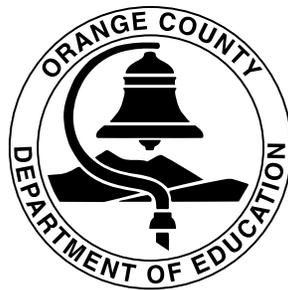


ORANGE COUNTY

# Transition Planning Resource Directory

PROGRAMS FOR ADULTS WITH  
DEVELOPMENTAL DISABILITIES  
2016-2017

*Published by*



**Orange County Department of Education**

In cooperation with  
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# Introduction

The purpose of this directory is to acquaint students, consumers, parents, instructional staff, and service providers with post-school training options for adults with developmental disabilities.

The first section of the directory includes programs funded by the **Regional Center of Orange County (RCOC)**. Programs funded by RCOC are vended as **activity programs, adult development programs** and **behavior management programs**. Additional programs included in the first section of the directory are funded by the **State Department of Education** and **CalOptima**. The State Department of Education offers classes through *Adult Education* and the **Community College District**. **CalOptima** and Regional Center of Orange County fund **Community-Based Adult Services (CBAS)** (*formerly called adult day health centers*) for adults who require ongoing assistance with specialized health care needs.

The second section of the directory includes **supported employment programs**. These programs are also funded by the **Regional Center of Orange County**. Department of Rehabilitation provides time limited funding for individuals who may not be eligible for RCOC or who may not need long term funding.

Individual agencies listed in this directory are not affiliated with the Orange County Department of Education. Program descriptions were primarily developed by each agency and reflect the philosophy of that agency. Inclusion of program descriptions in this directory does not indicate an endorsement of individual agencies. It is suggested that consumers, parents, and advocates become familiar with program options in order to provide input in the referral process, and to make an informed choice in the placement decision. When considering individual agencies, consumers might ask service providers if consumer or parent references are available. An Adult Program Visitation Guide is offered in Appendix A. The directory also provides performance indicators and outcomes information for the calendar year to date. Information on individual agencies that allow for private pay for services is noted in each program description.

An overview of the Regional Center of Orange County (RCOC) *Employment First Policy* is presented on the following page. The overview summarizes RCOC's efforts to work collaboratively with school and postschool agencies to increase the proportion of consumers who are employed in integrated settings.

*Special appreciation is given for the ongoing support received from Orange County Department of Education Chief of Special Education Services, Dennis Roberson; and Program Administrators, Nancy Melgares and Chris Romanosky. Thank you, also, to Orange County adult service providers; and Larry Landauer, Dr. Janis White, and Arturo Cazares of the Regional Center of Orange County for their assistance in the development of this directory.*

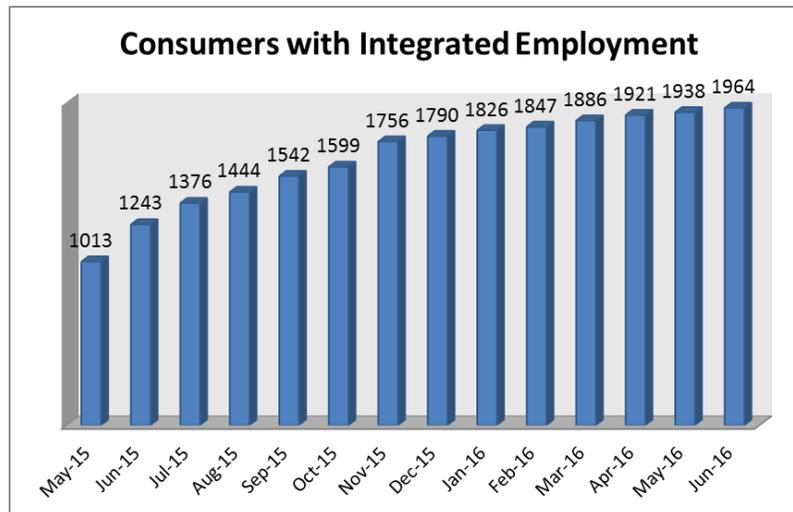
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<b>This Directory is available online at <a href="http://www.ocde.us/transition">www.ocde.us/transition</a></b>

# REGIONAL CENTER OF ORANGE COUNTY EMPLOYMENT FIRST

On October 10, 2013, Governor Brown signed into law an Employment First Policy. The Regional Center of Orange County (RCOC) Board of Directors endorsed this legislation by adopting an Employment First Policy on March 6, 2014, stating “integrated employment will be the first option considered by planning teams for every working age adult we serve.”

Everyone who wants to work should have an opportunity to do so and many agencies, including RCOC, school districts, Department of Rehabilitation, and service providers, are working collaboratively to make it a reality.

- School Districts are providing job preparation through transition programs. RCOC Service Coordinators attend Individual Transition Plan (ITP) meetings to advocate for employment preparation and job placement.
- Department of Rehabilitation is partnering with school districts through the Transition Partnership Program to support consumers transitioning from high school to meaningful integrated employment opportunities.
- Adult Day Service Providers are submitting addendums to their existing program designs to become Employment First Program Vendors. As Employment First Program vendors, these providers are committing to support consumers in securing competitive integrated employment opportunities in addition to the existing supports they provide. As RCOC is no longer providing referrals to Work Activity Programs (WAP), WAP providers have been working collaboratively with RCOC to identify integrated opportunities for consumers who choose to participate in community based activities. Since July 1, 2013, the number of consumers attending WAPs has decreased from 672 to 493 consumers as of June 30, 2016.
- RCOC Service Coordinators are honing their skills in the areas of education, transition and employment. They are gathering information from the individuals they serve who are employed in integrated settings with and without RCOC supports. The data gathered over the past few months indicates growth in the number of RCOC consumers who participate in integrated employment (See graph below).



- Family members are embracing integrated employment for their adult children. To address concerns about benefits and other related issues that families may have about employment for their sons or daughters; RCOC is providing transition related workshops. See RCOC’s community calendar for upcoming events ([www.roccdd.com](http://www.roccdd.com)).

Lastly, RCOC is collaborating with school districts, Department of Rehabilitation, and service providers in reaching out to businesses regarding the benefits of including individuals with developmental disabilities in their workforce. With everyone working together, many untapped integrated employment opportunities for the people we serve are being identified and Orange County businesses are benefitting!

(J. White, and A. Cazares RCOC/July 2016)

# ADULT DAY AND COMMUNITY BASED INTEGRATED WORK PROGRAMS

The first section of the directory includes programs funded by Regional Center, the State Department of Education, and CalOptima. Programs include community and site-based Activity Programs, Adult Development Programs and Behavior Management Programs. These programs provide development of self-help, community, work, and recreation/leisure skills. Current emphasis in these programs is to provide maximum level of participation in community and integrated work settings. Programs funded by the State Department of Education and CalOptima include Adult Education Classes, Community College Programs, and Community-Based Adult Services (CBAS) (*formerly called Adult Day Health Care*). Individual services that fall under these categories are also described in this section of the directory. These services are considered part of the generic service system, but also may be funded in part by Regional Center. CBAS provides specialized health care support and on-site training to those eligible through CalOptima and/or Regional Center.

## REFERRAL PROCESS

*The following information is based on Regional Center of Orange County's Day Program Referral Process. Early planning and careful review of program services are recommended.*

- Regional Center of Orange County (RCOC) Service Coordinator contacts student/consumer, family, and school to obtain initial referral information.
- Service Coordinator meets with RCOC Adult Resources Consultation Group for recommendations on possible program options for individual.
- Service Coordinator schedules an Interdisciplinary (ID) Team meeting to discuss the request and program options with the student/consumer, family or representative. The ID Team shall consider all options available. The Service Coordinator shall provide the consumer with the most appropriate referrals to meet his/her needs. Student/consumer, family or their representative may provide their input at this time regarding program options they have explored and would like considered in the referral process.
- Referral packets are sent to targeted programs.
- Adult programs contact student/consumer and family to schedule a visit, to discuss services, and to meet consumer. Adult program determines if they will be able to provide level of services consumer needs.
- The student/consumer and family visit the programs and advise RCOC Service Coordinator of their choice.
- Service Coordinator completes funding process. Referral decisions are to be based on eligibility, as well as consumer choice, need, geographic area, cost effectiveness, and other variables. Telephone call is then made to the consumer or family member to inform them of the service start date.

# ABILITIES UNLIMITED

“Supporting Unique Individuals with Unlimited Potential”

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## PROGRAM OVERVIEW

Abilities Unlimited is a *partially site-based adult day program* which serves adults with developmental disabilities 18 years of age and older. The staff-to-client ratios range from *one* staff member to *one, two* or *three* clients, depending on each individual needs. The program’s mission is to assist each of their clients in reaching their full potential through custom tailored program plans to address their needs. Clients are given supports to work full time, part time, learn functional working skills, or attend college. Abilities Unlimited places high priority in recruiting the most qualified personnel and providing extensive training in Applied Behavior Analysis (ABA) to each of the therapists. Abilities Unlimited behavior support services are based on the principles of ABA which is the most extensively researched and empirically proven method for treating challenging behaviors.

Program hours are 8:00 a.m. to 2:00 pm, Monday through Friday. Abilities Unlimited also provides door to door transportation services for all program participants. Program hours may vary depending on the special needs of the clients, families, or care providers. Abilities Unlimited offers an array of program services both on-site and in the community. Services are focused on increasing skills in the area of employment, independent living, community safety, and socialization.

Abilities Unlimited offers a 6,500 sq. ft. training and enrichment center providing resources that include kitchen safety, computer lab, multi-media room, art expression, physical fitness gym, and instructional goal work rooms. Clients’ schedules are formulated daily to encompass both onsite and community based trainings on a daily basis. Participants spend on average of 80% of their day in the community, and 20% with onsite resources. Participants are encouraged to take part in the development of their schedules by selecting the activities they wish to participate in. The program fosters an environment that promotes maximum independence in all areas of life. The program promotes self-advocacy, elimination of challenging behaviors, and establishing positive working relationships so that participants will achieve their full potential as productive members of society.

## FUNDING

The program and transportation are funded by Regional Center of Orange County. *Vendor #HM0772 (1:3 Ratio); #PM1543 (1:2 Ratio); #PM1544 (1:1 Ratio); Transportation Vendor # HM07666*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Abilities Unlimited* to provide additional information on their program services:

### **Day Service Activity Indicators**

- 35% of program time spent in community vocational training including job placement, volunteer participation, career development, and employment support
- 20% of consumer program time spent in the community for social/recreational training and community safety awareness
- 10% of program time spent in transporting or mobility/transportation skills in the community. Morning transports allow staff to engage participants in dialogue and reciprocal communication for those that are able to. The program uses cars rather than vans or buses to create a real world experience in which participants are carpooling to a worksite with colleagues
- 10% of program time in self-advocacy training in the community including training of self-empowerment and choice-making skills
- 25% of program time spent in personal development, self-care training, and social development to increase interpersonal skills and coping mechanisms

# ADAPTIVE BEHAVIOR CENTER, INC.

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## PROGRAM OVERVIEW

Adaptive Behavior Center, Inc. is a *community-based behavior management program* for adults with developmental disabilities. Program hours are from 8:00 a.m. to 2:00 p.m., Monday through Friday. The staff-to-consumer ratios range from *one* staff member to *one, two* or *three* consumers according to each individual's functional level, estimated potential, behavioral characteristics, and needs.

Adaptive Behavior Center, Inc. focuses on establishing, developing, strengthening, and maintaining appropriate adaptive behaviors, while at the same time managing, controlling, and gradually eliminating maladaptive behaviors in its consumers. The main focus will be directed at developing two insights. One, the consumers will be trained to develop and maintain adaptive behaviors by utilizing every useful behavior modification procedure that is available. By developing language, motor, perceptual, cognitive, affective, social, self-help, and work skills, consumers will be more independent and more able to experience a meaningful personal and social existence, and two, consumers will be given as little assistance as possible while providing just as much as necessary. Adaptive Behavior Center, Inc. believes that individuals, regardless of the severity of their disability, have a right to an opportunity to develop various adaptive behaviors to the maximum extent possible. In order to enable consumers to become as independent as they are capable, Adaptive Behavior Center, Inc. will allow individuals to do as much as possible for themselves. It is the goal of Adaptive Behavior Center, Inc. to assist consumers to advance with a high level of self-esteem, a readiness and willingness to attempt new tasks, and the perspective to view challenges in life as opportunities for growth and advancement.

Adaptive Behavior Center, Inc. also provides adaptive skills assessment and intervention services to individuals with developmental disabilities who show a range of behavior problems in a wide variety of settings such as group homes, workshops, day programs, homes, schools, and other community living facilities.

## FUNDING

The program and transportation are funded by Regional Center of Orange County. *Behavior Management Program Vendor # HM1168 (1:3 ratio); Vendor # HM1169 (1:2 ratio); Vendor # PM0524 (1:1 ratio); Transportation Vendor # H13708 and PM1555*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Adaptive Behavior Center* to provide additional information on their program services:

### General

- 99% of individuals are satisfied with program according to consumer satisfaction survey
- 5 years average tenure for direct care staff
- 6% average turnover of direct care staff
- 80% of direct staff hours are monitored by management in the community

### Vocational

- 2% of consumers total employed in the community through direct hire
- 30 hours average per week per consumer employed in the community through direct hire
- \$3.52 per hour average earnings per consumer employed in the community through direct hire
- 0% of consumers are employed in the community through subcontract work
- \$2.37 per hour average earnings per consumer employed in the community through subcontract work
- 4 hours average per week per consumer in volunteer placement in the community
- 50% of consumers are in volunteer placement in the community
- 12.7 months average job tenure for consumers in paid work
- 14.2 months average job tenure for consumers in volunteer work
- 15.1 months average length of contract per consumer placed in the community through subcontract

### Day Service Activity Indicators

- 35% of program time spent in community vocational training, through paid and volunteer employment
- 30% of program time spent in community recreational/social training
- 15% of consumer program time spent in working on mobility/transportation skills in the community
- 15% of program time spent in self-advocacy training in the community including training of self-determination and choice making
- 5% of program time spent in self-care training in the community

### Self-Advocacy and Lifelong Learning

- 78% of consumers receive self-advocacy training in a community-based environment where activities are primarily focused on other goals
- 22% of consumers receive self-advocacy training in an environment where activities are primarily focused on self-advocacy goals
- 100% of consumers complete a Person Centered Plan
- 88% of consumers participate in lifelong learning activities, such as community college, career courses and adult education/vocational trainings
- 30% of consumers use various communication devices
- 50% of consumers are improving their communication skills

### Self-Care

- 80% of consumers have improved their appropriate dress and hygiene skills
- 10% of consumers have improved their appropriate eating skills
- 98% of consumers who benefited from special behavior support achieved a positive outcome on a special behavior plan
- 25% of consumers have improved their personal care skills

# ADULT ENRICHMENT CENTER

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## PROGRAM OVERVIEW

Adult Enrichment Center is a *partially site-based adult vocational and social training program* located in the city of Irvine. The program serves adults ages 18 years of age and older transitioning from various high schools within a 15 to 18 mile radius in the surrounding areas including Newport Beach, Costa Mesa, Santa Ana, Tustin and Irvine. The program specializes in serving individuals with autism and related disorders. Individuals accepted to the program must apply for placement and meet established entrance requirements. Members of the program come with *diverse abilities* and many exhibit behaviors that may be considered socially inappropriate or they may display behaviors that affect their ability to expand their independence and self-reliance. The training center maintains staff-to-participant ratios of *one* staff member to *two* or *three* consumers depending on individual needs. Individual Service Plans are person centered and customized to the individual with the help and input of the circle of support each individual maintains. Because no two individuals are the same, Adult Enrichment Center services are not one size fits all. The program operates Monday through Friday from 8 a.m. to 2 p.m. Transportation is door to door pick up by approved staff therapists. Usually the transports are limited to two participants per car.

The AEC program philosophy includes a belief in “Balance” when it comes to services and training. The objective is in promoting training and activities for the individual that are meaningful, age appropriate and valued by them. The focus is in developing well rounded individuals by assisting them to learn skill sets that will allow them to succeed in everyday life situations. Program participants experience the world differently, they process experiences or events differently, and it is the program’s goal to teach in a way they can understand and to help them succeed at integrating and participating in their communities. AEC believes that individuals with Autism are *not* disabled they are simply different. Program staff treat the individual not the diagnosis and want all participants to value their differences, to respect it in others and to commit to being the best that they can be. It is the wish of AEC that participants know that they are valued members of society and that they all have something to contribute.

Adult Enrichment Center offers vocational and social program services that are designed to increase an individual’s ability to be marketable in the workforce. The program has an array of vocational acquisition skills trainings that are offered to prepare participants for this objective. While not all individuals’ desire work, it is Adult Education Center’s mission to help individuals prepare and learn skills necessary to enter the workforce when they are ready. All training is conducted by trained staff therapists using non-aversive Applied Behavior Analysis (ABA) methods and strategies. Trainings take place in natural settings, on-site and in the community. Services are focused on promoting self-advocacy an increasing self-determination, eliminating challenging behaviors, and establishing positive working relationships that participants will achieve their full potential as productive members of society.

## FUNDING

The program and transportation are funded by Regional Center of Orange County. *Vendor #HM1146 (1:3 Ratio); #PM2389 (1:2 Ratio); Transportation Vendor # HM1147*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Adult Enrichment Center* to provide additional information on their program services:

### **Day Service Activity Indicators**

- 45% of program time spent in community vocational training including job placement, volunteer participation, career development and employment support
- 10% of consumer program time spent in transporting or mobility/transportation skills
- 10% of program time spent in self-advocacy training in the community including training of self-empowerment and choicemaking skills
- 35% of program time spent on social development, vocational acquisition training, fitness and wellness, and targeted Individual Service Plan (ISP) objectives

### **Self-Advocacy and Lifelong Learning**

- 100% of participants participate in self-advocacy training and socialization training to help maintain appropriate and healthy relationships.

# ADULT PROGRAM SERVICES, LLC

## Community-Based Behavior Management Program

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Assistant Program Director

### PROGRAM OVERVIEW

Adult Program Services is a *community-based behavior management program* for individuals with developmental disabilities who are 22 years of age or older. The program is offered five days a week from 8:00 a.m. to 2:00 p.m. for most consumers. The staff-to-consumer ratio is *one* staff member *to three* consumers. The program also offers a Behavior Intervention component that allows for *one to one* support if needed. Transportation is provided.

The program utilizes several approaches to productive employment for individuals with disabilities and challenging behaviors. Training is closely supervised by a designated training supervisor. Assessment data are systematically collected concerning the individual’s interests, special needs, learning styles, work habits and behavior, personal and social skills, values and attitudes towards work and work tolerance. The primary objective of this training is to enable individuals to develop the competencies and behavior needed to secure paid employment. There are volunteer opportunities as well as prevocational activities available.

The goal of the program is to provide a milieu in which the individuals develop an understanding of their behavior, assume responsibility for their actions and learn skills to enable them to participate fully in the community and to be interdependent. Activities are focused on the following domains: independent living, pre-vocational, self-advocacy, volunteer jobs, and use of community resources. In addition to work and related community skills training, the program is committed to Person Centered Planning (PCP). Each individual has an annually updated Person Centered Plan that is uniquely tailored to complement his or her program. Personal outcome measures are utilized in the following areas: Identity, Autonomy, Affiliation, Attainment, Safeguards, Rights, and Health and Wellness. Outcome measures provide an insight to Person Centered Planning. Along with the PCP, this program also utilizes Planning Alternative Tomorrows with Hope (PATH) which uses small, manageable steps to break down the tasks to make a realistic plan that will help an individual achieve their dreams. Essential Lifestyle Planning (ELP) is also provided. ELP is a structured approach to learn how individuals want to live their lives, organize and communicate what is important to them, and ensure that they are heard regardless of the nature and severity of their disability. Adult Program Services supports individuals to pursue lifestyles of their choosing that enhance their status.

The mission of Adult Program Services is to foster independence and enhanced quality of life for individuals with disabling conditions or other special needs through maximum effort of the organization’s staff. The program seeks to work toward a future where all people whose needs limit their integration into the community can reach their highest level of human potential as responsible members of society.

### FUNDING

The program and transportation are funded by Regional Center of Orange County. *Behavior Management Program Vendor #HM0982 (1:3 ratio); Program Support Vendor #PM1161 (1:1 ratio); Transportation Vendor #HM0626 & PM2302.* Private pay for services is available.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Adult Program Services* to provide additional information on their program services.

General: Adult Program Services considers on-going staff development, an important part of consumer care. All new employees receive initial educational inservice around the concept of behavior, staff consumer relationship and total overview of the community-based behavior management program. In addition, all program staff are required to attend an hour of monthly in-service sessions for continuous training and education in the areas of behavior management, consumer care and implementation of program goals and objectives.

### **Day Service Activity Indicators**

- 100% of consumer program time spent in community activities, volunteer job training, and work habits training.
- 50% of consumer program time spent in vocational exploration, vocational assessment, and when appropriate vocational training
- 20% of consumers program time spent in working on mobility training in the community
- 20% of consumers program time spent in self-advocacy training in the community

### **Self-Advocacy and Lifelong Learning**

- 100% of consumers participate in different leisure skills development activities that create an atmosphere of enjoyment and relaxation among peers and staff
- 100% of consumers participate in Person Centered Planning
- 100% of consumers continue to improve their communication skills
- 90% of consumers participate in small group sessions in the area of developing coping mechanisms and reality awareness

### **Self-Care**

- 20% of consumers are learning to complete self-care on their own and the importance of their general appearance
- 100% of consumers participate in basic adaptive skills activities essential to their everyday living
- 98% of consumers achieved a positive outcome working on their behavior support plan
- 80% of consumers participate in the Healthy Eating Lifestyle Program
- 100% of consumers with Restricted Health Condition follow their treatment guidelines

# ANAHEIM ADULT DAY CARE

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## PROGRAM OVERVIEW

Anaheim Adult Day Care (ADC) is a *site-based day program* for adults with developmental disabilities who display challenging maladaptive behaviors. Consumers may be supported at a ratio of *one* staff member to *one* consumer, *one* staff member to *two* consumers or *one* staff member to *three* consumers based on each individual's needs. Upon acceptance, a Behavior Consultant will develop an Individualized Service Plan (ISP) designed to address target behaviors and skills for the consumer. Anaheim ADC practices Applied Behavior Analysis techniques to increase pro-social behaviors as well as decrease maladaptive behaviors.

