Case notes will be written including family contacts, consumer contacts, employer contacts and the results of any and all issues. Many of these consumers may have a Situational Assessment before beginning a job search to have their work skills assessed at one of our work sites. This information as well will be filed as part of the permanent case record.

### **Consumer Evaluation Prior to Job Placement**

Situational assessments may be conducted based as closely as possible to the consumer's preferred vocational choice. The Department of Rehabilitation authorizes the Situational Assessment. The consumer is eligible if there is not enough information or if there is a job guaranteed at the assessment site after the assessment is successfully completed and it is determined to be a good job match.

Evaluations of consumer's job readiness and appropriateness of potential job match based on results of assessment. If assessment results are positive, appropriate job development and placement will begin.

If assessment results indicated consumer employment choice to be inappropriate, recommendations will be made for alternative Supported Employment options or entrance/continuance in ADC, 1:3, or DTAC, 1:6, program for remediation of vocational barriers. Reassessment date will also be determined at that point.

### **Individual Placement Criteria**

1. Attention span/focusing ability to complete specified work tasks.
2. On task without prompts 45 minutes.
3. Physical ability and stamina, corresponding with duties expected of the all employees.
4. Job Coach intervention/support below 10% after 6 months.
5. Attendance/Punctuality at the Job Site.
6. Maintain minimum 95+% attendance rate.
7. Monitor breaks independently: i.e. telling time, using time clocks.
8. Speed and Quality of work
9. Perform at minimum 50% normal productivity.
10. Ability to consistently monitor work quality independently.
11. Ability to Follow Instructions.
12. If unable to follow verbal instructions, must be able to work from a list or diagram.
13. Can perform tasks with 3+ steps consistently and correctly without prompts.
14. Can respond and perform tasks (simple) from verbal prompts.
15. Accept instruction without resistance to supervisor, flexibility toward changes (at least moderate capacity) to meet the quality standards and expectations of the work place.
16. Motivations/Interest in occupational skill assessed.
17. Understanding of the ways in which work will change their lives.
18. Expression of desire to work in general, if not for a particular job.
19. Appropriate social interaction with co-workers.
20. Absence of behaviors, which are detriment (interfere) with consumer's or co-workers ability to perform.
21. Maintains appropriate grooming and hygiene.
22. Ability to independently monitor grooming and consistently meet the expectations of the workplace with minimal prompts.
23. Support of employment by their Family/Board & Care, Independent or Supported Living situation.
  - a. Acknowledgement and acceptance of change involved in consumer's life, due to work.
  - b. If not outwardly supportive, at least non-destructive to consumer's desire to work.
24. Community travel skills.
25. Ability to use public transportation independently, once trained.

## WORKSITE PROFILE PROCEDURE

Futures Explored works with a wide range of employers in the community. Futures Explored wants each job match to be successful not only for the consumer involved, but also the business/employer. Community placements may not work out for a particular consumer with a particular employer, but Futures Explored wants to make sure that employers, who are willing to accommodate individuals with disabilities, are not discouraged through the process. Futures Explored works with employers to make sure they understand the nature of developmental disabilities in general and the specific needs and accommodations of the consumers we support. Futures Explored wants job sites that provide regular interaction with individuals who would be considered non-disabled and the general public whenever possible.

## JOB DEVELOPMENT BOARD

*The Job Development Board in Lafayette is located in the Supported Employment office behind the Employment Services Director's desk. This is an ever-changing record of the current status of consumers awaiting job development.*

**REFERRALS:** Consumers referred by Case managers or Rehab. Counselors interested in Supported Employment

**JOB RE-DEVELOPMENT:** Consumers that have lost their jobs or are returning to Supported Employment after an absence (counseling, return to the Day Program for further instruction/education, etc)

**INTERVIEW:** Consumers that have a packet that has been read by the job developer and determined to be eligible for an interview with the goal of an enclave/individual placement. This includes conversations with the Service Coordinator and/or Rehab Counselor.