Anaheim ADC provides each individual the opportunity for greater independence through self-empowerment. Based on each consumer's ISP goals, a schedule is created to meet four overarching goals including: self-advocacy, self-care, pre-vocational/vocational skills, and community integration. Individuals are provided the opportunity to work on site as well as enjoy community integration through scheduled community outings. Services are provided six hours a day, Monday through Friday. Transportation to and from the facility is provided by licensed and insured Anaheim ADC staff members.

The primary goal of Anaheim ADC is to provide quality behavior intervention while also promoting independence and socialization. Each consumer is assessed often to ensure they are receiving the appropriate level of support in the least restrictive environment required for success. Anaheim ADC treats every consumer with dignity and respect, recognizing and upholding the consumer's rights continuously.

## FUNDING

The program and transportation are funded by Regional Center of Orange County. *Behavior Management Program; Vendor # HM0830 (1:3 ratio); Vendor # PM1675 (1:2 ratio); Vendor # PM1674 (1:1 ratio); Transportation Vendor # HM0829*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Anaheim Adult Day Care* to provide additional information on their program services:

### General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 2 years 4 months average tenure for direct care staff
- 7% average turnover of direct care staff
- 100% of direct staff time is monitored by management in the community

### Vocational

- Three hours average per week per consumer employed through direct hire on site at an average of \$10 per hour
- 14% of consumers are employed through direct hire on site
- Two hours average per week per consumer in community volunteer placement

### Day Service Activity Indicators

- 25% of program time spent in community and onsite vocational training including job placement, career development and employment support
- 25% of program time spent in community and onsite recreational/social training
- 25% of program time spent in self-advocacy training on site and in the community including training of self-determination and choice-making skills
- 25% of program time spent in self-care training on site and in community settings

### Self-Advocacy and Lifelong Learning

- 100% of consumers receive self-advocacy training in a formal classroom or community-based environment where activities are primarily focused on self-advocacy goals
- 100% of consumers also receive self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals
- 100% of consumers participate in completing a Person Centered plan
- 42% of consumers use various communication devices
- 100% of consumers are improving their communication skills

### Self-Care

- 100% of consumers have improved their appropriate dress and hygiene skills
- 100% of consumers have improved their appropriate eating skills
- 100% of consumers who benefited from special behavior support achieved a positive outcome on a special behavior plan

# ASPIRE

## Creative Arts Program

800 S. Lemon Street  
Anaheim, CA 92805  
(714) 635-5261  
Fax (714) 635-5251  
info@aspirearts.org

**CONTACT: Kim Kosaki**  
Co-Founder & Co-Director  
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**Janice Reyes**  
Co-Founder & Co-Director  
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## PROGRAM OVERVIEW

ASPIRE Creative Arts Program is a site-based activity center for adults with intellectual disabilities. The program operates 8:30 am-2:30 pm, Monday through Friday, year round. Individuals are accepted upon transitioning from school at the age of 22 and may remain as long as they benefit from the program. Staff to consumer ratio is *one* staff member to *six* consumers. Basic desired eligibility requirements are a motivation in the arts, performing, visual etc. In addition, consumers must be ambulatory, have the ability to care for their personal hygienic needs and have no aggressive or maladaptive behaviors.

Consumers will be offered classes in visual and performing arts, academics and life skills. Visual arts classes will offer colored markers, pencils, watercolors, acrylics, charcoal, Chinese pencil brushing, sculpture, printmaking, knitting and sewing. Visual arts classes will also make the props for performance productions. In music classes, consumers will have opportunities to record and perform songs which have been written by them, readying for performances. Consumers will have the opportunity to learn Q chord, keyboard, piano, drums, guitar, violin, recorder, flute, hand bells and chimes. Percussion instruments will also be a part of the program. They will be given opportunities to be a part of performing groups such as ensemble, hand bells and choral. Video and animation classes will be new classes offered. Consumers will be introduced to dance and drama and be given opportunities to perform in front of live audiences. Academic classes offered include handwriting, math, money skills, reading, creative writing and computer. Life skills include exercise, communication, self-expression and stress reduction.

ASPIRE seeks to have consumers reach a feeling of belonging in the community and society as a whole. A goal they are seeking is to educate the community as to the true worth of these individuals and allow them to feel acceptance and respect.

## FUNDING

The program and transportation are funded by Regional Center of Orange County. *Vendor# HM1159*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Aspire* not included.

# BEHAVIOR RESOURCES COMMUNITY PROGRAM

## Central Office

155 Pier Ave., Suite B  
Hermosa Beach, CA 90254  
(310) 798-1111  
Fax: (310) 798-1114

## Program Office

7755 Center Ave, Suite 1100  
Huntington Beach, CA 92647

### CONTACT: **Myrna Sanchez**

Program Director  
(714) 372-2204  
myrna@behaviorresourcesinc.com  
Website: behaviorresourcesinc.com

## PROGRAM OVERVIEW

Behavior Resources Community Program is an Orange County *community-based integrated work program* for adults with developmental disabilities who are 18 years of age and older. The program is offered five days a week for six hours per day. Program hours are 8:00 a.m. to 2:00 p.m. for most consumers. The program currently serves 60 consumers with a ratio of one staff member to three consumers. Behavior Resources currently has staff who can use sign language; and who speak English, Spanish, Ilocano, and Tagalog. Behavior Resources has seven employees who have completed their undergraduate and graduate degrees in Psychology, Communications, Accounting, Human Development, Interior Design, Architecture/Engineering, and Radio, Television and Film. Four employees are currently working on their undergraduate degrees in Human Services, Special Education, and English, and certificates to become Occupational Therapy and Speech and Language Pathology Assistants. Consumers in the programs speak English, Spanish, Tagalog, and Vietnamese; and sign.

Behavior Resources Community Program provides integrated employment and community training. Behavior management support is provided for those individuals who need it. The program also offers a Behavior Intervention component which allows for *one to one* support if needed. The program currently provides 100% employment in the Recycling Project that enables consumers to work five days a week serving businesses, schools, hospitals and agencies throughout Southern California with their recycling needs.

The goal of Behavior Resources Community Program is to teach vocational skills and reduce maladaptive behaviors through the use of structure, consistency and full support from experienced well-trained staff.

## FUNDING

The program and transportation are funded by Regional Center of Orange County. *Behavior Program Vendor #22736; Program Support 1:1 Vendor #P20851; Transportation Vendor #H23027*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Behavior Resources Community Program* not included.

# CAPC, Inc.

## CAPITALIZING ON CAPABILITIES

7200 Greenleaf Avenue, Suite 170  
Whittier, CA 90602

111 West Las Palmas Drive  
Fullerton, CA 92835

**CONTACT: Itzel Ayala**

Director of Finance/Intake Services  
(562) 693-8826  
ayalai@capcinc.org  
Website: www.capcinc.org

### PROGRAM OVERVIEW

CAPC's mission is to empower individuals with disabilities to maximize the quality of their lives in their home communities. CAPC believes that all people have talents and capabilities, continue to learn and grow throughout their lifetime, and can work and contribute to their community as valued members. As well, CAPC's supports are based on the principles that all people should be respected and list to, are given the opportunity to make decisions and be as independent as possible, and can lead self-directed lives.

CAPC's supports assist individuals to attain and/or maintain skills to be fully integrated in their community through employment and integrated social activities by developing personal independence. Each individual is provided information on a menu of community resources and services available to meet his/her needs, specific training to partake in varied community programs, and ongoing monitoring to assure the support plan meets the intended goals. Examples of the types of curriculum include: vocational, domestic, recreation and leisure, community, communication, social, self-advocacy, education and financial management.

Supports are scheduled part-time or full-time as needed and are scheduled in natural environments, primarily in the participant's home community. The following cities fall in CAPC's catchment area: Buena Park, Brea, Fullerton, La Mirada, La Habra, La Habra Heights, Placentia, and Yorba Linda. The CAPC offices are open Monday – Friday 8:00 a.m. to 4:00 p.m., and are closed for lunch from 12:00 p.m. – 1:00 p.m. and on the weekend. Supports are usually scheduled after 8:30 a.m., but can be available evenings and weekends.

### FUNDING

The program and transportation are funded by the Regional Center of Orange County. The program accepts Department of Rehabilitation referrals for Individualized Competitive and Integrated Employment (CIE). Acceptance into the program is determined at the completion of an assessment for services. Funding categories are accessed as indicated by the assessment for services. *Adaptive Skills Training Vendor #P27784 (1:1 ratio); Transportation #H26260, when applicable.*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *CAPC* not included.

# CAVA PROGRAM

## Integrated Rehabilitation Therapies, Inc.

15237 Springdale

Huntington Beach, CA 92649

**CONTACT: Julia Varga, LCSW**

Program Director

(714) 898-8866

**Julie Maunders**

Executive Director

(714) 898-8184

### PROGRAM OVERVIEW

CAVA (Clinical & Vocational Arts) Program is a *site-based adult day/behavior management program*. CAVA serves individuals, 18 years of age or older, who are dually diagnosed with *both* an intellectual disability and a co-occurring psychiatric disorder and/or emotional health concern/crisis. Consumers must be able to participate in and benefit from psychotherapy. Program hours are 8:30 a.m. to 2:30 p.m., Monday through Friday. Staff/consumer ratio is *one* staff member *to three* consumers. The program accepts individuals throughout Southern California. CAVA currently has staff who speak English, Spanish, Mandarin and Korean.

Integrated Rehabilitation Therapies, Inc. (IRT) believes that the creative arts/arts therapies are especially suitable as a therapeutic learning tool and as a means of integrating persons with disabilities into the community. The staff at CAVA includes degreed/credentialed teachers, therapists and social work interns who work with consumers through the empirically validated group therapy methodologies, and psychosocial models. Also, incorporated into the curriculum: vocational skills, computer-based technologies, visual arts, theatre arts, music and wellness such as nutrition, cooking and exercise. CAVA staff provide individual and group therapy on a daily basis and encourage independence through self-care skills, leadership and social skills, assertiveness, money management, making choices, and taking responsibility for those choices. If an individual's long-term goal is vocational, he or she can work on skills that are transferable to a vocational setting. Many CAVA consumers work - or have worked in the past and aspire to return to the workplace. CAVA's therapeutic support aims to reduce incidences of hospitalization, and increase productivity and quality of life by addressing clinical issues before they erupt into crisis.

Built on core values of love, learning, purpose and hope, IRT exists to create a community where autonomy, personhood and meaningful work and relationships are valued.

IRT's mission is to provide individual and group therapies, vocational skills training, and education using interdisciplinary arts-based models.

### FUNDING

The program and transportation are funded by the Regional Center of Orange County *Vendor#HM0882, Behavior Management*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *CAVA* to provide additional information on their program services:

### **General**

- 96 months average tenure for direct care staff (CNA's)
- 108 months average tenure for professional staff (teachers and therapists)
- All staff has daily contact with consumers

### **Day Service Activity Indicators**

- 100% of program time spent in site-based training

### **Self-Advocacy**

- 100% of consumers receive self-advocacy training in a formal setting where activities are primarily focused on self-advocacy goals

### **Self-Care**

- 100% of consumers benefit from a behavioral plan that is part of program
- 72% of these consumers have had successful outcomes from their behavior plans

# CLEAR MOTIVATIONS

## Community Based Adult Work Program

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www.clearmotivationsnpo.org  
Facebook.com/WeAreClearMotivations  
and get MOTIVATED!

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**Intake Appts: Bery Cardenas**  
Administrative Assistant  
(714) 386-1292  
MotivateToWork@gmail.com

### PROGRAM OVERVIEW

Clear Motivations (CM) is a complete *community based adult work program* for individuals with intellectual and developmental disabilities who are 22 years of age and older. The program is offered five days a week from 8:30 a.m. to 2:30 p.m. Transportation services to and from program are provided by CM staff. Clear Motivations is staffed with English and Spanish speaking employees.

The program currently serves consumers in Northern and Southern Orange County. CM offers two different types of staff to consumer ratios: *one job coach to four consumers* for the internship work program/job training and *one job coach to one consumer* for those consumers that have been directly hired at a job site for Employment First. Consumers are grouped by location, ability, prior training, behavioral characteristics, and individual needs. Each group is assessed and arranged in a way that is most beneficial to all consumers.

The focus of Clear Motivations is to successfully implement job training opportunities for all consumers in the program, allowing each individual to achieve his/her highest potential as an independent and successful adult. CM collaborates with a diverse array of local community businesses and resources for vocational training and beneficial socialization opportunities and experiences. The overall goal is for consumers to achieve direct hire employment while in the program, and CM fully supports and believes that each and every individual has the capability of doing so with the detailed support and training from CM staff.

Clear Motivations and its coaches work hard to ensure that all consumers in the program are receiving a well-rounded foundation to help them achieve optimal success both vocationally and socially. CM utilizes winning strategies, workshops, and activities that have been proven successful time and time again. Consumers achieve personal and optimal growth with continuous motivation, teaching and praise. Some thriving strategies used in the program are: individualized "I Am Working For" charts that include consumer motivators and expectations, visual supports/prompts, coach and fellow consumer modeling, consistent praise with explanation that reinforces positive behaviors/choices, self-esteem checklists and video teaching.

The goal of Clear Motivations is to provide a fair and valuable opportunity for all individuals with disabilities to be 100% integrated in a work and social setting, as well as in the community, by the use of structure, consistency and complete support provided by caring, passionate, experienced and extensively trained staff. CM believes in equal opportunities for each and every individual in order to thrive in life, showcase their talents, and apply their abilities toward their long term goals and successes. CM believes that with motivation, teaching, and praise, all consumers in the program will strive!

### FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Adult Development Center Vendor #HM1044 (1:4 ratio); Employment First #PM2409 (1:1 ratio); Transportation #HM1045*

## PERFORMANCE INDICATORS AND OUTCOMES

The following information was selected by *Clear Motivations* to provide additional information on their program services and inclusive community participation:

Clear Motivations not only focuses on the vocational aspect of the program but also works extensively on consumer socialization, striving for learned and consistent appropriate social behavior, personal growth and increased self-esteem. CM does this by directly integrating its consumers within the community and into social settings on a daily basis, from consistently eating lunch at various locations rather than secluded areas like local parks, sticking to a structured lunch routine that works on dining etiquette and casual conversation, consistent focus on direct eye contact and full-sentenced communication, and what CM likes to call Fun Friday's. This is an important aspect of the program and is proven to help build consumer self-esteem and socialization skills through activities at the end of every hard work week. Fun Fridays give the consumers an exciting opportunity to participate in a fun and diverse selection of age appropriate activities such as: talent shows, dance contests, karaoke parties, cooking workshops, fun and healthy exercises like hiking and yoga, boat tours, hot air balloon rides, movies, bowling, photo shoots at the beach, zoo visits, car museum tours, birthday celebrations, and other community based outings. Social interaction is essential in building proper social relationships and self-confidence. It is a priority of the program to build consumer self-esteem and sportsmanship and is demonstrated as having tremendous value in the process of becoming a confident and a successful team player within a social/work environment and in the community as a whole.

Consumers also receive continuous work related support services that include, but are not limited to: counseling for both consumers and his/her family, self-advocacy and self-awareness in both vocational and social settings, self-esteem building activities, facilitation, resume instruction and creation workshops both individually and in a group setting, job application workshops, mock interviews, activities that build a foundation and appreciation for teamwork, grooming workshops, Haircut Tuesdays with a local participating barber at no cost to the consumer, and development of sensory fitness activities and plans to help keep the mind and body healthy, focused, and ready for the next work week.

# COLE VOCATIONAL SERVICES

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Garden Grove, CA 92840

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Program Director  
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**Jaime Ganiron**  
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## PROGRAM OVERVIEW

Cole Vocational Services offers two *community-based adult day programs* for adults with developmental disabilities who are 18 years of age and older. The programs are offered five days a week for six hours per day. Program hours vary depending upon consumer's work schedule. Orange County One provides programming with a staff/consumer ratio of *one staff member to three consumers*. Orange County Two provides programming with a *one to two* ratio (funded at a 1:3), and focus on providing behavior modification support. Special 1:1 supports/ratios are also considered on an as needed basis. Cole currently has staff who can use sign language; and who speak English, Spanish, Vietnamese, Farsi, and Tagalog. Consumers in the programs sign, speak English and Spanish, and use augmentative and alternative communication.

Cole Vocational Services provides *integrated work* and *community training* with ongoing job coach support. Current job placements include janitorial, outdoor grounds maintenance, and clerical. Integrated work placement is done on an individual basis and in small groups of three or less. Volunteer work may also be done by some consumers at locations that qualify as nonprofit organizations. In addition to work training, related community skills are taught depending upon individual needs. These may include purchasing, banking, safety, and mobility skills.

The goal of Cole Vocational Services is to promote use of community services and provide individuals with an integrated environment. The program also focuses on reducing challenging behaviors, developing self-care and vocational skills, and assisting those served to improve their communication skills.

## FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Orange County One Vendor # H13964; Orange County Two Vendor # H22676; Transportation Orange County One Vendor #H13964; Transportation Orange County Two Vendor #H22676*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Cole Vocational Services* not included.

# CREATIVE IDENTITY

Anaheim Program  
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Anaheim, CA 92804  
Website: [www.creativeidentity-oc.org](http://www.creativeidentity-oc.org)

Laguna Beach Program  
St. Mary's Episcopal Church  
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Laguna Beach, CA 92651

**CONTACT: Cynthia Smith, Ph.D., MT-BC**

Program Director  
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**George Gilliam, RMT**

Executive Director  
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## PROGRAM OVERVIEW

Creative Identity operates two site-based day programs for adults with intellectual or developmental disabilities. The programs offer classes and training in music, performing arts, expressive arts, ceramics, and prevocational training. Creative Identity serves individuals who are 18 years of age and older. Program hours are 9:00 a.m. to 3:00 p.m., Monday through Friday. The staff-to-consumer ratio is *one* staff member *to four* consumers, and the program currently serves 37 individuals. Basic eligibility requirements include a strong motivation to participate in music and/or art classes, ability to ambulate, ability to care for personal needs such as personal hygiene and other self-care skills, and the absence of aggressive or maladaptive behaviors. This program is especially suited to persons with skill or talent in music or art.

Creative Identity utilizes a variety of creative, expressive, and performance arts to assist consumers with developing and improving cognitive skills, social skills, and prevocational skills. Through participation in the arts, consumers can increase their independent thinking skills, problem solving skills, effective communication, self-initiative, stress reduction/relaxation skills, positive self-image and appropriate social interactions. Consumers participate in classes that include: learning to play musical instruments, small ensemble singing and choir, making ceramic wares, and painting on canvas or silk items such as scarves. Consumer art work is offered for sale periodically through events at the program and in the community such as craft fairs. Consumers can earn a commission from the sale of their work. Consumers also have the opportunity to participate in bi-annual community concerts, write and produce original songs, and perform community service concerts at various local venues such as nursing homes, the Long Beach Veterans Administration, Fairview Developmental Center, and Alzheimer Day Care Programs.

Creative Identity utilizes multiple musical and artistic modalities to enhance the quality of an individual's life and to help them engage the wider society in an eloquent manner. The program seeks to provide a transitional program that will assist the individual with developing a successful lifestyle within the community as a whole.

## FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Anaheim Site Vendor #H13651; Laguna Beach Site Vendor #HM1130* Private pay for services is available.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Creative Identity* to provide additional information on their program services:

### General

- 100% of individuals (and/or consumer family members) are satisfied with program according to consumer satisfaction survey
- 80% of consumers surveyed indicated that the program was doing an excellent job to meet their needs
- Each type of class (music therapy, expressive arts, ceramics, computer skills, creative writing, life skills, etc.) is tracked daily during program hours with regard to consumer progress, maintenance, and/or regression in previous progress.
- Music, expressive arts, and ceramics skills are evaluated in detail on a quarterly basis and compared with yearly baseline skill levels to target specific areas of growth and challenge.
- Consumer progress on goals and objectives is evaluated a minimum of two times a year. Adjustments to goals and/or objectives are generally made at the time of the consumer's annual or semi-annual review, and sometimes modifications are made at quarterly reviews to address new concerns or increase the standards for consumers who have met previous goals and/or objectives
- In 2015, 85% of consumers made progress or maintained previous progress levels on at least two out of three of their goals, 14% made progress or maintained previous progress levels on one of three goals, and only 5% demonstrated regression in their previous progress levels on two out of three of their goals.
- 4 years average tenure for direct care staff
- Consumers spend 80% of program time participating in music, expressive arts, ceramics, and prevocational training
- Consumers spend 20% of their program time participated in exercise, gardening, class set up and clean up, and life skills classes including basic math, reading, menu planning, budgeting, self-advocacy, appropriate communication and social skills
- Executive Director and Founder, George Gilliam, was honored by the Regional Center of Orange County with the 2012 Excellence in Support Services Award

# DISCOVERY LLC

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Stanton, CA 90680

8900 Knott Ave.  
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**Dori Mauricio**

Assistant Administrator  
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## PROGRAM OVERVIEW

Discovery LLC is a *site-based adult day program* that meets the needs of physically challenged adults over 18 who would benefit from an education program. Program hours are 8:30 a.m. to 2:30 p.m., Monday through Friday. Staff/consumer ratio is *one* staff member to *three* consumers. Augmented ratios may be available if approved by Regional Center of Orange County. Discovery LLC currently has staff who speak English, Spanish, Tagalog, Chinese, Vietnamese, and Portuguese. Individuals in the program speak English, Spanish, Chinese, and Vietnamese. Nonverbal consumers use communication devices.

Goals of the program are:

- 1) To establish consumers to learn more about, and become involved in their community.
- 2) To establish an appreciation of art, music, drama.
- 3) To create awareness of responsibility in maintaining health and well-being.
- 4) To challenge consumers to improve their skills for greater independence.

Discovery LLC has a variety of classes available to consumers including adaptive physical education. Daily classes include an exercise class where stretching and range of motion are encouraged with staff assistance. For those who are able, a stationary motorized bike is utilized. Efforts are made to augment the programs in the residential facilities or homes. There is a daily review of current events, with encouragement for sharing ideas. This is one of the venues used to develop communication skills. Educational classes include health awareness, geography, history, astronomy, nature, and money management. There is access to the internet with two computers. Computers are used by consumers to research class projects, and to send e-mail to family, friends and legislators when there are issues of advocacy for them. Computers are used for the recreation component of the program. Afternoon activities offer consumers a choice of art, crafts, reading, group games or outings. The site is located in a shopping center with access to stores and restaurants. Outings are planned relating to the classes and may include trips to the library, parks, or local shopping. Cultural awareness is encouraged through celebrations of holidays of various cultures such as the Oriental New Year, Mardi Gras, and Cinco de Mayo. Consumers make decorations and research the history and customs and give reports. Ethnic food is served. Staff are trained to promote independence in self care and living skills Socialization and communication are priority objectives.

## FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Vendor #HMO695; Transportation #HMO696*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by Discovery LLC to provide additional information on their program services:

### **General**

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 95% of direct staff hours are monitored by management staff

### **Day Service Activity Indicators**

- 23% of program time spent in onsite recreational/social training
- 8% of consumer program time spent in transporting or working on mobility/transportation skills
- 8% of program time spent in self-advocacy training including training of self-determination and choice-making skills
- 17% of program time spent in self-care training

### **Self-Advocacy**

- 20% of consumers receive self-advocacy training in a formal setting where activities are primarily focused on self-advocacy goals
- 72% of consumers receive self-advocacy training in an informal setting where activities are primarily focused on other goals
- 80% of consumers participate in completing a Person Centered Plan
- 40% of consumers utilize functional adaptations
- 16% of individuals use communication devices
- 80% of consumers are improving their communication skills

### **Self-Care**

- 90% of consumers have improved their appropriate dress and hygiene skills
- 90% of consumers have improved their appropriate eating skills
- 70% of consumers have improved their personal care skills

# Dreams of America

14 Goodyear, Suite 110  
Irvine, CA 92618

**CONTACT: Tala Fazeli**

Program Director  
(949) 398-7698  
tfazeli@dreamsofamerica.org  
Website: dreamsofamerica.org

## PROGRAM OVERVIEW

Dreams of America is a *partial site-based adult day program* that assists adults with developmental disabilities in building up their skills, talents and overall self-sufficiency in the areas of employment, independent living, community safety, and socialization. Staff/consumer ratios range from *one* staff member to *four* consumers, depending on individual needs. Dreams of America's services are focused on helping participants become more independent through volunteer work and activities which aid in important social and job skills development. Instructional and recreational activities include art classes, mobility training, cooking classes, and physical exercise. Ultimately, Dreams of America aims to guide participants' path toward employment by supporting their skill acquisition.

Dreams of America was created because there was a shortage of services and day programs for adults with disabilities. Dreams of America has established a supportive educational place that bridges the gap between school and home. Dreams of America's goal is to offer exceptional services, and provide hope to parents and real enrichment opportunities for their sons and daughters with disabilities.

Program hours are 9:00 a.m. to 3:00 p.m., Monday through Friday. Dreams of America is a proud vendor of the Regional Center of Orange County and also accepts private clients.

Dreams of America's headquarters is a 3200 square-foot enrichment center that provides the following resources: a computer lab; an open area for physical activities, art expression, and cooking classes; and a lounge for more relaxing activities. Participants are encouraged to select the activities in which they'd like to participate.

## FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Vendor #HM1176 (1:4 Ratio); Transportation Vendor #HM1190*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Dreams of America* not included.

# EASTER SEALS ADULT DAY SERVICES

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Brea, CA 92821

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Program Director  
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## PROGRAM OVERVIEW

Easter Seals Adult Day Services provides *partial site based* and *community-based services* for adults who are 18 years of age and older. The purpose of these services is to provide opportunities for individuals to become full, participating members of the broader community. Services are offered five days per week for six hours per day. Service hours vary depending on participant request. Easter Seals Adult Day services provide a ratio of one staff member to one participant or one staff member to two participants in the partial site based services. Community based services *one* staff member *to three* participants. Easter Seals currently has staff who can use sign language; and who speak English, Spanish and Tagalog. Participants in the programs sign; speak English and Spanish; and use augmentative and alternative communication.

Easter Seals Adult Day Services provide individuals with assistance and training in a wide variety of areas, especially as they relate to work, either volunteer or paid, building and maintaining relationships with people not paid to do so, increasing independence in completing day to day tasks, self-advocacy, safety, and engaging fully in the broader community. The program utilizes community resources such as colleges, banks, stores, libraries, post offices, and other community venues. Transportation to and from this service is provided by Easter Seals associates, and mobility training is done using OCTA's fixed route bus system throughout the day.

The mission of Easter Seals is to provide exceptional services to ensure that all people with disabilities and their families have equal opportunities to live, learn, work and play in their communities.

## FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Adult Day Services Vendor #H22991; Individualized Services (1:1) H25245; Transportation Vendor #H22980*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Easter Seals Adult Day Services* to provide additional information on their program services:

### General

- 100% of consumers surveyed are satisfied with program
- 40 months average tenure for direct care staff

### Day Service Activity Indicators

- 50% of program time spent in community vocational training including job placement, career development and employment support
- 5% of program time spent in community recreational/social training
- 20% of consumer program time spent in transporting or working on mobility/transportation skills in the community
- 20% of program time spent in self-advocacy training in the community including training of self-determination and choice-making skills
- 5% of program time spent in self-care training in community settings

### Self-Advocacy and Lifelong Learning

- 100% of consumers receive self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals
- 50% of consumers receive self-advocacy training in a formal classroom or community-based environment where activities are primarily focused on self-advocacy goals
- 100% of consumers participate in completing a Person Centered Plan
- 50% of consumers participate in lifelong learning activities, such as community college career courses and adult education/vocational training
- 10% of consumers utilize functional adaptations
- 10% of consumers use various communication devices
- 100% of consumers are improving their communication skills

### Self-Care

- 98% of consumers have improved their appropriate dress and hygiene skills
- 92% of consumers have improved their appropriate eating skills
- 90% of consumers have improved their personal care skills

# EASTER SEALS BEHAVIOR SUPPORT SERVICES

500 W. Central Avenue, Suite A  
Brea, CA 92821

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**Mervin Roxas**  
Program Director (1:1;1:2)  
Mervin.Roxas@essc.org

## PROGRAM OVERVIEW

Easter Seals Behavior Support Services is a *community-based service* for adults who are 18 years of age and older. The purpose of the service is to provide opportunities for individuals to become full, participating members of the broader community. This service is offered five days per week for six hours per day. Service hours vary depending on participant request. This service provides a ratio of *one* staff member to *three* participants. Partial site-based support is available in *one* to *two* and *one* to *one* ratios as needed. Easter Seals currently has staff who can use sign language; and who speak English, Spanish and Tagalog. Participants in the programs sign; speak English and Spanish; and use augmentative and alternative communication.

Easter Seals Behavior Support Services provide individuals with assistance and training in a wide variety of areas, especially as they relate to work, either volunteer or paid, building and maintaining relationships with people not paid to do so, improving each person's ability to maintain self-control, increasing independence in completing day to day tasks, self-advocacy, safety, and engaging fully in the broader community. The program utilizes community resources such as colleges, banks, stores, libraries, post offices, and other community venues. Transportation to and from this service is provided by Easter Seals associates, and mobility training is done using OCTA's fixed route bus system throughout the day.

The mission of Easter Seals is to provide exceptional services to ensure that all people with disabilities and their families have equal opportunities to live, learn, work and play in their communities.

## FUNDING

The program and transportation are funded by Regional Center of Orange County. *Behavior Management Program Vendor #H22926 (1:3); Behavioral Support Services (1:1) Vendor #PM1243; Behavioral Support Services (1:2) Vendor #PM1244; Transportation Vendor #H22980*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Easter Seals Behavior Support Services* to provide additional information on their program services:

### **General**

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 32 months average tenure for direct care staff

### **Day Service Activity Indicators**

- 50% of program time spent in community vocational training including job placement, career development and employment support
- 5% of program time spent in community recreational/social training
- 20% of consumer program time spent in transporting or working on mobility/transportation skills in the community
- 20% of program time spent in self-advocacy training in the community including training of self-determination and choice-making skills
- 5% of program time spent in self-care training in community settings

### **Self-Advocacy and Lifelong Learning**

- 100% of consumers receive self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals
- 50% of consumers receive self-advocacy training in a formal classroom or community-based environment where activities are primarily focused on self-advocacy goals
- 100% of consumers participate in completing a Person Centered Plan
- 30% of consumers participate in lifelong learning activities, such as community college career courses and adult education/vocational training
- 20% of consumers utilize functional adaptations
- 10% of consumers use various communication devices
- 100% of consumers successfully improve their communication skills

### **Self-Care**

- 95% of consumers have improved their appropriate dress and hygiene skills
- 98% of consumers have improved their appropriate eating skills
- 98% of consumers who benefited from special behavior support achieved a positive outcome on a special behavior plan
- 90% of consumers have improved their personal care skills

# EMPOWER

## Community Day Program

8381 Katella Ave., Suite C  
Stanton, CA 90680

**CONTACT: Mike Murphy**  
Executive Director  
(714) 229-0262  
Fax: (714) 828-2513  
mmurphy.empower@att.net

**Leslie Weiner**  
Administrative Director  
lweiner.empower@att.net  
**Karen Stanton**  
Program Director  
kstanton.empower@att.net

### PROGRAM OVERVIEW

Empower, LLC provides a *site-based and community-based adult day program* to serve the needs of adults with developmental disabilities. Program hours are 8:00 a.m. to 2:00 p.m., Monday through Friday. Staff/consumer ratio is *one* staff member *to four* consumers. Empower Community Day Program provides door-to-door transportation.

The primary goal of Empower is to deliver structured training and support for adult individuals with developmental disabilities. Consumers participate in meaningful, paid employment combined with supervised community and site-based training to enhance independence and build positive life attitudes. All training and support as identified by the assessment procedure is delivered in an integrated 'normalized' environment including both community and site-based activities.

Empower seeks to address, first and foremost, the safety, security, well-being, and overall needs of the population served. Empower assists consumers in the development of individual choice in social recreational opportunities, vocational training, life skills training, and interpersonal relationships.

### FUNDING

The program and transportation are funded by the Regional Center of Orange County.

*Vendor #HM0231; Transportation Vendor #HM0236*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Empower Community Day Program* not included.

# ENCORE PROGRAM

**Integrated Rehabilitation Therapies, Inc.**

15241 Springdale

Huntington Beach, CA 92649

**CONTACT: Lisa Crowley**  
Program Director  
(714) 898-8884

**Sherry Diamond**  
Executive Director  
(714) 898-8184

## **PROGRAM OVERVIEW**

Encore Program is a *site-based adult day program*. Encore serves individuals who are 18 years of age or older. Program hours are 8:30 a.m. to 2:30 p.m., Monday through Friday. Staff/consumer ratio is *one* staff member *to three* consumers. The program accepts individuals throughout Southern California. Encore currently has staff who speak English, Spanish and Tagalog.

Integrated Rehabilitation Therapies, Inc. (IRT) believes that the creative arts are especially suitable as a therapeutic learning tool and as a means of integrating persons with disabilities into the community. The staff of Encore includes degreed/credentialed teachers and arts therapists who work with consumers through the modalities of vocational skills, computer-based technologies, visual arts, music, and wellness such as yoga and tai chi. Encore staff encourage independence through self-care skills, social and leadership skills, assertiveness, making choices, and taking responsibility for those choices. If an individual's long-term goal is vocational, he or she can work on skills that are transferable to a vocational setting. Group counseling is also available on a weekly basis for program participants experiencing added life stressors.

Built on core values of love, learning, purpose and hope, IRT exists to create a community where autonomy, personhood and meaningful work and relationships are valued.

IRT's mission is to provide individual and group therapies, vocational skills training, and education using interdisciplinary arts-based models.

## **FUNDING**

The program and transportation are funded by the Regional Center of Orange County.

*Adult Development Program Vendor #HM0468*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Encore* to provide additional information on their program services:

### **General**

- 96 months average tenure for direct care staff (CNA's)
- 108 months average tenure for professional staff (teachers and therapists)
- All staff has daily contact with consumers

### **Day Service Activity Indicators**

- 100% of program time spent in site-based training

### **Self-Advocacy**

- 30% of consumers receive self-advocacy training in a formal setting where activities are primarily focused on self-advocacy goals
- 70% of consumers receive self-advocacy training as it comes up during the program day

### **Self-Care**

- 60% of consumers benefit from a behavioral plan that is part of program
- 72% of these consumers have had successful outcomes from their behavior plans

# GOODWILL

## COMMUNITY-BASED SERVICES

1221 East Dyer Road, Suite 105  
Santa Ana, Ca 92705

**CONTACT: Kathi Millett**  
Program Director  
(714) 541-2540

### PROGRAM OVERVIEW

Goodwill's Community-Based Services encompass several different programs. **Project SCOP** (Successful Community Opportunity Program) and **Multi-Cultural Options** (MCO) Programs are *work oriented day programs* serving adults with developmental disabilities who are 18 years of age and older. Staff to participant ratio is *one* staff member to *four* participants. Individuals are served throughout Orange County. Job coaching is provided by a job coach who provides a single point of service throughout the six hour program day. Ninety-five percent of all participants are engaged with paid work, subcontracting for various businesses in the community.

**Enhanced Employment Opportunities** is Goodwill's Employment First Program which provides part time employment opportunities at a *one* staff to *one* participant ratio in real work environments that pay at least minimum wage.

**Positive Behavior Alternatives** (PBA) serves adults with developmental disabilities who are 18 years of age and older who consistently display inappropriate behavior and require additional guidance to be successful in their communities. Support ratios are *1:1*, *1:2*, or *1:3* or as needed. While PBA's prime concern is with increasing each person's ability to interact with people in their environment, there is also an emphasis placed on employment and meaningful activities.

Goodwill is in the business of helping people who are facing barriers to get and keep jobs which provides purpose, pride, and dignity. Goodwill believes the power of work changes lives.

### FUNDING

The programs and transportation are funded by the Regional Center of Orange County. *MCO Vendor #H22986; SCOP Vendor #H22774; PBA Vendor #PM1033 (1:1 ratio and Employment First), #PM1034 (1:2 ratio), #HM0544 (1:3 ratio); Transportation Vendor #H22988*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcomes information was selected by *Goodwill's Community-Based Services* to provide additional information for their program services.

### **General**

- 6 years average tenure for direct care staff
- 6% average turnover of direct care staff
- Fifteen hours average per week per participant employed in the community through subcontract work
- \$4.17 average earnings per hour per participant employed in the community through subcontract work
- 95% of participants are employed in the community through subcontract work
- 8 years average length of contract per participant placed in the community through subcontract work

### **Day Service Activity Indicators**

- 60% of program time spent in community vocational training including job placement, career development and employment support
- 10% of program time spent in community recreational/social training
- 10% of participant program time spent in transporting or working on mobility/transportation skills in the community
- 10% of program time spent in self-advocacy training including training of self-determination and choice-making skills
- 10% of program time spent in self-care training in community settings

### **Self-Advocacy and Lifelong Learning**

- 100% of participants receive self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals

# HARBOR HOUSE CLUBHOUSE

27611 La Paz Road, Suite C  
Laguna Niguel, CA 92677  
(949) 446-8747

**CONTACT: Dave DeMello**  
Clubhouse Manager, Ext 221

**Karen Griffin**  
Member Coordinator, Ext. 222

## PROGRAM OVERVIEW

Harbor House is a non-profit corporation that offers a member run Clubhouse for adults with developmental disabilities and other cognitive disabilities who are 18 years of age or older. The clubhouse is open Monday through Friday from 8:30 a.m. to 4:00 p.m., and special evening and weekend events. Members may attend any time they choose, and participate in any and all components of clubhouse activities. The staff/member ratio is *one staff to six members*. *One to one* ratio is available for members requiring physical assistance or behavioral support. All staff receives extensive and ongoing training in Clubhouse philosophy, developmental disabilities, CPR/First Aid, blood borne pathogens, disaster and personal safety, and best practices. Over 75% of staff has been with Integrity House from five to eighteen years.

Located in southern Orange County, the Clubhouse engages members and staff together, side-by-side in the running of the clubhouse, focusing on strengths, talents and abilities. This “work-ordered day” provides an opportunity for the members to gain pre-vocational skills, social interaction, and self-determination. Their day may include participating in preparing a healthy lunch for everyone, running the snack bar, balancing budgets, taking attendance, answering phones, planning events, maintaining and repairing the building, working on media and film projects, updating the website and Facebook, and attending classes such as Healthy Eating, Zumba, Job Club, or Health & Safety Training. Members may also work out in the gym, play pool in the rec room, go shopping with staff for groceries or clerical supplies, attend community events like Angel games, volunteer in the community, or stay late for movie night and dinner.

Transitional Employment is available for members who desire to work in a highly structured program in community-based businesses. Placements are at the employer’s place of business, are part time (15-20 hours per week) and include on-the-job and off-site support from clubhouse staff. These placements generally last from six to nine months. Members then can try another placement. This program is specifically designed as a vocational rehabilitation program where a member can gain or re-gain the skills and confidence necessary to have a job while he or she is employed in a “real-world” position. The only requirement is the expressed desire to work.

## FUNDING

The program is funded by the Regional Center of Orange County: *Day Activity Vendor # HM1192; Vendor #PM0703 (1:1)*. Non-Regional Center members pay based on a sliding fee scale with most members on full scholarship. Regional Center (RCOC) consumers who are employed can attend the clubhouse without RCOC funding.

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Harbor House Clubhouse* not included.

# HELPING HANDS FOR BETTER LIVING, INC.

## Community-Based Adult Service Center

(Formerly known as an Adult Day Health Care)

10281 Chapman Avenue

Garden Grove, CA 92840

**CONTACT: Dr. L. Jeanette Tatum**

President & Program Curriculum Designer

**Vanessa D. Tatum, M.D.**

Administrator & Staff Physician

(714) 530-4489 Fax: (714) 530-9917

### PROGRAM OVERVIEW

Helping Hands for Better Living's founders have over 100 years combined experience as a physician and educator, respectively. Their aim is to provide compassion, commitment and expertise combined with the educational and experiential background of a dynamic governing board. The governing board includes a presidential appointee to the Department of Health, Education and Welfare, parents of children with developmental disabilities, and professionals engaged in community or non-profit services.

Helping Hands for Better Living's program philosophy embraces the premise that each of its program participants have much to gain when a variety of health, therapeutic, and social services are provided in a caring, nurturing and professional environment. The Helping Hands for Better Living Program provides a safe, medical environment for consumers who are medically fragile. Medical conditions such as diabetes; seizure disorders; respiratory disorders requiring oxygen, tracheotomies or portable ventilators; blindness; deafness; digestive disorders with inability to chew or swallow, or that require feeding via jejunostomy or gastrostomy tubes; heart disease, etc. are supported by medical and nursing staff of Helping Hands for Better Living's CBAS (Community-Based Adult Service Center, formerly known as "Adult Day Health Care" provides the same excellent program services...only the name has changed!). Helping Hands also provides programming for consumers who have both behavior and specialized health services needs such as: elopement, PICA syndrome, obsessive-compulsive disorders and impulse control disorder combined with moderate to severe medical challenges.

Consumers attend the site-based program, six hours per day, Monday through Friday. The facility hours of operation are from 7:30 a.m. until 3:30 p.m. Consumers primarily use ACCESS transportation. The staff ratio of the facility is 1:3 and 1:1 where needed, depending upon the specific needs of the program participant. Hot lunch is provided daily.

In addition to independent living skills training, a variety of services by a team of dedicated professionals are provided. Physical therapy, occupational therapy, speech and communication therapy, psychological and behavior modification, nursing care by a team of nursing professionals which include a full time R.N. and full time L.V.N's, medical assessment and care by the staff physician, social services by a social worker, and therapeutic activity program services provided by a team of three full time licensed credentialed teachers that possess Master's and Doctoral Degrees- as well as special education certification, and program aides...all comprise the outstanding staff and professional team providing services to the consumers under the direction of the Program Director on a daily basis. Helping Hands For Better Living – South County will be opening in the near future.

### FUNDING

The programs and transportation are funded by CalOptima, private insurance, and the Regional Center of Orange County. *Community-Based Adult Services Vendor #H13881; Support Vendor #PM0518* Private pay for services is available.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcomes information was selected by *Helping Hands for Better Living, Inc.* to provide additional information for their program services.