**OPENING WITH DR/HAB:** Once papers have been signed and the complete packet has been sent to Rehab for processing we must wait approximately 30 to 90 days for the case to be open for job development.

**ASSESSMENT:** If a consumer's work history is non-existent or job longevity has consistently been short-term, this is an excellent tool to determine the best job match via ability, stamina, along with academic strengths and weaknesses.

**EMPLOYERS:** Employers request employees by letting employment specialists know, calling the job developer, stopping by Futures, cold calls by the job developer, or word of mouth (referrals from satisfied employers, consumers in the community). This is an ongoing list of jobs offered by employers should an appropriate match arise.

## TRAINING AND EMPLOYMENT AGREEMENT

**This agreement establishes the responsibilities of Futures Explored, Inc. a Supported Employment agency for people with disabilities, and employers regarding job placement and training. Responsibilities of each party are detailed below.**

### **Futures Explored Responsibilities:**

1. Provide an employment specialist for initial daily on-the-job training and supervision of consumers.
2. Provide an employment specialist for limited amounts of follow-up services.
3. Cover employment specialist under Futures Explored's Workers Compensation policy, so that any employer incurs no costs for this person.
4. Assist consumers initially to complete necessary employment forms and to understand job rules, regulations and ethics.
5. Assist consumers initially to complete assigned jobs to company standards.
6. Assist in resolving any problems associated with consumer's employment.
7. Maintain confidentiality of company's proprietary information, such as policy manuals.
8. Provide orientation and on going training when requested, to company employees, related to working with individuals with developmental disabilities.
9. Ensure that Futures Explored staff adheres to employer grooming and conduct requirements, and that they complete required company-training programs.
10. Provide appropriate referrals for additional training needs including: functional literacy skills, academic training, communication skills, interpersonal skills, and mentoring.

### **Employer Responsibilities:**

1. The employer agrees to:
  - Provide a paid job, as agreed, for program consumers
  - Abide by state and federal labor regulations and codes e.g. provide Workers Compensation coverage to our consumers.
  - Make reasonable accommodations for the new employee
  - Coordinate with Futures Explored regarding rules and duties of the workplace and participants performance on the job.
  - Maintain normal responsibilities for hiring, disciplining and firing participants (as would be the case with any employee)

## AVOIDANCE OF INAPPROPRIATE PLACEMENTS

It is Futures Explored's policy that consumers be placed in jobs that are safe, appropriate, and commensurate with the wishes of the consumer. To achieve this result, consumer placements are made and monitored in the following way:

1. The consumer's job preference is determined through intake interviews and exposure to the types of jobs available in the community.
2. Potential jobs are evaluated by matching the consumer's preferences and skills to a job that meets these criteria. The potential job is evaluated to assure that there are no safety problems for the consumer.
3. The potential job is then task analyzed to maximize the consumer acquisition of required skills and competencies.
4. The Employment Services Director maintains ongoing communication with the consumer to ensure that the consumer:
  - Enjoys the job
  - Is acquiring necessary skills
  - Is safe on the job
  - Is being treated respectfully by co-workers

Through these methods and constant communication we determine whether the consumer's placements are appropriate. Whenever possible we will provide an opportunity for consumers to test out whether or not his or her employment goals are realistic. We will work with employers and the Department of Rehabilitation to ensure appropriate placements are made and redevelop a job placement for the consumer should they lose their job within 60 days if the necessary funding is provided.

## PROGRAM RE-ENTRY

When a consumer has a job through our Supported Employment program and loses it, or it is determined that for any reason they need to be removed from the job, either temporarily or long term, it is the policy of Futures Explored to offer the consumer the opportunity to receive services in one of our day programs, if it is the consumer's choice. The consumer gets a chance to reacquaint with friends, develop any needed social or work-related skills and stabilize so that they can return to either the same or a different job.

In the case of a consumer who is faced with a lay-off situation, the Employment Services Director would contact the appropriate coordinator with notification that a consumer will be returning until another job is developed or their former job reopens.