### **General**

- 100% of individuals are satisfied with program services according to consumer satisfaction survey
- Over 60% of the direct care staff have a tenure of 5 years or more
- 10% average turnover of direct care staff

### **Day Service Activity Indicators**

- 20% of program time spent in onsite recreational/social training
- 15% of consumer program time spent working on mobility/transportation skills
- 25% of program time spent in self-advocacy training including training of self-determination and choice-making skills
- 25% of program time spent in self-care training including personal self-help skills, such as eating and hygiene

### **Self-Advocacy and Lifelong Learning**

- 100% of consumers have received self-advocacy training in a formal classroom setting
- 100% of consumers participate in completing Person Centered Plans
- 30% of consumers utilize functional adaptations
- 2% of consumers use various communication devices

### **Self-Care**

- 100% of consumers that have an independent eating skills goal, have improved their eating skills
- 100% of consumers who benefited from special behavior support achieved a positive outcome on a special behavior plan
- 100% of consumers that have an independent personal skills goal, have improved their personal care skills

# HI HOPES IDENTITY DISCOVERY FOUNDATION, INC.

121 S. Citron Street  
Anaheim, CA 92812

**CONTACT: Penelope Agosta**  
Executive Director  
(714) 778-4440  
Fax: (714) 778-0345  
penelope@hope4arts.org

## PROGRAM OVERVIEW

Hi Hopes Identity Discovery Foundation, Inc. offers a *site-based day training activity center program*. The program is for adults with developmental disabilities who are 22 years of age and older. Classes are held Monday through Friday, 8:30 a.m. to 2:30 p.m. with a *one to eight* teacher/student ratio. Hi Hopes Identity Discovery Foundation, Inc. offers year-round programs with designated holiday breaks. Basic eligibility requirements include an interest in the arts, the ability to ambulate and the absence of overly aggressive or maladaptive behaviors.

Participants in the day training activity center program are offered a wide range of arts infused classes as well as training in life skills, functional communication, and community integration. Participants also learn and maintain money skills, computer, reading, writing, and creative means of self-expression. Many of the participants perform out in the community, in schools, churches, women's clubs, and special events. The staff at Hope Center for the Arts feels that through public performances and exhibitions of music, drama, dance, art and video; the talents of the individuals are showcased, and the potential for adults with disabilities to contribute to and assume wider, more integrated roles in the community is demonstrated.

## FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Vendor #H23063*  
Private pay for services is available.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Hi Hopes Identity Discovery Foundation Program* to provide additional information on their program services:

### **General**

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 48 months average tenure for direct care staff
- 1% turnover rate of direct care staff
- 100% of direct staff hours are monitored by management

### **Day Service Activity Indicators**

- 80% of program time is spent in academics, drama, visual arts, self-advocacy and recreational/social training
- 20% of program time is spent in self-care training

### **Self-Advocacy and Lifelong Learning**

- 30% of consumers receive self-advocacy training in a formal setting
- 100% of consumers participate in completing a Person Centered Plan
- 45% of consumers participate in lifelong learning activities
- 100% of consumers are improving their communication skills

### **Self-Care**

- 85% of consumers have improved their appropriate dress and hygiene skills
- 40% of consumers have improved their appropriate eating skills
- 25% of consumers have benefited from special behavior support plans
- 65% of consumers have improved their personal care skills

# INTEGRATED RESOURCES INSTITUTE

## Mentor Employment

23172 Plaza Pointe Dr. #110

Laguna Hills, CA 92653

Website: [www.irioc.org](http://www.irioc.org)

**CONTACT: Joseph Nacario**  
Executive Director  
(949) 232-1172  
[joseph@irioc.org](mailto:joseph@irioc.org)

**Linda Seppala**  
Associate Director  
(949) 232-1172  
[linda@irioc.org](mailto:linda@irioc.org)

### PROGRAM OVERVIEW

MentorWorks is the integrated work program of Integrated Resources Institute (IRI), a non-profit 501(c)3 registered charitable state and federal organization. The mission of MentorWorks/IRI is the full inclusion of persons with significant disabilities into their community.

The MentorWorks program provides inclusive community opportunities by developing integrated work opportunities for persons with significant disabilities.

The MentorWorks program strives to meet its slogan "Everybody Works"!

The focus of the program is to use a natural support approach to assist adults with significant disabilities to find a job and obtain the necessary supports to be successful. On-the-job training is provided by a supervisor or designated "mentor" co-worker. A training specialist from Mentor Employment works closely with the mentor to ensure that the supported employee is learning the job and becoming part of the team. Support services outside of the work environment are also provided. This can include mobility training to and from work, counseling, self-advocacy facilitation and other services that would be considered work related to continue successful employment. Mentor employment does not provide recreational activities.

Employment can be part-time or full-time. Program hours are typically 8:30 a.m. to 2:30 p.m., Monday through Friday, but can vary depending upon individual work schedules. The type of work is determined by the individual's preferences, skills, and any previous experience. IRI currently has staff who speak English, Spanish, Farsi, Tagalog and sign language.

Integrated Resources Institute now provides independent living services. For additional information regarding support in this area, please contact the Laguna Hills office.

The goal of Mentor Employment is to provide 100% integration at work and in the community.

### FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Adult Development Center Vendor #HM0021 (1:3 ratio); 1:1 ratio programming is also provided at RCOC request; Transportation Vendor #HM0020*

Private pay for services is available.

☆ School districts as program provider for transition age students.

☆ Jewish Family Services as a program provider for family advocacy.

☆ Tax deductible community donations: Irvine Spectrum Rotary Club and Weiner-Zivolich Family Foundation.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Integrated Resources Institute* to provide additional information on their program services:

- 100% integrated work placements
- 95% of consumers in paid work positions
- 100% of program time in inclusive community settings
- \$552 average monthly wage income for consumers
- 3.4 years average job tenure
- \$9.21 average hourly wages earned
- 96% family rated satisfaction rating
- 97% consumer rated satisfaction rating
- 100% Regional Center worker satisfaction rating
- Zero reject of referred consumers for program service

# INTEGRITY HOUSE CLUBHOUSE

2043 N. Broadway  
Santa Ana, CA 92706  
(714) 542-0855

**CONTACT: Cathy DeMello**

Founder and Exec. Director, Ext 226

**Chris Green**

Clubhouse Director, Ext.249

**Lauren Palencia**

Independent Living Manager, Ext. 239

**Sam Durbin**

Founding Member and Peer Support, Ext 226

## PROGRAM OVERVIEW

Integrity House is a non-profit corporation that offers a member run Clubhouse for adults with developmental disabilities and other cognitive disabilities who are 18 years of age or older. The clubhouse is open Monday through Friday from 8:00 a.m. to 5:00 p.m., and special evening and weekend events. Members may attend any time they choose, and participate in any and all components of clubhouse activities. The staff/member ratio is *one staff to six members*. *One to one* ratio is available for members requiring physical assistance or behavioral support. All staff receives extensive and ongoing training in Clubhouse philosophy, developmental disabilities, CPR/First Aid, blood borne pathogens, disaster and personal safety, and best practices. Over 75% of staff has been with Integrity House from five to eighteen years.

Located in central Orange County, the Clubhouse engages members and staff together, side-by-side in the running of the clubhouse, focusing on strengths, talents and abilities. This “work-ordered day” provides an opportunity for the members to gain pre-vocational skills, social interaction, and self-determination. Their day may include participating in preparing a healthy lunch for everyone, running the snack bar, balancing budgets, taking attendance, answering phones, planning events, maintaining and repairing the building, working on media and film projects, updating the website and Facebook, and attending classes such as Healthy Eating, Zumba, Job Club, or Health & Safety Training. Members may also work out in the gym, play pool in the rec room, go shopping with staff for groceries or clerical supplies, attend community events like Angel games, volunteer in the community, or stay late for movie night and dinner. Members and staff also plan and coordinate the countywide Self-Determination Conference for all RCOC consumers, and the annual RCOC Spotlight Awards Dinner/Dance with over 600 attendees.

Transitional Employment is available for members who desire to work in a highly structured program in community-based businesses. Placements are at the employer’s place of business, are part time (15-20 hours per week) and include on-the-job and off-site support from clubhouse staff. These placements generally last from six to nine months. Members then can try another placement. This program is specifically designed as a vocational rehabilitation program where a member can gain or re-gain the skills and confidence necessary to have a job while he or she is employed in a “real-world” position. The only requirement is the expressed desire to work.

**Independent Living Services** are available for members who live in their own apartment or would like to move into their own place. This includes: finding and furnishing a place, and assistance with scheduling and attending appointments, medication assistance, cooking, self-advocacy and any other supports needed to maintain an independent life style.

## FUNDING

The program is funded by the Regional Center of Orange County. *Day Activity Vendor # H13748; Vendor #PM0703 (1:1); Independent Living Vendor # H13798*. Non-Regional Center members pay based on a sliding fee scale with most members on full scholarship. Regional Center (RCOC) consumers who are employed can attend the clubhouse without RCOC funding.

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Integrity House* not included.

# LEARNING LIGHT

1212 E. Lincoln Avenue  
Anaheim, CA 92805

**CONTACT: Kerri Ramaley**  
Program Director  
(714) 533-2314  
Fax: (714) 533-1458  
ADP@learninglight.org

## PROGRAM OVERVIEW

Learning Light is a *site-based adult development program*. Learning Light serves individuals with developmental disabilities who are 21 years of age or older. Program hours are 8:00 a.m. to 3:00 p.m., Monday through Friday. Staff/consumer ratio is *one* staff member *to four* consumers and can vary depending on the need of the consumer.

Learning Light is dedicated to education and incorporates this idea into the Adult Development Program. The program seeks to provide specialized teaching approaches tailored to the needs of each consumer in order to give each person the chance to reach his or her full potential. The program is designed to provide an environment that is creative, consistent, and that encourages growth. Activities participated in during the day are structured to allow maximum participation at a minimum ability.

Training is provided in the areas of self-help skills, personal care, social skills, community/safety skills, and recreation/leisure skills. Each day is structured to allow consumers to participate in a variety of activities that stimulate and entertain as well as assist the consumer in increasing their skills and abilities.

The program is designed to support individuals with varying levels of intellectual disabilities. Consumers may also have a physical disability, autism, or a neurological disability. The program supports consumers who may have ongoing self-help needs with their ADL's (Activities of Daily Living).

The philosophy of Learning Light is that each person, regardless of his or her limitations, is an individual of worth and dignity. Through respect and consideration, he or she shall be afforded the opportunity to reach his or her full potential.

## FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Adult Development Program Vendor #H22691; Transportation Vendor #H22690*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Learning Light* to provide additional information on their program services.

### General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 10 years average tenure for direct staff
- .125% average turnover for direct care staff

### Day Service Activity Indicators

- 45% of program time spent in onsite recreational/social training
- 10% of program time spent in community recreational/social training
- 10% of program time spent in onsite self-advocacy training including training of self-determination and choice- making skills
- 10% of program time spent in community self-advocacy training
- 25% of program time spent in self-care training

### Self-Advocacy and Lifelong Learning

- 100% of consumers receive self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals
- 100% of consumers participate in completing a Person Centered Plan
- 20% of consumers use communication devices
- 75% of consumers are improving their communication skills

### Self-Care

- 89% of consumers have improved their appropriate dress and hygiene skills
- 95% of consumers have improved their appropriate eating skills
- 100% of consumers have benefited from special behavior support in the calendar year to date
- 87% of consumers have improved their personal care skills

# LINCOLN ADULTS WITH DISABILITIES PROGRAM

11262 Garden Grove Blvd.  
Garden Grove, CA 92843

**CONTACT: Peggy Hauret**  
Instructor  
(714) 663-6291  
mhauret@ggusd.us

## PROGRAM OVERVIEW

Lincoln Adults with Disabilities Program (formerly Chapman Adult Program) provides *site-based adult education* for individuals with developmental disabilities who are 21 years of age and older. Students must be registered with Regional Center. Program hours are 10:00 a.m. to 2:00 p.m., Monday through Friday. Some individuals, who may be funded for supported employment through another agency, may attend Lincoln during their non-work hours. The Lincoln Adults with Disabilities Program serves individuals with a staff/consumer ratio of approximately *one* staff member *to six* consumers. There are four teaching assistants. The program consists of three classrooms on the Lincoln Adult Education Center campus.

The Lincoln Adults with Disabilities Program provides training in basic education, daily living, social, cooking, and recreational/leisure skills. Prevocational training activities include sorting and bundling newspaper. A computer lab is also available with training at all levels. Special community training includes mobility training, dining, shopping, and budgeting.

## FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Vendor #PM1680*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Lincoln Adults with Disabilities Program* to provide additional information on their program services:

### **General**

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 15 years average tenure for direct staff
- 100% of direct staff time is monitored by management

### **Day Service Activity Indicators**

- 10% of program time spent in site-based vocational training
- 10% of program time spent in community recreational/social training
- 30% of program time spent in site-based recreational/social training
- 15% of program time spent working on mobility/transportation skills
- 10% of program time spent training self-care skills on site
- 25% of program time spent training self-care skills in the community

### **Self-Advocacy and Lifelong Learning**

- 100% of consumers receive self-advocacy training in an informal community-based environment where activities are primarily focused on other goals
- 100% of consumers receive self-advocacy training in a formal classroom environment where activities are primarily focused on self-advocacy skills
- 100% of consumers participate in lifelong learning activities
- 5% of consumers use functional adaptations

# MAYFAIR ADULT DAY CARE

1524 Mayfair Avenue  
Orange, CA 92869  
714) 771-8300; Fax: (714) 771-8302

**CONTACT: Amed Franco**  
Administrator

**Natasha Gandhi, B.C.B.A., L.M.F.T.**  
Program Director

## PROGRAM OVERVIEW

Mayfair Adult Day Care (ADC) is a *site-based day program* for adults with developmental disabilities who exhibit maladaptive and challenging behaviors. Mayfair offers three levels of support for consumers with ratios ranging from a *one* staff member to *one* consumer, *one* staff member to *two* consumers and *one* staff member to *three* consumers. Each potential consumer is carefully assessed by either the Administrator and/or the Program Director. Upon acceptance to the program, an Individualized Service Plan (ISP) is developed for the consumer by a Behavior Consultant. Mayfair ADC utilizes Applied Behavior Analysis principles in an effort to increase positive behaviors while decreasing maladaptive behavior.

Based on the consumer's ISP plan, an individual daily schedule is created for each consumer. The skills targeted fall under the domains of: Self-Advocacy, Prevocational/Vocational Skills, Self-Care and Communication Integration. Consumers are provided with six hours of services per day, five days per week. Transportation is provided for consumers to and from the facility by licensed and insured Mayfair staff. Mayfair ADC's site-based program offers its consumers the benefits of having a consistent environment as well as opportunities for community integration. Mayfair ADC offers employment and volunteer opportunities for consumers.

The mission of Mayfair ADC is to provide each consumer the opportunity for greater independence and self-reliance in a positive and nurturing environment.

## FUNDING

The program and transportation are funded by Regional Center of Orange County. *Behavior Management Program Vendor #HM0726 (1:3 ratio); Vendor #PM1386 (1:2 ratio); Vendor #PM1387 (1:1 ratio); Transportation Vendor #HM07277*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Mayfair Adult Day Care* to provide additional information on their program services:

### General

- 98% of individuals are satisfied with program according to consumer satisfaction survey
- 24 months average tenure for direct care staff

### Vocational

- 2.5 hours average per week per consumer employed through direct hire on site
- 14% of consumers are employed through direct hire on site
- 2 years average job tenure per consumer in paid onsite employment
- No job turnover for the calendar year to date for consumers in paid onsite employment

### Day Service Activity Indicators

- 20% of program time spent in community vocational training including job placement, career development and employment support
- 20% of program time spent in community recreational/social training
- 20% of consumer program time spent in transporting or working on mobility/transportation skills in the community
- 20% of program time spent in self-advocacy training in the community including training of self-determination and choice-making skills
- 20% of program time spent in self-care training in community settings

### Self-Advocacy

- 100% of consumers receive self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals
- 100% of consumers participate in lifelong learning activities, such as community college, career courses and adult education/vocational trainings
- 100% of consumers are improving their communication skills

### Self-Care

- 100% of consumers who benefited from special behavior support achieved a positive outcome on a special behavior plan
- 100% of consumers have improved their personal care skills

# MID-CITIES ARC

1277 S. Lyon St., Suite 501  
Santa Ana, CA 92705

**CONTACT: John B. Wagner**  
Executive Director  
(714) 285-2645  
Fax: (714) 285-2649

## PROGRAM OVERVIEW

Mid-Cities ARC offers a *community-based behavior management program* for adults with developmental disabilities 18 years of age and older. Program hours vary depending on individual work schedules. Staff/consumer ratio is *one* staff member *to three* consumers or *one to one* as needed.

Mid-Cities ARC provides integrated behavior support to individuals employed in the community. Mid-Cities also provides support to individuals who may have dealt with drug and alcohol addiction, behavior issues, or who are at risk of incarceration. Individuals are matched with paid jobs that are developed to meet individual employment needs. In addition to stressing vocational skills, the agency promotes learning, independent living, socialization, and self-actualization. Consumers typically work for four hours and then have opportunities for community and recreation training for the remainder of the program day. Current job placements include landscaping, janitorial, warehouse, retail and food services areas.

The primary objective of Mid-Cities ARC is to increase self-sufficiency and provide an atmosphere conducive to each individual working at his/her potential.

## FUNDING

The program and transportation are funded by the Regional Center of Orange County.  
*Behavior Management Vendor #H18815; Transportation Vendor # H18544*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Mid-Cities ARC* not included.

# MY DAY COUNTS/OCAAC

## Consumer Choice Day Activity Program

225 West Carl Karcher Way  
Anaheim, CA 92801

**CONTACT: Karen Errington**

Program Director  
(714) 744-5301, Ext. 102  
Fax: 744-5312  
Karen@MyDayCounts.org  
Website: www.mydaycounts.org

### PROGRAM OVERVIEW

The Consumer Choice Day Activity Program is a *site-based day program* that provides consumers with a "menu" of activities they can choose from. The program focuses on maximizing independence in daily living, paid work and volunteerism. The menu currently consists of paid work, volunteering in the community, community integration and classroom activities. The classroom option of the program includes, but is not exclusively limited to, personal health and safety, social, recreational and skill development. The program provides a variety of staffing ratios based on individual consumer needs and activities. In addition, specially trained aides assist consumers with eating and using the restroom.

Orange County Adult Achievement Center is a private, non-profit, Human Services organization serving persons with disabilities in Orange County. It is the goal of the Orange County Adult Achievement Center to recognize the dignity of all individuals. In their commitment to this philosophy, they deliver a broad base of support services, outreach, and employment opportunities.

### FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Consumer Choice Day Activity Vendor #H23098 (1:6 ratio); Transportation Vendor #H22924*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Consumer Choice Day Activity* not included.

# MY DAY COUNTS/OCAAC

## Life Unlimited

1147 N. Anaheim Blvd  
Anaheim, CA 92801

**CONTACT: Ray Nash**

Program Director  
(714) 744-5301, Ext. 152  
Fax: (714) 533-8211  
Ray@MyDayCounts.org  
Website: www.mydaycounts.org

### PROGRAM OVERVIEW

Life Unlimited is a *site-based day program* that provides professionally approved activities to support and maintain the physical, mental and emotional well-being of individuals with intellectual and developmental disabilities, who have severe locomotor and cognitive challenges. Consumers are placed in 1:4 group ratios with an instructor and personal care attendant. This allows consumers maximum participation in each group.

The program focuses on stimulating and/or relaxing consumers through the five senses with specialized equipment, helping meet the consumer's recreational and gross motor needs. Activities include the opportunity to participate in "State of the Art" multi-sensory integrative activities, physical therapy exercise, sensory stimulation, workshop, recreation activities, games, arts and crafts, music, and community outings.

Life Unlimited provides opportunities for group activities and teamwork involvement. The paid job activities are designed to serve a broad range of abilities and preferences of individuals.

Socializing is a struggle for many individuals with disabilities. To give them this opportunity, the Life Unlimited Program takes consumers on field trips to a variety of public places such as libraries, museums, parks festivals, shopping centers, and expositions.

### FUNDING

The program and transportation are funded by the Regional Center of Orange County.

*Vendor # HM0455, PM0237 (1:4 ratio)*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Life Unlimited Program* not included.

# NO LIMITS LEARNING CENTER

331 Thor Place  
Brea, CA 92821

**CONTACT: Courtni English**

Executive Director  
(714) 674-0368  
Fax (714) 238-9203  
nolimitslc@yahoo.com

## PROGRAM OVERVIEW

No Limits Learning Center (NLLC) is primarily a *site-based day program* for adults who are 18 years of age and older. The program serves adults who are in the process of acquiring self-help skills and require support and direction in developing the ability to interact with others, make their own needs known, and respond to instructions. Therefore, the direct care staffing ratio required is *one staff member to four* consumers. The program is dedicated to providing educational opportunities to people with developmental disabilities through delivering a broad range of specialized programs and services. The program offers outstanding opportunities for daily living skills for people with developmental disabilities who are seeking self-improvement, enhanced independence, and potential future access to employment. The program prepares consumers to be effective communicators, lifelong learners, and responsible citizens.

The program hours are from 8:00 a.m. to 2:30 p.m., Monday through Friday. The following classes are offered throughout the week: Daily life skills course necessary for independence, Creative expressions through dance, art and music, Healthy living that includes nutrition and fitness, and Sign language to enhance communication skills. The program also offers after program hours in which consumers in the program have the opportunity to stay until 5:30 p.m. During this time, consumers have the ability to socialize with others, play games, relax, read and much more. After program hours are supervised but not regimented and give consumers the ability to choose what activity they partake in. Activities available during after program hours include: Socializing with other adults, board games, air hockey, foosball, basketball, pool, reading and relaxing.

## FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Vendor #HM1109 (1:4 ratio)*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *No Limits Learning Center* not included.

# O.C. BRIDGES

## Adult Day Program

*“Merging the gap between effort and success”*

**CONTACT: Ryan Perez**  
Executive Program Director  
Ryan@ocbridges.org

**Location: San Juan Capistrano**  
27132A Paseo Espada, Ste 422  
San Juan Capistrano, CA 92675  
(949) 234-8250

*Referrals and Tours can be scheduled directly  
through the website at: [www.OCBridges.org](http://www.OCBridges.org)*

### PROGRAM OVERVIEW

OC Bridges is a *partial site-based adult day program* which serves adults with developmental disabilities 18 years of age and older. The staff-to-consumer ratios range from *one to one*, *one to two*, and *one to three* depending on individual needs.

The program’s mission is to assist each consumer to reach their full potential through custom tailored program plans to address their needs. Consumers are given supports to work full time, part time, learn functional working skills, or attend college.

OC Bridges places high priority in recruiting the most qualified personnel and providing extensive training in Applied Behavior Analysis (ABA) to each of the therapists.

Program hours are 8:00 a.m. to 2:00 p.m., Monday through Friday. OC Bridges also provides door to door transportation services for all program participants. Program hours may vary depending on the special needs of the consumers, families, or care providers. OC Bridges offers an array of program services, both on-site and in the community. Services are focused on increasing skills in the area of employment, independent living, community safety, and socialization.

Located just off the Interstate-5 freeway and Junipero Serra Road exit, OC Bridges offers a 2600 sq. ft. training and enrichment center which provides resources that include a community resource center, computer lab, multi-media room, STEAM education curriculum, recreation room, and functional academic room.

Program participants’ schedules are formulated daily to encompass both onsite and community based trainings on a daily basis. Participants spend an average of 90% of their day in the community, and 10% with onsite resources.

Participants are encouraged to take part in the development of their schedules by selecting the activities they wish to participate in. The program fosters an environment that promotes maximum independence in all areas of life.

### FUNDING

The program and transportation are funded by Regional Center of Orange County. *Vendor #HM1203 (1:3 Ratio); #PM2543 (1:2 Ratio); #PM2542 (1:1 Ratio); Transportation Vendor # HM1202*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *OC Bridges* not included.

# PARTNERS FOR POTENTIAL

12912 Brookhurst Street, Suite 440  
Garden Grove, CA 92840

**CONTACT: Jenny Park**  
Program Manager  
(714) 534-0598  
jenny@partnersforpotential.org

## PROGRAM OVERVIEW

Established in 1982, Partners for Potential is a nonprofit organization that provides services to adults with developmental disabilities who are 18 years of age and older. Partners for Potential (*formerly called APAC/NOVA*) is a *community-based day program* that provides consumers with activities and training to help foster independence in their lives and access to their surrounding communities. Partners for Potential is offered five days per week for six hours per day at a ratio of *one* staff member *to three* consumers. Transportation is provided by program staff.

To better meet the needs of the growing populations of multicultural adults with developmental disabilities, more than 95% of program staff are bilingual in a second language. As a result, day program services are offered in more than 20 different languages, including: Arabic, Armenian, Cambodian, Cantonese, Dari, German, Illongo, English, Farsi, Japanese, Korean, Laotian, Mandarin, Spanish, Tagalog, Taiwanese, Turkish, Vietnamese, American Sign Language, Korean Sign Language, and more.

Each group participates in three activities (educational, vocational, social, etc.) per day at various locations in the community. All activities are focused in the following four domains of the Partners for Potential program:

1. Self-Determination: Consumers enhance long-range independence by exerting control over immediate environment through personal choice and decision-making.
2. Life Skills: Consumers increase long-range independence through access to available community services, public and private community agencies, and retail business.
3. Mobility: Consumers increase independence/mobility through access to and awareness of local environment and public transportation.
4. Employment: Consumers seek and maintain meaningful and integrated part-time employment with assistance from a Partners for Potential Employment Specialist.

## FUNDING

The program and transportation are funded by Regional Center of Orange County. *Day Program Vendor #HM0075; Transportation Vendor #HM0083*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Partners for Potential* to provide additional information on their program services:

### General

- 5 years average tenure for direct staff
- 0% average turnover of direct care staff

### Vocational

- 100% of consumers are involved in community volunteer placement
- 3 hours average per week per consumer placed in community volunteer placement
- 4 months average tenure for consumers placed in community volunteer placement
- 0% average job turnover for consumers placed in community volunteer placement

### Day Service Activity Indicators

- 40% of program time spent in community vocational training
- 2% of program time spent in community recreational/social training
- 20% of program time spent working on mobility/transportation skills
- 75% of program time spent training self-advocacy skills across activities
- 10% of program time spent training self-care skills in the community

### Self-Advocacy and Lifelong Learning

- 100% of consumers receive self-advocacy training in an informal community-based environment where activities are primarily focused on other goals
- 100% of consumers participate in completing a Person Centered Plan
- 100% of consumers participate in lifelong learning activities
- 100% of consumers are improving their communication skills

### Self-Care

- 20% of consumers have improved their appropriate dress and hygiene skills
- 5% of consumers have improved their appropriate eating skills
- 10% of consumers who benefited from special behavior support achieved a positive outcome on a special behavior plan
- 35% of consumers have improved their personal care skills

# PEOPLE'S CARE

## Community and Day Program Services

100 Spectrum Center Drive, Suite 900  
Irvine, CA 92618

**CONTACT: Barbara Nguyen**

Director of Community Services  
bnguyen@peoplescare.org  
(626) 862-6348

**Catherine Bennage**

Director of Day Program Services  
cbennage@peoplescare.org  
(626) 506-1436

### PROGRAM OVERVIEW

People's Care is able to provide an array of different programs to adults with developmental disabilities in the Orange County area. The Community Integration Training (CIT) program serves adults with developmental disabilities who reside throughout Orange County and are 18 years of age and older. Staff to participant ratio is *one* staff member to *one* participant or *one* staff to *two* participants. CIT is provided up to 3 times per week for up to 4 hours each day. The CIT program focuses on supporting individuals in being an integrated part of their community while discovering and working to achieve their hopes and dreams. Individuals who participate in this program expand their educational, personal, social and vocational abilities with the support of their staff within their community.

Presently, People's Care day program is able to offer a 100% community based work focused service with a ratio of *one* staff to *three* individuals. Day program services can be provided to individuals who reside in the South Orange County area. Under this program, individuals are picked up by their job coach from home and taken out into the community for work related activities. Such activities include volunteering within the community, creating and developing their own micro-enterprise businesses and increasing learning. Individuals who want to be entrepreneurs participate in a number of phases to determine their interests, select a business model, and initiate their ideas. Job coaches assist individuals in finding their passion so that they can turn this bliss into a productive endeavor. The day program is able to work with adults with developmental disabilities who have difficulties with coping and/or social skills as well as have challenging behaviors. People's Care is in the process of securing a site for those individuals who do not want or are not able to spend the entire day in the community.

A behavior specialist is available to provide supports and writes positive behavior support plans for those individuals who may benefit from them. The behavior specialists at People's Care are overseen and supervised by a licensed Board Certified Behavior Analyst (BCBA). Training on how to handle difficult behaviors is provided to all staff by the behavior team.

The mission of People's Care is to help people with disabilities find their bliss and reach their highest levels of personal and economic independence within an integrated community setting.

### FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Vendor #HM1121 (515 Behavior Modification Day Program); #PM2347 (063 1:1 CIT); #PM2348 (1:2 CIT); #HM1122 (880 Transportation); #PM2350 (Transportation Aide)*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *People's Care Community and Day Program Services* not included.

# PRIDE

## A Service of Advancement for Behavioral & Educational Development & Intervention

A.B.E.D.I., Inc.  
2081 Business Center Drive, Suite 282  
Irvine, CA 92612  
(949) 250-1101

**CONTACT: Desirée Fehmie**  
PRIDE Manager  
dfehmie@abedinc.org

**Greg Brazelton**  
Employment Coordinator  
gbrazelton@abedinc.org

**Maryam Abedi**  
Clinical Director  
maryam2001@earthlink.net

### PROGRAM OVERVIEW

*P- Person Centered R- Relationships I- Individualized D- Discovery E- Employment*

Established in February 2015, PRIDE is a customized service to enhance the opportunities for adults with developmental disabilities to engage in meaningful activities of their choice, develop relationships, find employment or volunteer opportunities, and engage in social and recreational activities. Shortly after an individual is accepted into PRIDE, a Person Centered Plan (PCP) is completed. The PCP will form the development of services and assist in generating an Individual's Individualized Service Plan (ISP). Together, the PCP and ISP will guide an individual's PRIDE program whilst keeping the life of the person, his/her abilities, interests, and desires central to program development. The hours of service, schedule of service hours, and available natural supports will also be mapped out at the PCP Meeting. PRIDE aims to create the service that fits the need of the person and not the person into an existing program.

PRIDE provides a six-hour service day during which an individual works on goals related to employment, volunteer work, and community integration. Staff/Client ratios are one Mentor to four individuals served, one Mentor to three two, and one individuals served. Goals related to employment, volunteer work, and community integration might include training on money management and purchasing skills, public transportation, job interview skills, socialization, developing an employment portfolio, enrolling in a college class, planning a community activity, or practicing self-advocacy. When engaging in volunteer work and employment, an individual's goals might include learning new tasks, increasing in speed/production rate, interacting with coworkers, or clocking in and out per a company's protocol. Volunteer positions are utilized at non-profit organizations. PRIDE staff may provide transportation during the service day, though we do encourage generic transportation such as walking and public transportation.

PRIDE staff believes it is important for everyone to participate in job development. The Employment Coordinator leads the team in developing and maintaining relationships with local businesses and volunteer sites, but it is the program's mission to train all Mentors to develop opportunities for PRIDE clients. Whether networking through an active presence on social media, building business relationships within local communities, or collaborating with families, PRIDE staff is creative and cooperative in its job development strategies.

### FUNDING

The PRIDE program and transportation are funded by the Regional Center of Orange County. *Vendor # HM 1084 (1:4 ratio); Vendor # HM1085 (1:3 ratio); Vendor # PM2298 (1:2 ratio); Vendor # PM2307 (1:1 ratio). Transportation Vendor # HM1132*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *PRIDE* not included.

# Progressive Community and Vocational Services

**Costa Mesa Site**  
2034 Placentia Ave.  
Costa Mesa, Ca 92627  
(949) 548-0744

**Orange Site**  
2745 E. Chapman Ave.  
Orange, CA 92869  
Fax: (888) 371-3854

**CONTACT: John Lubbers, Ph.D.**  
Administrator  
jlubbers@pc-vs.org  
Website: www.pc-vs.org

**Hector Navarro, B.S. in Psychology**  
Administrator  
hnavarro@pc-vs.org

## PROGRAM OVERVIEW

Progressive Community and Vocational Services (PC&VS) is a *partial site-based day training and behavior support* program for adults who are 18 years of age and older. Staff/consumer ratios at the Costa Mesa site are *one to three, one to two, and one to one* as needed. The recently opened partial site-based program in Orange provides services at a *one to two* support ratio. It is the goal of PC&VS to provide a place where an individual with developmental disabilities can find a welcoming atmosphere where respect and dignity dominates the way people are treated in their care. PC&VS will serve adults who wish to be fully employed, adults that wish to be partially employed, and adults who choose not to work but to remain active in their communities to any degree that they choose. The day program focuses on empowerment, self-advocacy, and community integration. The program strives to increase opportunities and access to the community.

To address behavioral challenges, staff utilizes positive behavior support plans. The plans are based on Functional Assessments of inappropriate behavior. The assessment focuses on determining the triggers, consequences, and functions of the inappropriate behavior and support the development of positive alternative behaviors. Expert advice is gained from a consulting Board Certified Behavior Analyst. Based upon the information of the Functional Assessment, positive behavioral support strategies are developed to reduce/eliminate and replace challenging behaviors. Ongoing staff intervention and assistance to the consumers with their targeted behaviors is designed to break the negative cycle that prevents consumers from successful and enriching community integration. Specific strategies will be designed to include antecedent management techniques as well as differential reinforcement techniques. The program serves consumers with varying levels of skill with activities of daily living. PC&VS staff teaches/assists consumers with cleaning, grocery shopping, budgeting and other ADL skills.

## FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Vendor #HM0785 (1:3 ratio); #PM1582 (1:2 ratio); #PM1581 (1:1 ratio); Transportation Vendor #HM0791*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Progressive Community and Vocational Services* not included.

# PROJECT INDEPENDENCE

## Adult Development Program

### Main Office

3505 Cadillac Ave., Ste O-103  
Costa Mesa, CA 92626  
(714) 549-3464

### North Office

2050 Santa Cruz  
Anaheim, CA 92805  
(714) 938-1242

### South Office

23072 Lake Center Dr.  
Lake Forest, CA 92630  
(949) 830-0658

### CONTACT: Robert Watson

Associate Director  
(714) 549-3464, Ext. 285  
bob@proindependence.org

### Debra Marsteller

Executive Director  
Website: [www.proindependence.org](http://www.proindependence.org)

## PROGRAM OVERVIEW

Project Independence Adult Development Program serves adults with developmental disabilities 22 years of age and older. Program hours are 8:00 a.m. to 2:00 p.m., Monday through Friday. The program ratio is *one* staff member *to four* individuals served. Project Independence Adult Development Program is designed to serve individuals in the communities in which they live. At present the Adult Development Program serves 166 individuals. The offices are located in professional buildings and all training is done in the community. Project Independence currently has staff who can use sign language; and who speak English and Spanish. Individuals in the program sign; speak English, Spanish, Japanese and Tagalog; and use augmentative and alternative communication.

*Integrated employment* is the main focus of the program with opportunities for placement in a variety of job areas including clerical, food services, janitorial, and medical service. Some volunteer work is also done at non-profit agencies. Community integrated activities include mobility training, pedestrian training, money management, and recreation/leisure. Community training is functional and is based on individual needs. Project Independence provides ongoing staff and job coach support.

The mission of the program is to provide quality support for meaningful community integration and employment of people with significant developmental disabilities through person-centered planning, well-trained staff, and growth opportunities for all.

## FUNDING

The program and transportation are funded by the Regional Center of Orange County.  
*Adult Development Program Vendor #HM0612; Transportation Vendor #H22966*

## PERFORMANCE INDICATORS AND OUTCOMES

Purpose: Project Independence provides an annual Program Evaluation to determine the effectiveness of the *Project Independence Adult Development Program* in regards to consumer satisfaction with their program. Data is collected on program goals by testing weekly/bi-weekly depending on the individual and access to the natural environment in which the activity takes place. Behavior data is recorded daily on scatterplots. Behavior tracking and behavior summary sheets are completed monthly.

Employment: Three groups are working in the restaurant field, one at a wine shop, and one group at Irvine City Hall. Seven groups have begun new volunteer jobs. Project Independence currently has 5 paid employment sites and 27 volunteer sites.

### Results of the Evaluation:

- 97% of the objectives set were achieved
- 115 consumers reached 100% of their objectives
- 100% of consumers polled expressed overall satisfaction in their program
- 30% of consumers polled expressed desire to work in paid positions or change jobs in which they work
- 0 consumers left Project Independence due to dissatisfaction

## ADDITIONAL PERFORMANCE INDICATORS AND OUTCOMES INFORMATION

### General

- 12 years average tenure of direct care staff; 9% average turnover for direct care staff
- Vocational
- Seven hours average per week per consumer employed through direct hire in the community
- \$10.00 average earnings per hour per consumer employed through direct hire in the community
- 8% of consumers are employed through direct hire in the community
- No job turnover for the calendar year to date for consumers in paid and volunteer placement

### Day Service Activity Indicators

- 70% of program time spent in community vocational training including job placement, career development and employment support
- 20% of consumer program time spent in transporting or working on mobility/transportation skills in the community
- 10% of program time spent in self-care training in community settings

### Self-Advocacy and Lifelong Learning

- 75% of consumers have received self-advocacy training in a formal setting
- 100% of consumers have received self-advocacy training in an informal setting such as work or community sites
- 100% of consumers participate in completing a Person Centered Plan
- 8% of consumers participate in lifelong learning activities such as community college or adult education
- 85% of consumers utilize functional adaptations that enhance independence in employment, self-help skills and community integration
- 100% of consumers are improving their communication skills
- 68% use communication devices

Staff: Project Independence employs 66 program specialists, 6 substitutes, 1 behavior specialist, and 6 area managers

# PROJECT INDEPENDENCE

## Behavior Support Services

### Main Office

3505 Cadillac Ave., Ste 0-103  
Costa Mesa, CA 92626  
(714) 549-3464

### North Office

2050 Santa Cruz  
Anaheim, CA 92805  
(714) 938-1242

### South Office

23521 Paseo de Valencia, Ste B3  
Laguna Hills, CA 92653  
(949) 830-0658

### CONTACT: Robert Watson

Associate Director  
(714) 549-3464, Ext. 285  
bob@proindependence.org

### Debra Marsteller

Executive Director  
Website: [www.proindependence.org](http://www.proindependence.org)

## PROGRAM OVERVIEW

Project Independence Behavior Support Services serves adults with developmental disabilities 22 years of age and older. Program hours are 8:00 a.m. to 2:00 p.m., Monday through Friday. The program currently serves 54 adults. Staff/consumer ratios are *one* staff member to *three* individuals served, *one to two*, and *one to one* as needed. Project Independence currently has staff who can use sign language; and who speak English and Spanish. Individuals in the program sign; speak English, Spanish, Japanese and Tagalog; and use augmentative communication.

The Project Independence Behavior Support Services is a *community-based* program designed to serve adults with developmental disabilities who exhibit maladaptive behaviors that prevent them from successfully functioning within community, vocational or recreational settings without intense supervision. Upon being accepted into the program, each individual's behaviors are studied and analyzed with respect to accompanying antecedents and consequences using functional analysis. A positive support program plan, which is designed to break existing patterns, is then implemented at each occurrence of the targeted behavior. In conjunction with the behavioral training program, each individual receives training in the areas of self-help, vocational, and community integration skills as determined by individual needs, goals, and skill levels. Adapted communication methods are also a part of individual training. Integrated work positions include work in janitorial, landscaping, and retail job areas. Volunteer positions are utilized at non-profit organizations. Community-based training provides instruction in purchasing, mobility training, social behavior, and community safety. Individuals may also attend college classes on integrated campuses.

The mission of the program is to provide quality support for meaningful community integration and employment of people with significant developmental disabilities through person-centered planning, well-trained staff, and growth opportunities for all.

## FUNDING

The program and transportation are funded by the Regional Center of Orange County.

*Behavior Support Services Vendor #HMO611 1:3; PM1136 1:2; PM1137 1:1; Transportation Vendor #H22966*

## PERFORMANCE INDICATORS AND OUTCOMES

Purpose: Project Independence provides an annual Program Evaluation to determine the effectiveness of *Project Independence Behavior Support Services* in regards to consumer satisfaction with their program. Data is collected on program goals by testing weekly/bi-weekly depending on the individual and access to the natural environment in which the activity takes place. Behavior data is recorded daily on scatterplots. Behavior tracking and behavior summary sheets are completed monthly.

Employment: Project Independence has contracted with a real estate firm and an insurance firm to deliver flyers in the community. There are currently between 20 and 28 individuals delivering flyers depending on the number of flyers. Three groups are working in the restaurant field, one at a wine shop, and one group at Irvine City Hall. Five groups have begun new volunteer jobs. All other work sites remain the same as last year, 7 paid employment sites and 15 volunteer sites.

### Results of the Evaluation:

- 90% of the objectives set were achieved
- 40 consumers reached 100% of their objectives
- 2 consumers moved to a less intensive staffing ratio
- 98% of consumers with a behavior plan responded positively to the plan
- 100% of consumers polled expressed overall satisfaction in their program
- 22% of consumers polled expressed desire to work in paid positions or change jobs in which they work. Polling topics included choices in program, employment satisfaction and opportunities to socialize.
- 0 consumers left Project Independence due to dissatisfaction

## ADDITIONAL PERFORMANCE INDICATORS AND OUTCOMES INFORMATION

### General

- 12 years average tenure of direct care staff; 9% average turnover for direct care staff

### Vocational

- Seven hours average per week per consumer employed through direct hire in the community
- \$10.00 average earnings per hour per consumer employed through direct hire in the community
- 3% of consumers are employed through direct hire in the community
- No job turnover for the calendar year to date for consumers in paid and volunteer placement

### Day Service Activity Indicators

- 75% of program time spent in community vocational training including job placement, career development and employment support
- 15% of consumer program time spent in transporting or working on mobility/transportation skills
- 15% of program time spent in self-care training in community settings

### Self-Advocacy and Lifelong Learning

- 41% of consumers have received self-advocacy training in a formal setting
- 100% of consumers have received self-advocacy training in an informal setting such as work or community sites
- 100% of consumers participate in completing a Person Centered Plan
- 9% of consumers utilize functional adaptations that enhance independence in employment, self-help skills and community integration
- 100% of consumers are improving their communication skills
- 95% use communication devices. iPads were purchased through a grant from the California Community Access Foundation.

Staff: Project Independence employs 66 program specialists, 6 substitutes, 1 behavior specialist, and 6 area managers

# PROJECT INDEPENDENCE

## Harmony Program for Seniors

3505 Cadillac Avenue, Suite 0-103  
Costa Mesa, CA 92626

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**Debra Marsteller**  
Executive Director  
Website: [www.proindependence.org](http://www.proindependence.org)

### PROGRAM OVERVIEW

Project Independence's Harmony Program serves seniors (50 years and older) with developmental disabilities. Program hours are 8:00 a.m. to 2:00 p.m., Monday through Friday, although consumers can participate between one and five days per week, depending on their needs. The Harmony Program offers consumers this flexibility because they have found that many seniors want to participate in a program, but desire flexibility regarding the number of days per week that they attend. The program ratio is *one* staff member *to four* individuals served. Project Independence currently serves 28 individuals in the Harmony Program.