If a consumer were fired from their job, the Employment Services Director would again notify the appropriate day program administrator, notifying him/her of re-entry and work barriers that may need reinforcement. The consumer may be assigned to attend classes at the Center, Nifty Thrift or at another community location.

When the consumer's barriers to employment have been remedied enabling a return to work, depending on consumer choice, they may be placed in one of our enclaves or in an individual placement.

It will be our policy to serve these consumers if:

1. The consumer and family want our services
2. Funding can be arranged for one of our day programs within one week of the person returning to the program.

## REFERRAL, DISCHARGE, AND FOLLOW-UP

### **Referral:**

Futures Explored does not make referrals for consumers for outside services, but will work with consumers to find appropriate resources to help them meet their vocational goals. If it is determined at any time in a consumer's participation at Futures that services other than we can provide are necessary, the Employment Services Director/Coordinator would contact the consumer's case manager. It would be up to the Regional Center Case Manager to make the referral and follow through with the consumer.

Before any information may be given to the person to whom the consumer is referred, a "Release of Information" form must be completed and signed by the consumer or his/her representative. Any information released must be limited to that which is required for services. Futures Explored will release only "self-originated" information, such as attendance and productivity, and will not release information gained from other sources, such as medical or psychological reports.

According to California Welfare and Institutions Code, any use of a release form must be indicated in the consumer's case file, and the consumer/representative must receive a copy of the completed form. A blank release form follows these policies for your reference.

In addition, it is Futures Explored policy to require that the information required on our Release of Information also be present on release forms received from other agencies. Futures will not release self-originated information without proper releases.

### **Discharge:**

It is the policy of Futures Explored to have only those individuals involved in program who meet the program's entrance criteria, who can benefit from the services provided, and who want to participate in the program. If circumstances indicate that program services are no longer appropriate for the individual, it is the policy of Futures to prepare that person for discharge in order to ease the individual's transition from our program to the consumer's next endeavor. Futures defines consumer discharge as leaving the agency completely, as opposed to moving from Supported Employment to Day Program, or vice versa. This definition also includes involuntary discharges.

In order to facilitate the transition, a plan for discharge is formulated at a program-planning meeting or at a special discharge meeting called by the Futures Explored Supported Employment Director. It is understood that adequate preparation for a discharge is of utmost importance for the individual's success in any new endeavor. If s/he is able, the person served should be an active participant in the discharge planning. All those who are interested in the consumer's program, such as care providers, Case Managers, Department of Rehabilitation Counselor, and significant others should be formally invited to participate so that they can offer input and lend their support. It is very important that a discharge plan be formulated as soon as possible before termination in order to give the consumer and others associated with him/her an opportunity to make any required accommodations and to permit a smooth transition to the consumer's post-discharge environment.

The documentation packet for discharge must contain the following:

A report from the discharge meeting: signed by those present to indicate that a meeting took place and to indicate compliance with Futures policies. If a discharge meeting is not a possibility, the reason for this should be indicated in the consumer's case file.

A discharge report: a discharge report has spaces to indicate the reason for discharge or referral, the diagnosis of disability, the rehabilitation problem presented at admission, the services provided by Futures, the results of these services and any referral action recommendations. Additionally, the report should indicate any activities the consumer or his/her care providers could either do or contact to further increase the probability for success in the new endeavor.

The discharge report should have enough detail to adequately describe the individual's programs and progress to a reader who is unfamiliar with the consumer. This report would normally be released to parties formally requesting the information for a specific purpose or program. Discharge reports must be completed and filed within two weeks after discharge. Copies should go to the consumer; case manager and case file for reference when doing follow-up reports.

### **Follow-up:**

It is the policy of Futures Explored to follow-up all former participants who have been discharged to any other endeavor. The purpose of following up is to determine the consumer's current functioning, and to evaluate the effectiveness of Futures services. Follow-up reports are made within 30 days of discharge. During the following year the Department of Rehabilitation periodically updates the Employment Services Director on consumer progress.