One of the main goals of the Harmony Program is to support seniors with developmental disabilities as they become integrated into senior centers in their communities. To achieve this goal, the Harmony Program offers transportation assistance, on-site staff support and bi-lingual staff. In addition, the Harmony program encourages and supports consumers as they choose and participate in a variety of activities throughout Orange County.

The Harmony Program's outreach component seeks to locate and serve previously hard to reach individuals. In particular, they try to locate individuals in minority communities who could benefit from their services.

### FUNDING

The Harmony Program and transportation are funded by the Regional Center of Orange County.  
*Harmony Program Vendor #HMO612; Transportation #H22966*

## PERFORMANCE INDICATORS AND OUTCOMES

Purpose: Project Independence provides an annual Program Evaluation to determine the effectiveness of *Project Independence's Harmony Program for Seniors* in regards to consumer satisfaction with their program; to determine consumer progress in relation to their IPP objectives; to identify any barriers preventing them from reaching their goals; and to assess the overall effectiveness of the program and staff.

Data: Data is collected on program goals by testing weekly/bi-weekly depending on the individual and access to the natural environment in which the activity takes place. Training takes place daily on IPP goals. Data is recorded on a data based testing record which records the testing dates, assistance levels and codes, adaptations and steps for the specific goal. Each goal is individualized with objectives based on the abilities of the consumer. Behavior data is recorded daily on scatterplots. Behavior tracking and behavior summary sheets are completed monthly.

Barriers: Data indicates that individuals did not meet their goals for the following reasons: medication changes, hospitalizations, staff changes both residential and program, major life changes, i.e., death of a parent, moving from parents home to group home, and reaching maximum potential on that particular goal.

### Results of the Evaluation:

- 24 consumers reached 100% of their objectives.
- 100% of consumers polled expressed overall satisfaction in their program
- 0 consumers left Project Independence due to dissatisfaction.

## ADDITIONAL PERFORMANCE INDICATORS AND OUTCOMES INFORMATION

### General

- 10 years average tenure of direct care staff; 9% average turnover for direct care staff.

### Day Service Activity Indicators

- 75% of program time spent in community training.
- 20% of consumer program time spent in transporting or working on mobility/transportation skills in the community.
- 10% of program time spent in self-care training in community settings.

### Self-Advocacy and Lifelong Learning

- 55% of consumers have received self-advocacy training in a formal setting; 100% of consumers have received self- advocacy training in an informal setting such as community sites.
- 100% of consumers participate in completing a Person Centered Plan.
- 18% of consumers utilize functional adaptations that enhance independence in self-help skills and community integration.
- 100% of consumers are improving their communication skills
- 95% use communication devices.

Staff: Project Independence employs 66 program specialists, 6 substitutes, 1 behavior specialist, and 6 area managers.

# REAL CHALLENGES, INC.

## 505 Program

3584 E. Enterprise Drive  
Anaheim, CA 92807

**CONTACT: Liz Calvo**

President

**Andrew Wood**

Program Manager

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### PROGRAM OVERVIEW

Real Challenges is a Day Care Facility with site-based and community components. Real Challenges serves consumers who are 18 years of age and older. Program hours are 7:45 a.m. to 2:30 p.m., Monday through Friday. Staff/consumer ratio is *one* staff member *to seven* consumers. The program currently serves 42 individuals. Real Challenges currently has staff who use sign language; and speak English, Spanish and Dutch. Consumers in the program sign; and speak English, Spanish, Dutch and Arabic.

Real Challenges is a program with normalized learning activities designed to enable the consumer with developmental disabilities to develop skills and employment in manufacturing and service occupations. Real Challenges emphasizes the transition of consumers to the work place, utilizing community training, supported employment and job coaching. Real Challenges services consumers from all cities approved by Regional Center of Orange County. Real Challenges has accepted consumers who have not been accepted by other programs due to their limited skills. Minor behavioral problems are considered upon visitation.

The purpose of Real Challenges, Inc. is to train consumers to work as part of a mass production team to produce large quantities of a product; work as a craftsperson to produce a single finished product; serve in the fields of education and recreation; maintain products and facilities; and process basic data to provide information with words, numbers, symbols, shades and colors.

The goal of Real Challenges is to enable each consumer to reach their potential through site-based and/or community training.

### FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Activity Center Program Vendor #H13728*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Real Challenges, Inc. 505 Program* to provide additional information on their program services.

### General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 100% average tenure of direct care staff
- 0% average turnover for direct care staff
- 100% of direct staff time is monitored by management

### Vocational

- Five hours average per week per consumer employed on site through subcontract work
- \$2.50 average per hour per consumer employed on site through subcontract work
- 82% of consumers employed on site through subcontract work
- Five hours average per week per consumer in volunteer placement in the community
- 28% of consumers are in volunteer placement in the community

### Day Service Activity Indicators

- 20% of program time spent in on site and community vocational training including job placement, career development and employment support
- 20% of program time spent in on site and community recreational/social training
- 20% of consumer program time spent in transporting or working on mobility/transportation skills in the community
- 20% of program time spent in self-advocacy training on site and community including training of self-determination and choice-making skills
- 20% of program time spent in on site and community self-care training

### Self-Advocacy and Lifelong Learning

- 10% of consumers receive self-advocacy training in a formal classroom or community-based environment where activities are primarily focused on self-advocacy goals
- 30% of consumers receive self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals
- 100% of consumers participate in completing a Person Centered plan
- 50% of consumers participate in lifelong learning activities, such as community college, career courses and adult education/vocational trainings
- 1% of consumers utilize functional adaptations that enhance independence in employment, self-help skills and community integration
- 10% of consumers use various communication devices
- 70% of consumers are improving their communication skills

### Self-Care

- 22% of consumers have improved their appropriate dress and hygiene skills
- 20% of consumers have improved their appropriate eating skills

# REAL CHALLENGES, INC.

## 510 Program

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Anaheim, CA 92807

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President

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Program Manager

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### PROGRAM OVERVIEW

Real Challenges is an Activity Center that also provides community placement and supported employment to adults with disabilities who are 18 years of age and older. Consumers may select a variety of work hours based on their need and individual choice. Staff/consumer ratio is *one* staff member *to four* consumers. The program currently serves 21 individuals. Real Challenges currently has staff who can use sign language; and speak English, Spanish and Dutch. Consumers in the program sign; and speak English, Spanish and Arabic.

Real Challenges 510 Program places and supports individuals in a wide range of job sites. Placement sites are determined by individual preference and skills. Current placements include special education aide, groundskeeper, janitorial and housekeeping positions. There are recreational and leisure activities offered, and money management training is available.

Supported placement opportunities are community based and are provided in individual and enclave settings. Eligibility requirements include independence in all personal self-care skills, and absence of behaviors that are injurious to self and others.

The goal of the Real Challenges 510 program is to increase the individual's level of independence in the workplace and in the community.

### FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Vendor #HM0163*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Real Challenges, Inc. 510 Program* to provide additional information on their services.

### General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 100% average tenure of direct care staff
- 0% average turnover for direct care staff
- 75% of direct staff hours are monitored by management

### Vocational

- Four hours average per week per consumer employed through direct hire in the community
- \$3.60 average earnings per hour per consumer employed through direct hire in the community
- 4 months average job tenure for consumers employed in paid community placement
- 7 months average job tenure for consumers in volunteer placement
- 4 months average length of contract for consumers employed in paid community placement
- 7 months average length of contract for consumers in volunteer placement
- No job turnover for the calendar year to date for consumers in paid and volunteer placement

### Day Service Activity Indicators

- 50% of program time spent in community vocational training including job placement, career development and employment support
- 10% of program time spent in community recreational/social training
- 20% of consumer program time spent in transporting or working on mobility/transportation skills in the community
- 10% of program time spent in self-advocacy training in the community including training of self-determination and choice-making skills
- 10% of program time spent in self-care training in community settings

### Self-Advocacy and Lifelong Learning

- 100% of consumers have received self-advocacy training in a formal setting such as a classroom or community-based environment where activities are focused on self-advocacy goals/activities
- 100% of consumers have received self-advocacy training in an informal setting where they are receiving training that primarily focuses on other areas such as vocational or recreational goals
- 100% of consumers participate in completing a Person Centered Plan
- 40% of consumers are improving their communication skills

### Self-Care

- 90% of consumers have improved their appropriate dress and hygiene skills
- 90% of consumers have improved their appropriate eating skills
- 40% of consumers have improved their personal care skills

**RIO**  
**REHABILITATION INSTITUTE OF SOUTHERN CALIFORNIA**  
**Transitional Adult Program (TAP)**  
**Transitional Adult Activity Center (TAAC)**

1800 E. La Veta Avenue  
Orange, CA 92866

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Fullerton, CA 92365

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### **PROGRAM OVERVIEW**

The Transitional Adult Program (TAP) and the Transitional Adult Activity Center (TAAC) are day programs that serve adults with developmental disabilities who are 18 years of age and older. Staff/consumer ratio in TAP is *one* staff member *to four* consumers and TAAC is *one* staff member *to eight* consumers. TAAC is an activity program developed in February 2010 at the *Orange site only* that models from the existing TAP Program and was developed for those consumers who require additional training at a higher level of functioning than the TAP consumers. The objective of TAP/TAAC is to provide participants with training in the following areas: functional skills, community living, and continuing education. While participating in TAP/TAAC, consumers will have the opportunity to participate in training modules that are designed to develop and maintain the consumer's functional skills. Training modules include, but are not limited to, the following: social and cognitive skills; receptive/expressive language; mobility training; community safety; aquatic training; decision making; interpersonal relationships; community volunteer training; employment training in a group setting; grooming and hygiene; fine/gross motor skills; money management; functional academics; and use of adaptive equipment.

RIO also offers an onsite Community-Based Adult Services (CBAS) Program (*formerly called Adult Day Health Care Program*) for individuals who would benefit from medical intervention and therapy services in conjunction with day program services.

RIO's goal is to maximize independence while promoting personal and social growth. RIO attains its goal of improving the quality of life of persons with disabilities by providing comprehensive coordinated programs that increase the ability of individuals to function at home, at school, and in the community.

All Programs are licensed by Community Care Licensing (CCL).

**CAPACITY:** The Transitional Adult Program (TAP) has a maximum capacity of forty-five consumers and the Transitional Adult Activity Center (TAAC) has a capacity of fifty-five consumers.

### **FUNDING**

The program and transportation are funded by the Regional Center of Orange County and private insurance may also be accepted. *Program Vendor #H13800 (TAP, Orange); #HM0779 (TAAC, Orange); #H13647 (TAP, Fullerton)* Private pay for services is available.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by RIO: Transitional Adult Program/ Transitional Adult Activity

*Center* to provide additional information on their program services:

### **General**

- 100% of individuals satisfied with program according to consumer satisfaction survey
- 6.5 years average tenure for direct care staff
- Less than 3% average turnover for direct care staff

### **Self-Advocacy and Lifelong Learning**

- 95% of consumers receive self-advocacy training in a formal classroom setting
- 7% of consumers receive self-advocacy training in an informal setting
- 100% of consumers participate in completing a Person Centered Plan
- 5% of consumers participate in lifelong learning activities such as community college
- 2% of consumers utilize functional adaptations
- 8% of consumers are improving their communication skills

### **Self-Care**

- 5% of consumers have improved their appropriate dress and hygiene skills
- 5% of consumers have benefitted from special behavior support
- 5% of consumers have improved their personal care skills

# SAGE

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## PROGRAM OVERVIEW

**SAGE** (*Self Advocacy Growth & Empowerment*) is a *community-based* day program for adults with developmental disabilities and maladaptive behaviors that impede them from transitioning effectively into the community. S.A.G.E. does provide partial site-based activities. S.A.G.E. serves adults with developmental disabilities who are between 18 to 59 years of age. S.A.G.E. utilizes Applied Behavior Analysis (ABA) as a method to identify and extinguish the maladaptive behaviors exhibited by the individual. The extinguishment of maladaptive behaviors will lead to heightened interaction within the community.

S.A.G.E. accepts individuals from Orange County that are served by Regional Center of Orange County. Consumers enrolled into the program may require a 1:1, 1:2, or 1:3 staffing ratio to meet their behavioral and safety needs. The staffing ratio will be assessed by the program Administrator and Director and will take into account the frequency and severity of any maladaptive behaviors exhibited by the individual. Once the individual has been accepted to attend S.A.G.E., a behavior consultant will perform a functional behavior assessment to determine the antecedent to specific behaviors and develop a plan of action to curb the behaviors. The plans are reviewed by the individual's Interdisciplinary (ID) Team. The ID Team includes family, service coordinator, and S.A.G.E. staff. Once the plan is modified and accepted, it will be implemented by the training specialist working with the consumer.

S.A.G.E. believes success is unique to each individual, prompting a personal daily plan that promotes self-advocacy, growth and empowerment. Each individual will be given the opportunities to improve in areas such as self-care, social skills, communication and independence. Individuals can participate in areas of training such as exercise, mobility, recreational activities, leisure activities, volunteer work or paid employment.

## FUNDING

The program and transportation are funded by the Regional Center of Orange County.  
*Adult Development Program Vendor #H23083; Transportation Vendor #H23088*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *SAGE* not included.

# SAIN

## Vietnamese League of Orange County

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Garden Grove, CA 92843

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Program Director Assistant  
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### PROGRAM OVERVIEW

**SAIN** (*Southeast Asian Integration Network*) is an *adult development program* serving adults ages 18 and older who can benefit from a community-based, integrated work and community integration program. The SAIN Program provides door-to-door transportation and encompasses most of Orange County. The administrative offices are centrally located in Garden Grove. The program offers on-the-job and community training in a ratio of *one* staff member *to four* consumers.

The SAIN Program offers a special capacity to outreach to, and provide culturally sensitive and linguistically appropriate services to the Asian and Pacific Islander communities. The program is staffed with bilingual/bicultural employees who speak Cambodian, Chinese, Korean, and Vietnamese with resources to provide translation and interpretation in Tagalog and 39 other languages. The SAIN Program services include: employment development across a variety of settings including office and clerical assistant, custodial and maintenance, grocery clerk, food service, sewing, and assembly; and adult skills training including survival English (ESL), community mobility training, social adjustment, and acculturation training.

The goal of the SAIN Program is to assist individuals challenged with a developmental disability to live and work in their local community as independently as possible through supported work and culturally appropriate adult life skills training.

The philosophy of the SAIN Program includes the belief that persons with disabilities are people first. All persons regardless of disability or cultural background should have equal access to their community and meaningful (paid) jobs; consumer driven/person centered services with emphasis placed on a person's abilities.

### FUNDING

The program and transportation are funded by the Regional Center of Orange County.  
*Adult Development Program Vendor #H23083; Transportation Vendor #H23088*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *SAIN* not included.

# STEP

## A Service of the Institute for Applied Behavior Analysis

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### PROGRAM OVERVIEW

STEP was established in November 1985 as a community-based behavior management day service for adults with developmental disabilities, ages 18 or older. It is the philosophy of STEP that a person with a developmental disability is entitled to live his or her life with the full dignity of a developing human being, as a self-reliant and productive member of society. Specifically, STEP offers individualized services toward the goal of independent and productive living and working in the community: (a) to individuals who exhibit significant challenging behaviors which represent a threat to themselves, others, or to property and therefore, significantly inhibit integration; and (b) to individuals who face other challenges that significantly inhibit integration such as physical limitations requiring additional support. STEP adheres to a strictly non-aversive behavior management philosophy. Basic eligibility requirements for the 1:3 staff-to-consumer ratio include independence in personal self-help skills. Individuals needing significant assistance with self-help skills, mobility, or medical issues may be eligible for service at a 1:2 or 1:1 ratio.

In Orange County, STEP serves approximately 100 individuals. STEP provides a six-hour service day that entails paid and/or volunteer work and community integration. Teaching takes place at local area businesses where the participants work, as well as social and recreational settings. Jobs are direct pay entry-level positions in food service, manufacturing, office, or retail settings. Training on the job is done individually or in small groups and is geared toward learning tasks, increasing speed, maintaining performance, interacting with coworkers and supervisors, and other aspects of work such as clocking in and out, and taking breaks and lunch appropriately. Natural supports or relying on the regular people and patterns of the workplace for training, feedback, and evaluations, are facilitated whenever possible. Community integration involves increasing the person's participation in his/her home or work neighborhood. Generic transportation, such as walking or public buses is encouraged, and is used during the service hours. STEP Employment Specialists may provide transportation during the service day under special circumstances. STEP also provides services to increase participants' self-advocacy and social skills.

### FUNDING

STEP is funded by the Regional Center of Orange County. *STEP III, Vendor # H13847, provides services at a 1:3 ratio. STEP II, Vendor #PM0526, provides services at a 1:2 ratio. STEP I, Vendor #PM0525, provides services at a 1:1 ratio; Transportation Vendor #H13802.*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *STEP* to provide additional information on their program services:

### **General**

- *STEP* offers extensive staff orientation and training in the form of a unique competency based training program
- All staff are required to complete the training program within the first six months of employment

### **Vocational**

- Consumers who are employed are directly hired by employers
- Consumers also participate in volunteer work

### **Day Service Activity Indicators**

- 100% of consumers participate in community activities of their choice such as social/recreational, informal training on self-advocacy and self-determination, mobility training and job seeking skills

# VOCATIONAL VISIONS

## Adult Development Program

26041 Pala  
Mission Viejo, CA 92691

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**Torry Brooks**  
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Asst. Program Manager  
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### PROGRAM OVERVIEW

Vocational Visions offers a variety of services for adults with intellectual and other disabilities who are 18 years of age or older. The program hours are Monday through Friday from 8:15 a.m. to 2:15 p.m. The Adult Development Program is a *community-based program* that provides training in a staff/participant ratio of *one* Community Supervisor *to four* participants. Participants start at the program site in the morning and participate in calisthenics and then branch off into their various groups.

The Vocational Visions Adult Development Program (ADP) has four components. ***Community Integration*** includes: community outings/activities that emphasize social and safety skills, money management and mobility training including use of public transportation. The community integration component offers a variety of ratios. ***Employment*** provides a *one to four* job coach ratio and includes traditional enclave groups for the development of job skills. ***College*** provides both *one to one* and *one to two* ratios and promotes personal growth and development of life skills through attendance at local community colleges. ***Pathways to Employment*** provides a one to one ratio and includes support in job seeking, development of soft skills, and interviewing and resume building skills.

### FUNDING

The programs and transportation are funded by the Regional Center of Orange County. *Community 1:4 Vendor # H22820; College 1:1 Vendor #PM0109; College/Community 1:2 Vendor #PM0522; Employment First Vendor #PM240; Transportation Vendor #H22908.* Private pay for services is available on a case by case basis.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Vocational Visions Adult Development Program* to provide additional information on their program services:

The goal of Vocational Visions Adult Day Program is to provide resources to persons with intellectual and other disabilities. Vocational Visions ADP provides community integration, education, vocational, and social skills. ADP supports participants to utilize their community in natural settings and retain community based employment.

### **General**

- 94% of individuals are satisfied with program according to consumer satisfaction survey

### **Day Service Activity Indicators**

- 25% of program time spent in community vocational training
- 40% of program time spent in community recreational/social training
- 30% of program time spent in self-advocacy training in the community including training of self-determination and choice making
- 5% of program time spent in self-care training

# VOCATIONAL VISIONS

## Day Training Activity Center

23612 Alambre  
Mission Viejo, CA 92691

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### PROGRAM OVERVIEW

Vocational Visions offers a variety of services for adults with developmental disabilities who are 18 years of age or older. The programs hours are Monday through Friday from 8:15 a.m. to 2:15 p.m. The Day Training Activity Center is a *site-based* program that provides training with ratios of *one to three*, and *one to two* for those participants who may need Self-Help Support. A behavior management component, special health need support, and community support provide a *one to one* participant/staff ratio if needed. Vocational Visions has staff who can use sign language, and who speak English, Spanish, Tagalog, Farsi, Chinese, Italian, Hindi, Bangla and Urdu. Consumers in the programs sign or speak English and Spanish.

The Vocational Visions Day Training Activity Center provides training in ADL/self-care, leisure/recreation, community integration skills, and behavior management areas. Facility-based activities include a thematic curriculum stressing functional training, sensory/motor skill development, and audio-visual presentations. Community integration is achieved through bi or tri-weekly outings into the community to shop for cooking or art supplies, to access local businesses or attractions, to go bowling or visit the zoo, to take part in annual festivals, or to picnic at the local park. The Day Training Activity Center program focuses on consumer choice and promoting independence through personal growth and development. Activities include arts and crafts, music, games, physical fitness, cooking, pet therapy, and purchasing skills. The goal of the program is to provide assessment and day training activity services, which enable individuals to improve community, independent, and leisure skills in order to achieve their highest level of functioning.

### FUNDING

The programs and transportation are funded by the Regional Center of Orange County. *Day Training Activity Center "Self-Help Support" Vendor #PM0522; Day Training Activity Center Vendor #PM0109; Transportation Vendor #H2290* Private pay for services is available on a case by case.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Vocational Visions Day Training Activity Center* to provide additional information on their program services:

### **General**

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 48 months average tenure for direct care staff

### **Day Service Activity Indicators**

- 35% of program time spent in choosing and then participating in the various functional and recreational activities offered throughout the day
- 8 hours per week per consumer spent in community recreational/social training
- 35% of program time spent in meeting the established individual goals developed for each consumer
- 10% of consumer program time spent in transporting or working on mobility/transportation skills at the facility and in the community

### **Self-Advocacy and Lifelong Learning**

- 10% of program time spent in self-advocacy training including training of self-determination skills

### **Self-Care**

- 20% of program time spent in self-care training

# VOCATIONAL VISIONS

## Emeritus

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### PROGRAM OVERVIEW

Vocational Visions offers a variety of services for adults with developmental disabilities who are 18 years of age or older. The programs hours are Monday through Friday from 8:15 a.m. to 2:15 p.m. Emeritus is a site based program that offers community integration opportunities. Emeritus provides training in the following staffing ratios: *one to one*, *one to two*, and *one to four*. Vocational Visions currently has staff who can use sign language as well as staff who are fluent in a variety of languages including English, Spanish, Hindi, Panjabi, Bangla, Chinese and Vietnamese. Participants in the programs sign or speak English and Spanish and use augmentative communication.

The Vocational Visions Emeritus Program seeks to maximize participant personal growth and development, skill acquisition and community integration through a curriculum centered individualized service plan. The program serves those participants who have chosen not to work either as a consequence of age, regression of life skills, depreciating productivity, or by choice. Participants in this program range in age from 23 to 75 years young. Course offerings include arts and crafts, painting/drawing, cooking, music, audio, video, internet access, physical education, and gardening. The community component of the program is also emphasized, and includes such experiences as going to museums, Angel Stadium, animal shelters, fishing, whale watching, bowling, the beach, fairs, expos, and festivals; and taking community college courses.

### FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Emeritus Program Vendor # H13609 and P20827; Transportation Vendor #H22908* Private pay for services is available on a case by case basis.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Vocational Visions Emeritus Program* to provide additional information on their program services:

### **General**

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 6 years average tenure for direct care staff

### **Vocational**

- 2 hours average per week per consumer that is employed through direct hire on site

### **Day Service Activity Indicators**

- 25% of program time per participant spent in community recreational/social training
- 75% of program time spent in meeting the established individual goals developed

### **Self-Advocacy and Lifelong Learning**

- 25% of program time spent in self-advocacy training

### **Self-Care**

- 25% of program time spent in self-care training

# VOCATIONAL VISIONS

## Health-Related Services Programs

23612 Alambre  
Mission Viejo, CA 92691

**CONTACT: Sunny Leos**  
Program Manager  
Emeritus Program  
(949) 837-7280, Ext. 28

**Cherry Tan Cardoso**  
Senior Program Manager  
HRS, Emeritus, DTAC  
(949) 837-7280, Ext. 10

### PROGRAM OVERVIEW

Vocational Visions offers a variety of services for adults with developmental disabilities who are 18 years of age or older. The programs hours are Monday through Friday from 8:15 a.m. to 2:15 p.m. The Health Related Services program is site based. Health Related Services provides a staff-to- participant ratio of *one to three, one to one, and two to three*. Vocational Visions currently has staff who can use sign language, and who speak English, Spanish, Tagalog, Tamil and Ordo. Consumers in the programs sign or speak English and Spanish and use augmentative communication.

Vocational Visions Health Related Services provides an individualized program for adults with intellectual disabilities who also have restricted medical conditions. The staffing includes a full time licensed vocational nurse and instructional assistants to meet all needs for personal growth and development as well as nursing care. Site-based training includes socialization skills, sensory stimulation, communication skills, self-care and leisure. The program is also designed to include community integration to enhance community interactions and awareness, purchasing skills, mobility skills training, and decision making in planning community outings. It is the goal of the program to provide day training activity services and nursing services to encourage self-advocacy; to maximize opportunity for peer interaction and community integration; and to enable consumers to maintain or increase optimal capacity for self-care.

### FUNDING

The programs and transportation are funded by the Regional Center of Orange County. *Health Related Services Vendor # H13715, PM0109 and P20827; Transportation Vendor #H22908*

Private pay for services is available on a case by case basis.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Vocational Visions Health Related Services* to provide additional information on their program services:

### **General**

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 10% average turnover for direct care staff; 4 years average tenure for direct care staff
- 75% of direct care staff time is monitored by management

### **Day Service Activity Indicators**

- 40% of program time is spent in recreational/social training on site and in the community
- 20% of consumer program time is spent in transporting or working on mobility skills
- Self-advocacy training occurs both on site and in the community throughout the day
- 50% of program time is spent in self-care training both on site and in the community

### **Self-Advocacy and Lifelong Learning**

- 25% of consumers have received self-advocacy training in a classroom or community setting
- 100% of consumers have received self-advocacy training in an informal setting
- 15% of consumers are actively involved in completing their Individual Service Plans
- All consumers not actively involved are represented by family members, advocates or significant others to assist them in their Individual Service Plans
- 20% of consumers utilize functional adaptations that enhance independence
- 10% of consumers use various communication devices

### **Self-Care**

- 33% of program time is spent in self-care skills training
- 45% of participants receive behavior support

# WESTVIEW SERVICES, INC.

## Site-Based, Partial Site-Based, and Senior Programs

### CONTACT:

#### Community Arts Program

##### Judith Campos

Program Manager

1701 S. Euclid, Ave., Ste. E

Anaheim, CA 92802

(714) 956-4199

Fax: (714) 781-2422

#### Garden Grove Program

##### Machele Harris

Program Manager

9776 Katella Avenue

Anaheim, CA 92804

(714) 530-2703

Fax: (714) 741-8036

#### Starlyte Education Program

##### Lucy De Jesus

Program Manager

9421 Edinger Avenue

Westminster, CA 92683

(714) 418-2092

Fax: (714) 418-2093

#### Windsong Senior Activity

##### Judith Campos

Program Manager

1701 S. Euclid St., Ste. A

Anaheim, CA 92802

(714) 956-4190

Fax: (714) 781-2426

#### Daystar Program

##### Dorothy Rabusa

Program Manager

626 W. Commonwealth Ave.

Fullerton, CA 92832

(714) 879-3980

Fax: (714) 879-2876

#### Starbright Program

##### Reema Franco

Program Manager

3922 W. 5<sup>th</sup> St.

Santa Ana, CA 92703

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#### Orange County Operations

##### Shahnaz Arora

Senior Program Manager

1655 S. Euclid St., Ste. A

Anaheim, CA 92802

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Fax: (714) 956-4197

##### Dr. Maryam Toubak

Training Manager

##### Carole Cooper

Activity Director

## PROGRAM OVERVIEW

Westview *Site-Based* and *Partial Site-Based* Programs serve adults with a variety of developmental disabilities who are 18 years of age and older. Program hours are approximately 8:00 a.m. to 2:00 p.m., Monday through Friday. Program ratios are *one* staff member to *three* consumers. All programs teach independent living skills within the domains of Self-Care, Self-Advocacy, Community Integration, and Employment Training. Program activities focus on a variety of daily living skills, music, art, mobility training, volunteer work, community safety, shopping, nutrition classes, and gardening. All programs participate annually in Westview's Sports Fest. Site-based groups receive on-site classes from local college instructors and community-based groups attend college classes out in the community.

The Windsong Senior Activity Program is a *site-based* program serving adults ages 60 years and above and has a ratio of *one* staff member to *five* consumers. Windsong offers similar activities as mentioned above including Westview's annual Sports Fest and on-site college classes. Windsong also provides breakfast and lunches.

## FUNDING

The programs and transportation are funded by Regional Center of Orange County. *Community Arts, Anaheim Vendor # H22815 ARTS; Garden Grove, Anaheim Vendor #H22815 GG; Starlyte Education Center, Westminster Vendor H22815 STAR W; Senior Activity Windsong, Anaheim Vendor #H13575; Daystar, Fullerton Vendor # H13728; Starbright, Santa Ana Vendor #H22815 STARS*

Private pay for services is available for the Windsong Senior Program.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Westview* to provide additional information on their program services:

### **Westview Garden Grove Partial Site-Based Program**

- 100% of individuals are satisfied with program; 93% consumer attendance rate; 7 years average tenure for staff, 92% annual IPP attendance by ICP writer, assistant manager and manager
- 5 volunteer sites: No One Left Behind, Stanley Museum, Heritage Museum, Buddhist Temple, Stanton Library
- Off-site classes on rhythmic movement and personal and social skills taught through Coastline College
- On-site class taught by Cypress College; Onsite volunteers, additional on-site classes taught by Westview staff include art, mosaic, beginning sign language, computer lab, music including bell ringing, and Tai Chi class taught in the park
- Community garden and onsite garden promote healthy nutrition; Breakfast snack served daily to consumers
- Holiday dances and evening Halloween celebration; awards party for consumers each month; 10 week bowling and bocce ball
- Local community integration; 3 vans available to transport consumers are wheelchair accessible; Annual trip to Discovery Museum
- Participation in OC Fair; and participation in Westview hosted Special Olympics, Sports Fest, Art show, Talent Show and Carnival

### **Westview Windsong Senior Activity Center Site-Based Program, Anaheim**

- 100% of individuals are satisfied with program; 89% consumer attendance rate; breakfast snack served to consumers
- 7 years 6 months average tenure for staff; 89% annual IPP meeting attendance by staff; Staff retention is 98%
- On-site classes weekly from North Orange County Community College District, including music, cooking, and arts and crafts
- Consumers participate in consumer advocacy classes, on-site garden; nutrition class, Annual Sports Fest, and Talent Show
- Holiday dances, Cinco de Mayo and Independence Day celebrations; awards for best attendance each month

### **Westview Starlyte Education Site-Based and Partial Site-Based Program, Westminster**

- 100% of individuals are satisfied with program; 90% consumer attendance rate; 78 % annual IPP meeting attendance
- Consumer vegetable garden on site; snack program; local community integration;
- Instructor from Coastline College teaches adaptive PE and arts and crafts on site
- Volunteerism at Heritage Museum, Westminster Library, Boys and Girls Club, Garden Grove Methodist Church
- Daily activities include classes such as painting, nutrition, yoga, computer, bowling, crochet/knitting, jewelry making, reading, American History, basic sign language, bowling dancing, beauty and barber shop, library use; regulation size bocce ball court
- Participation in Westview Sports Fest, OC Fair, Westview's Got Talent, Annual Carnival and holiday celebrations

### **Westview Starbright Site-Based Program, Santa Ana**

- 100% of individuals are satisfied with program; 91% consumer attendance rate; breakfast snack served daily
- Teacher from Santa Ana Community College teaches daily living skills to increase independence
- Local community integration; Volunteer jobs at Heritage Park and Greyhound Shelter
- Daily activities are done in five activity rooms which allow for training in different settings
- Additional activities include classes in cooking and nutrition, science class, self-defense, bowling, yoga, computer, grooming and hygiene, music with different instruments, knitting, painting, pottery, and gardening. Participation in Westview hosted Special Olympics and Sports Fest, Annual Carnival, Orange County Fair, birthday celebrations, dances and holiday celebrations
- Big outdoor area, relaxing fountain, and activities such as wheelchair racing, basketball, soccer, picnics, gardening and bocce court

### **Westview Daystar Site-Based Program, Fullerton**

- 100% of individuals are satisfied with program; 93% consumer attendance rate
- Local community integration such as the Farmer's market, recycling center, summer movie trips, Summer Splash Pad trips, bowling, Downtown Disney, bocce ball at Starbright, monthly final Friday park day, local stores, and Westview's annual carnival
- Weekly coach led classes including art, nutrition, grooming, and sports/exercise
- Sports activities such as Westview hosted Annual Sports Fest and Special Olympics, bowling, games, indoor basketball games

### **Westview Community Arts Site-Based Program**

- 100% of individuals are satisfied with program; 91% consumer attendance rate
- Individualized assessment of gifts, talents, interests, and abilities to ensure creative and appropriate activities
- Forum and individual classes that promote independent daily living skills, relational individuality expression through shared readings, journaling, active listening and body language skills
- Local community integration; field trips to museums, zoo, Knotts Independence Hall, Stanley Ranch and OC Fair; multi-cultural workshops and celebrations; , community walks; semi-weekly birthday celebrations
- Fine art expression classes with published artist instructor; Groups attend theater arts class; computer, music and singing classes
- Participation in annual Westview Sports Fest and Carnival; Volunteer jobs at local city park, community church, and Greyhound Animal Shelter; bowling league; bocce ball; cooking and nutrition class, gardening, hygiene and grooming classes

**WESTVIEW SERVICES, INC.**  
**Behavior Management Program**  
**Community-Based Program**  
**Multi-Cultural Program**

**Community-Based Program**  
**Laurie Furuta , Sr.Prog. Mgr.**

1655 S. Euclid Ave., Ste D  
Anaheim, CA 92802  
(714) 635-2444  
Fax: (714) 956-4197

**Corporate Office:**

**Gregg Gann, CEO**  
10522 Katella Ave.  
Anaheim, CA 92802  
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**Behavior Management Program**  
**Lisa Hernandez, Prog. Mgr.**

1701 S. Euclid St., Ste C  
Anaheim, CA 92802  
(714) 956-4188  
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**Orange County Operations Mgr.**

1655 S. Euclid St., Ste A  
Anaheim, CA 92804  
(714) 635-2444  
Fax: (714) 956-4197

**Multi-Cultural Program**  
**Angie Fisher, Prog. Mgr.**

8295 Westminster Ave.  
Westminster, CA 92683  
(714) 799-0211  
Fax: (714) 799-2721

## **PROGRAM OVERVIEW**

Westview Community-Based and Behavior Management Programs serve adults with developmental disabilities who are 18 years of age and older. Additionally, the Multi-Cultural Community-Based Program serves adults with developmental disabilities of different ethnicities. Staff/consumer ratios are *one* staff member *to four* in the Community-Based Programs, and *one to three* in the Behavior Management Program. Consumers in these programs are transported by Westview job coaches. Westview has staff and consumers who speak English, Spanish, Vietnamese, Cambodian, Chinese, Tagalog, Korean, Indonesian, Thai, French and Farsi.

Westview's Behavior Management Program is a community-based program designed to serve adults with developmental disabilities who exhibit maladaptive behaviors. Job coaches and support staff are trained in behavior management skills that promote non-aversive treatment with a heavy emphasis on positive reinforcement. The program offers individuals the opportunity to be active members of the community by learning work-related skills through engaging in regularly scheduled volunteer work at non-profit agencies and attending employment readiness classes. Most of the individuals in the behavior program attend a variety of local colleges, participate in Special Olympics and the Westview Sports Fest, make purchases, use public transportation, and gain skills for future paid employment.

Westview's Community-Based Program in Anaheim and Multi-Cultural Program in Westminster offer *integrated employment* and *community-based training*. Job areas include janitorial, light clerical, auto detail, assembly, and food services. Consumers participate in volunteer work at non-profit agencies. Most consumers attend a variety of local colleges and are enrolled in exercise classes, daily living skills, computer training, applied academics, rhythmic gymnastics, and cooking classes. Community training in work related self-help, social, purchasing, community safety, mobility, and banking skills is also available.

## **FUNDING**

The programs and transportation are funded by Regional Center of Orange County. *Community-Based, Anaheim; Vendor #H22690 CBA; Multicultural Program Vendor #H22987; Behavior Management Program Vendor #H23048* Private pay for services is available.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Westview* to provide additional information on their program services:

### WESTVIEW COMMUNITY-BASED PROGRAM, ANAHEIM

- 100% of consumers surveyed are satisfied with program; 6 years average tenure of direct care staff
- 93% consumer attendance rate
- 97% annual and semi-annual progress meeting attendance by program staff
- Program Weekly hours: 30 hours in community setting- 6 hours each day
- Community-Based currently has 4 paid jobs in the community
- Consumers volunteer at 20 various sites in the community
- The Multi-Cultural Program serves consumers of different ethnicities and focuses on helping them maintain their ethnic identity through cultural observances
- Focus on employment training, self-care, self-advocacy, and community integration
- Daily activities include Tai Chi, Special Olympics training, and Regional Games participation, Coastline College class, Westview classes, paid jobs, and volunteerism at local non-profit agencies
- Participation in Westview's annual Special Olympics, Westview Carnival, bocce ball, bowling league, and other sports as well as holiday parties
- Classes include employment readiness training, arts/crafts, computer, music, American Sign Language (ASL), nutrition, cooking, dancing, arts therapy, and Special Personal Development Class through Coastline College

### WESTVIEW MULTI-CULTURAL COMMUNITY-BASED PROGRAM, ANAHEIM

- 100% satisfaction with program according to consumer satisfaction survey; 95% consumer attendance rate
- 4 years average staff tenure
- Behavior management staff are C.P.I. certified in proactive behavior strategies
- 95% annual and semi-annual progress meeting attendance by program staff
- Program Weekly hours: 30 hours in community setting- 6 hours each day; Monday – Friday, 8:00 a.m. – 2:00 p.m.
- Consumers attend classes through local colleges and within Westview Services
- Focus on employment training, self-care, self-advocacy, and community integration
- Daily Activities include using OCTA Public Transportation, Special Olympics training and Regional Games participation, local college classes, volunteer work at local non-profit agencies
- Participation in Westview's annual Sports Fest, carnival, and holiday parties
- Art class, computer class, employment readiness class

### WESTVIEW BEHAVIOR MANAGEMENT PROGRAM, ANAHEIM

- 100% satisfaction with program according to consumer satisfaction survey; 95% consumer attendance rate
- 3 years average staff tenure
- Behavior management staff are C.P.I. certified in proactive behavior strategies
- 95% annual and semi-annual progress meeting attendance by program staff
- 30 hours in community setting- 6 hours each day; Monday – Friday, 8:00 a.m.- 2:00 p.m.
- Focus on Employment Training, Self Care, Self Advocacy, and Community Integration
- Daily Activities include using OCTA Public Transportation, Special Olympics training and Regional Games participation, local college classes, volunteer work at local non-profit agencies. Participation in Westview's annual Sports Fest, carnival, and holiday parties
- Art class, computer class, employment readiness class
- Behavior Management Program has 1 paid job

# WISE (Work Independence, Self-Advocacy, Education)

## School of Continuing Education (SCE)

### North Orange County Community College District (NOCCCD)

9200 Valley View Street CE 103  
Cypress, CA 90630  
Vendor #H13563

315 E. Wilshire Avenue  
Fullerton, CA 92832  
Vendor # HM0730

**CONTACT: Adam Gottdank**  
DSS Counselor  
(714) 484-7057

## PROGRAM OVERVIEW

The Work, Independence, Self-Advocacy, Education (WISE) Program is a *site-based activity center program* serving adults with developmental disabilities who are 18 years of age and older. The program schedule is from 9:00 a.m. to 2:30 p.m., Monday through Friday. A staff to student ratio of *one to four* is maintained.

WISE has two sites. One is located at the Wilshire Center next to Fullerton College and the other is at the Cypress Center which is located on the Cypress College campus. The programs use the college campuses and surrounding community as the classroom. The focus of training is on the development of practical living skills, functional communication, community integration, mobility training, and vocational preparation.

Independence with personal self-care skills is required. This program does not meet the needs of students with uncontrolled medical conditions and/or major maladaptive behaviors. All students must meet the NOCCCD Student Code of Conduct. Students who use wheelchairs will need to operate them independently.

SCE also offers a variety of other free classes for students with intellectual disabilities, autism spectrum disorder, and other disabilities with similar needs. The classes focus on teaching independent living and employment skills. Among the classes offered are Cooking for Apartment Living, Computer Assisted Instruction, Job Skills, Communication Skills, Self-Advocacy, Relationships and Sexuality, and Banking. Classes meet at various times at three main sites:

Anaheim Campus,  
1830 Romneya Drive  
Anaheim, CA 92801

Cypress Campus  
9200 Valley View  
Cypress, CA 90630

Wilshire Center  
315 E, Wilshire Avenue  
Fullerton, CA 92832

The School of Continuing Education (SCE) collaborates with the Orange County Transportation Authority (OCTA) to provide bus mobility skills training for students. There are two collaborative programs with the Department of Rehabilitation. Workability III (WAIII) is a program to help students get jobs. College to Career (C2C) provides additional supports such as educational coaching and a specialized instructional lab to help students mainstream into non-credit and credit courses through NOCCCD. The Independent Vocational and Educational Supports (IVES) program is a week of educational or vocational coaching through IVES. Students may receive up to 7 hours per week of educational or vocational coaching through IVES. Students must meet the entrance requirements to enroll in each of the SCE/Disability Support Services (DSS) programs.

For more information, please call (714) 484-7057.

## FUNDING

WISE is funded by the NOCCCD/SCE and the Regional Center of Orange County. *Wilshire Vendor #HM1095; Cypress Vendor #H1096; IVES Vendor #HM1096 (same as Cypress WISE)*

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by the *Work, Independence, Self-Advocacy, Education (WISE) Program* to provide additional information on their program services:

### General

- 100% of individuals are satisfied with program according to consumer satisfaction survey
- 19 years average tenure for direct care staff
- 3% turnover rate of direct care staff
- 90% of direct care staff time is monitored by management

### Day Service Activity Indicators

- 40% of program time spent in community recreational/social training
- 15% of consumer program time spent in transporting or working on mobility/transportation skills
- 25% of program time spent in self-advocacy training
- 20% of program time spent in self-care training

### Self-Advocacy and Lifelong Learning

- 100% of consumers participate in completing a Person Centered Plan
- 100% of consumers participate in lifelong learning activities, such as community college, career courses and adult education/vocational trainings
- 10% of consumers utilize functional adaptations that enhance independence
- 10% of consumers use various communication devices
- 70% of consumers are improving their communication skills

### Self-Care

- 10% of consumers have improved their appropriate dress and hygiene skills
- 15% of consumers have improved their appropriate eating skills
- 10% of consumers have benefited from special behavior support as indicated by a positive outcome on a special behavior plan
- 100% of consumers have improved their personal care skills

# WORK CREATION PROGRAM, INC.

## Adult Development Program

1980 Old Tustin Avenue  
Santa Ana, CA 92705

**CONTACT: Ben Behzadi**  
Chief Executive Officer  
Fax: (714) 245-2775

**Ladan Kasmal**  
Executive Director (714) 245-4991

### PROGRAM OVERVIEW

Work Creation serves adults with developmental disabilities who are 18 years of age and older. Program hours are 8:00 a.m. to 2:30 p.m. five days per week. Staff/consumer ratio is *one* staff member *to three* consumers or *one* staff member *to four* consumers as needed. Work Creation currently has staff and consumers who speak English, Spanish, Farsi, Arabic, Korean, Vietnamese and Tagalog. Work Creation is vendored to provide services to individuals living throughout Orange County.