## ANNUAL IHSP MEETINGS

It is the policy of Futures Explored that at least once a year Supported Employment staff shall formally review the appropriateness and effectiveness of services provided to each individual consumer. These reviews take place in a group meeting called an IHSP meeting. All significant others in the consumer's life are invited to the annual review. Semi-annual reviews are attended by the Supported Employment staff, consumer and Case Manager, if requested. These conferences are often held at the work site for ease of access for the consumer. These conferences also ensure that all services including those provided outside of Futures are coordinated. This ensures that the consumer receives an integrated program that will maximize the probability of successful goal attainment.

It is the responsibility of the Employment Services Director/Coordinator to arrange for the annual conference with the Regional Center Case Manager. The Employment Services Director will also arrange the initial staffing and the semi-annual review. The annual review occurs during the consumer's birth month and the semi-annual review occurs six months from the birth month. When making the meeting appointment with the Regional Center Case Manager, the Employment Services Director clarifies who will be responsible for inviting the consumer, the consumer's parents, residential service provider, Futures Explored staff/other professionals and significant others to the conference.

Prior to the annual meeting, the Futures Explored staff meets with the consumer to review the progress towards attainment of objectives. At this time, new objectives are tentatively determined. Relevant medical, psychological, social Regional Center assessments are also reviewed at this time, along with information regarding previous services.

During the conference, the following issues are addressed:

1. New objectives and outcomes are mutually agreed upon.
2. Previous objectives are reviewed and either continued, revised, or discontinued.
3. Health and Safety concerns.
4. Cultural issues.
5. Needs for assistive technology and/or reasonable accommodations.
6. Criminal history.
7. The overall program is reviewed by the Regional Center Case Manager to ensure coordination and agreement on objectives and intervention strategies.
8. The case file is updated as needed. For example, the currency of Medical and Psychological reports is reviewed, and all emergency information is checked for accuracy (including medication levels).
9. All releases of information are reviewed and updated as needed.
10. Any personal or work related concerns or issues are discussed with a plan to resolve them and/or what new supports are necessary to ensure positive outcomes.

Following the conference, the Supported Employment staff will document the significant decisions made during the conference on a Case Conference Report (sample is found in this section of the Policy Manual). The new objectives that require Futures Explored services are written on the individual Habilitation Service Plan Form. Everyone receives a copy of the IHSP form at the meeting.

Between conferences, if there are any changes made in the consumer's program, including goals, objectives, and intervention strategies, they shall be documented and communicated to the consumer, parent, residential service provider, funding representative, and any other appropriate significant other

## ACCEPTANCE OF WORK AND PLACEMENT IN BUSINESSES ON STRIKE

### **Futures Explored Policy for Labor Disputes:**

In any instances where we might be conducting business with an industry that is having a labor dispute, or has an employee in a business that is being struck, whether to honor the strike or not is to be decided, on an individual basis, by the Executive Director.

1. In the event a decision must be made as to whether to place a consumer in a job where the consumer may need to cross a picket line, or be placed in a business that is being struck, the following procedure shall be followed:
  - A complete written report explaining the need and the urgency will be submitted to the Executive Director.
  - The Executive Director will explore any alternatives available, including using the services of an attorney who specializes in labor law
  - The Executive Director will make the final decision as to how the matter shall be handled.
  - The Executive Director will report to the Board regarding any such decisions made in regard to action taken.

## SUPPORTED EMPLOYMENT OUTCOMES MANAGEMENT SYSTEM

The following procedures are based on the standards utilized by the Commission for Accreditation of Rehabilitation Facilities. They are reviewed annually to insure ongoing compliance with any revisions. An Outcomes Management System for the Supported Employment Program is maintained throughout the year and consist of the following components:

### **Component One - Consumer and Stakeholder Input**

Input is obtained on a regular basis from the following:

**Our Consumers** - Consumer satisfaction is the number one goal of the Supported Employment Program at Futures Explored. At the time of annual planning meetings, the program formally solicits input from our consumers regarding how well the services we provide are meeting their employment needs.

**Other Stakeholders** - Information is also requested from our consumer's family members and/or care providers, their employers, our funding sources, and our staff, at the time of consumers annual planning meetings.

*Input obtained from our consumers and other stakeholders is used to continuously improve the program. Semi annually, the statistical percentages for the various criteria are determined and the program's management team uses the resulting information to appropriately modify current services as well as develop new Outcomes Management System Goals for the upcoming year. During the course of the year the program also informally responds to feedback from our consumers, their families, referral sources, employers, and the community at large, by addressing specific concerns as they arise and by responding to any suggestions that may enhances the over all level of consumer and stakeholder satisfaction.*

### **Component Two - Outcomes Measurements**

The Outcomes Management System will contain at least one measure of the following:

**Effectiveness** - The results and achievements of the services provided.

**Efficiency** - Responsiveness, use of resources to achieve outcomes, timeliness, and costs of the services provided.

**Aggregated Individual Service Satisfaction Information** - A compilation of the results of consumer satisfaction surveys conducted during occasions such as individual service planning sessions, exit interviews, follow up contacts, or focus groups, or from annual satisfaction surveys.

**Other Stakeholder Satisfaction** - A compilation of the results of the satisfaction surveys from our program's primary stakeholders.

**Service Access** - The planned expansion of program services in response to consumer needs.

### **Component Three - Data Collection Process**

Data pertaining to all of the person's receiving services is obtained in the following areas:

**Consumer Characteristics** - Information is gathered on an annual basis concerning such consumer characteristics as: age, gender, ethnic background, residence, disability, use of transportation, length of employment, work history, etc., for the persons receiving services, persons awaiting services, persons not accepted for services, persons exiting services. The data is used as a decision making tool by program's management staff to help plan efficiently and effectively to strategically position the services it offers and develop Outcomes Management System goals.

**Post Service Follow-up Information** - In order to assess the benefits of the services provided, follow-up information is obtained from all consumers who have left the agency. Follow-up reports are made within 30 days of discharge. During the following year the case manager and/or Department of Rehabilitation periodically updates the Employment Services Director on consumer progress as well. The follow-up usually takes the form of a telephone call or letter, and responses to the 30 contact are made in the appropriate sections of the discharge report. Most of the follow-up calls are made to the consumer. If there are problems with the new endeavor, the consumer's case manager should be notified and receive a copy of any follow-up reports

**Outcome Management System Data** - Information pertaining to the program's Outcomes Management System annual goals is gathered and evaluated by the management staff on a semi annual and annual basis. The data will

be obtained for all of the persons receiving services. The following documents and reports will be the primary source for this data as they pertain to specific system goals:

**Supported Employment Billing Reports** - for goals related to consumer job placement , retention rates, and wage information.

**Consumer Productivity Reports** - for goals related to enclave consumer productivity rates.

**The Supported Employment Program Monthly Budget Report** - for goals related to the programs financial efficiency and growth.

**Situational Assessment Reports** - for goals related to stakeholder satisfaction.

**IHSP Meeting Reports** - for goals relating to consumer satisfaction and changes.

**Satisfaction Surveys** - for goals relating to consumer and stakeholder satisfaction.

#### **Component Four - Utilization of Outcomes Information**

The results of the Outcomes Management System are compiled in an annual summary report, which is utilized by the management staff to guide decision making related to continuous improvement in the quality of program services. Specifically, the report will address the following areas:

**An update on action items taken from the previous report** - A summary of the actions taken by the management staff to improve the results of outcomes over the proceeding year.

**Trends in the populations receiving services** - A summary of the information obtained from consumer characteristics data.

**Follow up data summary** - A summary of the information obtained from persons who have exited services.

**A comparison of actual results to identified goals** - A summary of the data collected (effectiveness, efficiency, and satisfaction measurements) and a discussion of analysis of the data.

**A conclusion** - A summary of recommended modifications of system to ensure its relevancy, and a to do list of action items.

#### **Component Five - Sharing of Outcomes Information**

The information from the annual Outcomes Management System Report is shared in an understandable manner with the following:

**The Persons Receiving Services** - Through the agency web site and discussions at annual IHSP meeting with job coach.

**Other Internal Stakeholders** - Through the agency web site and staff meetings.

**Funding and Referral Sources** - Through the agency web site and staff communications.

**Other External Stakeholders** - Through the agency web site and staff communications.

## CONSUMER CASE RECORDS

### **Permanent Records:**

It is the policy of Futures Explored to have a single permanent case record, known as a Case File, for each consumer. The Case File is confidential and can only be accessed under the terms of the California Welfare and Institutions Code.

All information in the Case File is bound in a three ring binder and systematically organized for ease in filing and locating required information. In addition, the files are placed in alphabetical order in a locked cabinet. The case file cabinets are located in each department's office, for example the Supported Employment office. The staff is responsible for control and maintenance of the files of each of their consumers. The Employment Services Director is responsible for implementing policies and procedures pertaining to Case Files.

After obtaining the signed release of information forms from Consumers and if necessary conservators, Departmental directors may grant their staff access to confidential consumer documents on a case by case basis. Staff who remove files are required to return them on the same day they were removed and refrain from leaving them where unauthorized individuals could read them. Staff are prohibited from discussing information found in the case files, unless the discussion occurs for a professional purpose. All California Welfare and Institutions Code restrictions, regarding consumer information, must be met. At all times, primary consideration is given to protecting the security and privacy of our consumer's files.

Access to these records is limited to the consumer and professional agency staff providing direct services. If any other person or agency that is currently providing services to our consumers requests this type of information, the consumer will be informed of the request and determine if he/she wants Futures to release info to the agency requesting it. The signed approval form with a list of the released documents will be kept in the Consumers file.

All consumers have the right to arrange a meeting with departmental program directors for the purpose of reviewing their records at any time.

### **Active Records for Current Consumers:**

Current files contain information of value, such as goal tracking, progress on objectives, teaching strategies and emergency information. The information accumulated in these files is compiled for progress reports. These reports are available to the referral agency, funding source and the consumer. The reports are kept in the Case File binder.

### Case Files contain the following information:

1. Case identification date
2. Name and address of the consumer's representative, conservator, and/or representative payee if one has been appointed for the person served.
3. Pertinent history, diagnosis of disability, medical information, psychological evaluations, rehabilitation issues, the individual's program goals and the plans for attainment.
4. Reports from outside referral sources
5. Records of service referrals to outside resources.
6. Evidence of the individual's participation in the planning of his or her own program. Signatures on key documents indicate this, input reflected in conference notes from staff interviews, etc.
7. Evaluation and/or assessment reports
8. Case conference reports
9. The individual's overall program plan, IPP and/or IHSP
10. Plans from individual services, if appropriate, such as the Day Training Activity Center's ISP
11. Service and/or progress reports signed and dated by the Employment Services Director
12. Correspondence
13. Releases of information
14. Case notes
15. Records of intake, job development, and job placement

### **When a Consumer Leaves the Agency**

A discharge report is completed and included in the case file along with any other follow-up reports.

Overall, the case file should indicate that the consumer has been served as planned in his/her individual program plan. It is very important that the date, month, day and year and the full legal signatures and professional titles of persons rendering services to the consumer appear in the file on case notes, reports, statements of professional judgment and meeting minutes.

The Case Files for consumers who are no longer served are retained in a locked storage room.

### **Signature Acknowledgment**

It is the policy of Futures Explored that each time a staff member signs any kind of document, they should sign their full name or initial and last name, as well as their title. This must be done anytime a document is signed.

### **Date Acknowledgment**

Staff must also date everything that is signed, using the current month, day and year, in that order.

EXAMPLE: 1/01/08 or January 1, 2008



## **TYZE F.U.N. NETWORK**

The TYZE F.U.N. Network is open to all agency consumers and provides an opportunity for them to develop social networks and enhance their independence through recreational activities outside of day program or work hours. The club also provides a forum where consumers can openly discuss their needs and concerns. The Supported Employment program has started a coffee club to encourage individuals employed in the community to be active socially with others.