Work Creation offers a *community-based adult development program* that provides intense training in vocational, social/interpersonal, and community skills areas. Employment training takes place on the job. Work placement is varied to accommodate each individual's abilities and interests. Community skill training is done utilizing integrated community resources for work, recreation and personal needs. Participants are trained to gain sufficient interpersonal and community skills to meet situational demands of the business world.

Work Creation Program believes in empowering the individuals they serve to make choices and decisions in their lives. Training is provided in basic human rights and in the fundamental belief of equal opportunity for all. Emphasis is placed on strengthening participants' self-esteem and broadening their perceived scope of capabilities.

The staff at Work Creation are dedicated to design unique programs based on understanding consumers' wants, wishes, and dreams; and assist them in attaining their personal goals with the purpose of living happier and more balanced lives.

### FUNDING

The programs and transportation are funded by the Regional Center of Orange County.  
*Adult Development Center Vendor # H13686; Transportation Vendor #H13685*  
Private pay for services is available on a case by case basis.

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Work Creation Adult Development Program* not included.

# WORK CREATION PROGRAM, INC.

## Behavior Management Program

1980 Old Tustin Avenue  
Santa Ana, CA 92705

**CONTACT: Ben Behzadi**  
Chief Executive Officer  
Fax: (714) 245-2775

**Ladan Kasmai**  
Executive Director (714) 245-4991

### PROGRAM OVERVIEW

Work Creation Behavior Management Program serves adults with developmental disabilities who are 18 years of age and older. Program hours are 8:00 a.m. to 2:30 p.m. five days per week. Staff/consumer ratio is *one* staff member to *three* consumers. Work Creation currently has staff and consumers who speak English, Spanish, Farsi, Arabic, Korean, Vietnamese and Tagalog. Work Creation is vendored to provide services to individuals living throughout Orange County.

Work Creation Program offers a community-based behavior program to individuals with maladaptive behaviors which prevent them from participating in less restrictive environments. Work placement is varied to accommodate individual abilities and interests. Community skill training is done utilizing integrated community resources for work, recreation and personal needs. Participants are trained to gain sufficient interpersonal and community skills to meet situational demands of the business world.

Work Creation emphasizes the use of positive programming and non-punitive behavior modification. It is the goal of the program that through behavioral programming, consumers will receive sound training that will enable them to face life with a strong, positive stance. The behavior strategies and staff at Work Creation attempt to decrease the occurrence of inappropriate behavior patterns. In addition, staff trains more socially acceptable alternatives interchangeable throughout the participant's program at work: differential reinforcement of other behavior, differential reinforcement of alternative behaviors and stimulus control as the individual gains independence and develops a healthy level of self-worth.

Behavioral interventions are devised, written, and monitored by a behavior specialist and the program director. Work Creation Program believes in empowering the individuals they serve to make choices and decisions in their lives. Training is provided in basic human rights and in the fundamental belief of equal opportunity for all. Emphasis is placed on strengthening participants' self-esteem and broadening their perceived scope of capabilities.

### FUNDING

The program and transportation are funded by Regional Center of Orange County. *Behavior Management Vendor #H13675; Transportation Vendor #H13685* Private pay for services is available on a case by case basis.

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Work Creation Behavior Management Program* not included.

## Supported Employment Programs

The second section of the directory includes programs funded by the Regional Center of Orange County and the Department of Rehabilitation. Vocational Rehabilitation offers time-limited training in competitive and supported employment services. Additional funding may be available for college courses, assistive technology assessment/training, and situational vocational assessment. Information about these services can be obtained by calling the Department of Rehabilitation. Consumers who are not eligible for RCOC funding services, may be eligible for supported employment through direct referral to Department of Rehabilitation @ (714) 662-6030. Regional Center of Orange County offers extended services in supported employment programs.

The individual programs and service providers that fall in this category are listed on the following pages. Supported employment programs offer placement services, and initial and follow-up job coach support to persons employed in the community in individual or group placements.

### REFERRAL PROCESS

*The following information is based on Regional Center of Orange County's and Department of Rehabilitation's referral procedures. Early planning and careful review of program services are recommended.*

- Student/Consumer, family or their representative contacts Regional Center of Orange County (RCOC) Service Coordinator or Intake Worker @ (714) 796-5100 to request referral to adult day program.
- RCOC refers case to Department of Rehabilitation (DR) Program Liaison. If it is determined that long term services/support is needed, RCOC picks up funding.
- RCOC Service Coordinator schedules an Interdisciplinary (ID) Team meeting to discuss program options with the student/consumer, family or representative. Student/Consumer, family or their representative may provide their input at this time regarding program options they have explored and would like considered in the initial referral process.
- The ID Team shall consider all options available. The Service Coordinator shall provide the consumer with the most appropriate referrals to meet his/her needs.
- Referral packets are sent to targeted programs.
- Adult programs contact student/consumer and family to schedule a visit, to discuss services, and to meet consumer.
- The student/consumer and family visit the programs and advise RCOC Service Coordinator of their choice.
- Acceptance of the student/consumer into the selected program is determined by that program's ability to meet the needs of the student/consumer. Once services and transportation are approved, a telephone call is then made to the consumer or family member to inform them of the service starting date.

# ELWYN CALIFORNIA

18325 Mt. Baldy Circle  
Fountain Valley, CA 92708

**CONTACT: Henry Michaels**

Director, Orange County Programs; Rehabilitation Services  
(714) 557-6313, Ext. 38222; Fax: (714) 887-0155

## PROGRAM OVERVIEW

Elwyn California provides several programs for persons with physical and mental disabilities who are 18 years of age and older. Elwyn California develops an Individual Rehabilitation Plan with all consumers in the *Supported Employment* and *Adult Day Programs*. The staff-to-consumer ratios vary based on individual needs. Elwyn California currently has staff who can use sign language; and who speak English, Spanish, and Cantonese.

Elwyn offers a wide range of services including individual evaluation, job exploration, external situational assessment, short and long term community-based work, counseling, behavioral intervention, and work study. Specialized services are available for individuals with special needs including sight and hearing impairments and behavioral challenges.

The *Community Integration Program* (CIP) provides partial site based and partial community based training in a *one to four* ratio. The Community Integration program currently has 12 consumers and provides approximately 10 hours of paid work weekly in an integrated setting. The program also provides approximately 20 hours weekly of volunteer work, job exploration, external situational assessments, destination/mobility training, and life experiences through community integration services training. Consumers might consider the Community Integration Program if they want to be prepared for/guided through future supported employment placement. Elwyn California now offers the *Employment First Program*. Once employment in the community is obtained, consumer is provided with 100% job coaching support, both on and off the job. Regardless of the number of hours worked, Elwyn California offers services to enhance the consumer's week with additional community experiences as needed.

The Elwyn California *Supported Employment Services Program* serves over 150 individuals providing job development, job matching, external situational assessment, individual placement, group placement, job coaching and orientation, destination training, job modification, counseling, and SSI advocacy. Elwyn California's *Customized Employment Service* will negotiate with potential employers to customize a job for individuals including accommodations. If owning a business is a goal, Elwyn can assist in developing a business plan, legal requirements, business start up, and provide on-going support.

The Elwyn California *Adult Day Program* serves 35 individuals with emerging needs and changing skill levels that will present health and safety concerns in the near future. The program provides each participant with options to enhance personal growth and skill retention through a curriculum focused on safety, wellness, education, recreation/leisure, part-time work (optional), community access, and choice-making skills. The program is actively exploring expansion which is anticipated to come to fruition later this year.

Elwyn California Mission Statement: Through personal commitment, collective talents and innovation, Elwyn California supports individuals with diverse challenges in shaping distinctive, meaningful lives.

## FUNDING

The programs and transportation are funded by the Regional Center of Orange County. *Supplemental Day Services Program Support Services #P20891, Service Code 110 Fountain Valley. SEP, Group Placement—#HM0367, Service Code 950 Fountain Valley. SEP, Individual Placement —#HM0368, Service Code 952 Fountain Valley. ADP—#HM0448, Facility #306002963. Micro-Enterprise #HMO754, Service Code 952 Fountain Valley. Community Integration Program (CIP) HM1087, Service Code 510. Integration Training Program #PM2410, Service Code 055.* Private pay for services is available.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Elwyn California* to provide additional information on their program services:

### General

- 95% of individuals on site and in supported employment are satisfied with program according to consumer satisfaction survey

### Vocational

- 100% of employed consumers in the community received annual reviews and pay increases on the same basis as all company employees based on prevailing language
- 27% of consumers in the community are in volunteer work placement

### Day Service Activity Indicators

#### *Community Program*

- 44% of program time spent in recreational/social training
- 20% of program time spent in transportation/mobility training
- 10% of program time spent in self-advocacy training

### Self-Advocacy and Lifelong Learning

- 33% of consumers receive self-advocacy training in a formal classroom setting
- 80% of consumers receive self-advocacy training in informal settings where activities are primarily focused on other goals
- 100% of consumers participate in completing a Person Centered Plan
- 50% of consumers utilize functional adaptations
- 5% of consumers use various communication devices
- 75% of consumers are improving their communication skills

### Self-Care

- 75% of consumers have improved their appropriate dress and hygiene skills
- 10% of consumers have benefited from special behavior support plans
- 60% of consumers have improved their personal care skills

# GOODWILL INDUSTRIES OF ORANGE COUNTY

## Supported Employment Program

410 North Fairview  
Santa Ana, CA 92703

**CONTACT: Crystal Quintanilla**

Intake Manager  
(714) 547-6308, Ext. 332  
Fax: (714) 541-6531  
crystal@ocgoodwill.org

### PROGRAM OVERVIEW

Goodwill Industries of Orange County offers programs designed to serve individuals with disabilities who are 16 years of age and older. Typical program hours are 8:00 a.m. to 3:30 p.m., Monday through Friday. Program hours and staff/consumer ratios vary in each training area. Individuals who are not ambulatory must have the ability to operate their wheelchairs independently, and individuals must be able to handle all personal needs. Prior to starting a program, consumers must provide verification of a disability and identification documentation. Goodwill currently has staff and consumers who are deaf and hard of hearing. Consumers speak English, Vietnamese, Chinese, and Spanish. Consumers also use augmentative and alternative communication devices.

The main facility provides Internal Situational Assessments (ISA) and training. ISA and training are available in the following areas: packaging and assembly, janitorial, dock, processing, retail sales, and maintenance. In addition to training, consumers have the opportunity to participate in English as a Second Language (ESL) and Job Seeking Skills Training (JSST) classes. An assigned counselor provides individual support. Services are available in English, Spanish, Vietnamese, Chinese and American Sign Language.

Goodwill Industries' *Supported Employment Program* offers training and support at a variety of work sites. Supported work placement may include data entry, manufacturing and packaging, mail clerk, laundry, child care, office work, retail, janitorial, and food services. Ongoing and follow-up employment services are available to consumers in individual and group placements.

Goodwill offers: Assistive Technology Evaluations and Training; Internal Situational Assessment; External Situational Assessment and Training; Mobility Training; and Transitional Employment with schools. Goodwill also offers *Customized Employment*.

The goal of Goodwill Industries of Orange County is to provide training opportunities so that individuals may achieve their highest level of personal and economic independence.

### FUNDING

The programs and transportation for adults with developmental disabilities are funded by the Regional Center of Orange County. *Supported Employment, Group Placement — Vendor #HM0386, Service Code 950 Santa Ana. Supported Employment, Individual Placement— Vendor #HM0387, Service Code 952 Santa Ana*

Private pay for services is available on a case by case basis.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Goodwill Supported Employment* to provide additional information on their program services:

### **Direct Placement**

- On average, it took 18.3 weeks to place a consumer on a job in the community
- On average, a consumer earned \$10.87 per hour
- On average, a consumer worked 28.5 hours per week

### **Supported Employment**

- On average, it took 11.5 weeks to place a consumer on a job in the community
- On average, a consumer earned \$8.97 per hour
- On average, a consumer worked 35.9 hours per week

All placements in the community are paid employment. Subcontract placements are renewed year to year.

# LINCOLN TRAINING CENTER

## Supported Employment Program

**CONTACT: Casey Richards**

Director Community Services  
(626) 442-0621, Ext. 2553  
caseyr@lincolntc.org

**Main Office**

2643 Loma Ave.  
South El Monte, CA 91733  
Website: [www.lincolntc.org](http://www.lincolntc.org)

### PROGRAM OVERVIEW

Lincoln Training Center currently provides supported employment services in the Orange County area. Lincoln Training Center is a not-for profit, 501(c)(3) organization founded in 1964 that provides vocationally focused services and paid employment opportunities for adults with developmental disabilities. All services provided to participants are certified by the Department of Rehabilitation and are subject to CARF accreditation.

Lincoln Training Center's services are individualized to meet the person's needs, strengths, work preferences, and vocational goals outlined in the Regional Center's Individual Program Plan. Participants must be referred by the Department of Rehabilitation or State Regional Center, be at least 18 years of age, and be able to benefit from the services.

Lincoln Training Center's Supported Employment Program provides job development, placement, and retention services, to eager and qualified workers interested in community employment.

### FUNDING

All participants are funded through the State of California's Department of Rehabilitation program or through the Regional Center of Orange County. *Supported Employment, Group Placement/950, Vendor #HP3553; Supported Employment, Individual Placement/952 – Vendor #HP3554*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Lincoln Training Center's Supported Employment Program* not included.

# MID-CITIES ARC

## Supported Employment Program

1277 S. Lyon St., Suite 501  
Santa Ana, CA 92705

**CONTACT: John B. Wagner**  
Executive Director  
(714) 285-2645  
Fax: (714) 285-2649

### PROGRAM OVERVIEW

Mid-Cities ARC offers a *supported employment service* for adults with developmental disabilities 18 years of age and older. Program hours vary depending on individual work schedules.

Mid-Cities ARC provides integrated behavior support to individuals employed in the community. Mid-Cities also provides support to individuals who may have dealt with drug and alcohol addiction, behavior issues, or be at risk of incarceration. Individuals are matched with paid jobs that are developed to meet individual employment needs. In addition to stressing vocational skills, the agency promotes learning, independent living, socialization, and self-actualization. Current placements include landscaping, janitorial, warehouse, retail, customer service, and food services job areas.

The primary objective of Mid-Cities ARC is to increase self-sufficiency and provide an atmosphere conducive to each individual working at his/her potential.

### FUNDING

The program and transportation are funded by the Regional Center of Orange County. *Supported Employment Group Placement - Vendor # HM0391, Service Code 950 Santa Ana*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *Mid-Cities ARC Supported Employment Program* not included.

# MY JOB COUNTS/OCAAC

## Community Employment Services Program

### Direct Placement and Supported Employment

225 West Carl Karcher Way  
Anaheim, CA 92801-2499

**CONTACT: Fortune Guzman**  
(714) 744-5301, Ext. 141  
Fax: (714) 744-5312  
Fortune@MyDayCounts.org  
Website: www.mydaycounts.org

#### PROGRAM OVERVIEW

Community Employment Services Program provides supported employment and direct placement services to adults with disabilities who are 18 years of age and older. Consumers may select a variety of work hours based on their needs and individual choice. Staff ratio to consumer varies depending on needs of the individual. Community Employment Services Program currently has staff who speak English, Spanish, German, Vietnamese, and Tagalog. Consumers in the program speak English, Spanish and Vietnamese; and use augmentative or alternative communication.

Community Employment Services places and supports individuals in a wide range of job sites. Placement sites are determined by individual preference and skills. Current placements include clerical, grocery, retail, manufacturing, shipping and receiving, janitorial, hotel services, food services, waste recycling, movie theaters, laundry services, and grounds maintenance. There are recreational and leisure activities offered, and money management training is available.

A VR (Vocational Rehabilitation) Assessment Program offers specialized services, including job site analysis, job exploration, and situational assessment where individuals can work at job sites for short periods of time to assess their likes, dislikes and skills. This program is designed to meet specific, individual needs in preparing for and obtaining community employment.

Community Employment Services program is designed to increase the individual's level of independence in the workplace and the community. A school-to-work transition component is in place to assist with job placement and support while students are still in school; and to transition them from high school to the work place.

Orange County Adult Achievement Center (OCAAC) is a private, non-profit, Human Services organization serving persons with disabilities in Orange County. It is the goal of OCAAC to recognize the dignity of all individuals. In their commitment to this philosophy, they deliver a broad base of support services, outreach, and employment opportunities.

#### FUNDING

The programs and transportation for adults with developmental disabilities are funded by the Regional Center of Orange County. *Supported Employment, Group Placement – Vendor #HM0364, Service Code 950 Anaheim. Supported Employment, Individual Placement – Vendor #HM0365, Service Code 952 Anaheim* Private pay for services is available on a case by case basis.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Community Employment Services* to provide additional information on their program services:

### **General**

- 100% of both supported employment and direct placement consumers satisfied with services according to consumer satisfaction survey
- 100% of employers satisfied with services

### **Vocational**

- 60 days average time for job search for community job placement per consumer
- 100% of referred consumers are employed in community businesses
- Twenty hours average per week per consumer employed through direct hire in the community
- 100% of consumers employed in individual placement received annual reviews and raises on the same basis as all company employees

# PROJECT INDEPENDENCE

## Supported Employment Program

3505 Cadillac Drive, Suite O-103  
Costa Mesa, CA 92626

**CONTACT: Tim Chervenak**  
Director of Employment Services  
(714) 549-3464, Ext. 242  
Fax: (714) 549-3559  
tim@proindependence.org

**Debra Marsteller**  
Executive Director  
Website: [www.proindependence.org](http://www.proindependence.org)

### PROGRAM OVERVIEW

Project Independence serves people with developmental disabilities who are 18 years of age and over. Project Independence Supported Employment Program provides training and support in the work environment. Service hours are flexible as many consumers work varied shifts, with both full-time and part-time hours.

The purpose of the Supported Employment Program is to offer consumer driven services that support the goals of the person centered plan. A primary function of Project Independence is to locate and/or develop individual placements in the community and to provide job coaching services as needed. The program currently provides services to individuals in a variety of job areas.

Project Independence also has an Independent Living Program that provides in-home support to individuals living independently in the community. Services include but are not limited to, banking and financial assistance, menu planning, nutrition, grocery shopping, reviewing safety, health and medical assistance, grooming, laundry, socialization, and mobility training.

### FUNDING

The programs and transportation for adults with developmental disabilities are funded by the Regional Center of Orange County. *Supported Employment, Individual Placement Vendor #HM0378 Service Code 952, Group Placement Vendor #HM0377 Service Code 950.* Private pay for services is available.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Project Independence's Supported Employment Program* to provide additional information on their program services:

### **Services**

- All services, from job development and placement, to job coaching and support, are provided 100% in the community

### **Staff Training**

- Staff are highly trained, provide energetic and dedicated support, and utilize innovative job coaching techniques
- Project Independence managers monitor job coach performance in the community as they work directly with people they support at job sites
- New staff must pass Direct Support Professional training
- Experienced staff work toward achievement through frequent in-service training opportunities
- Managers provide monthly training on topics ranging from working with employers and co-workers, building natural supports, and identifying issues that can be resolved through collaboration on meaningful annual goals

### **Vocational**

- The Project Independence Supported Employment program currently serves 160 people with disabilities, both at jobs in the community and in the job development process
- New placements have an 85-90% job retention rate
- 20-25 hours average per week per consumer, with most directly hired by employers in the community
- \$11.04 average earnings per hour per consumer employed through direct hire in the community
- 10+ years average consumer job tenure in paid community employment

# SVS

## Supported Work Program

245 West Cerritos Avenue  
Anaheim, CA 92805

**CONTACT: Rosalind Ford**  
Regional Director  
**Alexa Tejada**  
Program Director  
SVS Anaheim Office  
(714) 239-2040  
Fax: (714) 239-2041

### PROGRAM OVERVIEW

SVS (Social Vocational Services) programs are designed based on the needs of consumers and the goal of supporting them in leading healthy and productive lives within the community. The SVS Anaheim office provides the Supported Employment component for Group Services and Individual Placement and Residential component for Supported and Independent Living.

*SVS Group Services (CPO)* provides consumers with the opportunity to work in the local business of their choice. CPO jobs are specially matched to consumer's stated interests, abilities, and special needs. The program focuses on maintaining paid employment in a community setting. SVS employs a Job Development Team to develop work opportunities based on the needs and desires of consumers. On-site job coaches provide the training, support and supervision in a *one to four* staff-to-consumer ratio. The CPO group receives on-the-job training and is supervised one hundred percent of the workday. The typical program week varies from 5.5 to 8 hours a day, five days a week. Transportation can be provided for consumers when needed and when approved by the Regional Center. Consumers receive paychecks two times per month. Examples of settings where groups work include corporate mailrooms, automobile dealerships, retail businesses, and janitorial services. Many individuals choose to work in Group Services to enhance their job skills and later transition to Individual Placement if it is their goal.

*SVS Individual Placement (CPI)* Program provides the support needed for persons with disabilities to obtain and keep their own jobs in the local community. Each individual is hired directly by the employer. Consumers receive the same pay, benefits and responsibilities as non-disabled co-workers. SVS assists consumers in on-the-job training, increasing their knowledge of career options as related to market awareness. The Job Development teams assist with interview preparation and techniques, the application process, and hiring paperwork. Once a job is accepted, a job coach assesses the consumer's adaptive needs, assists the consumer to learn the job, assimilate into the job culture and develops natural supports within the work environment. SVS assists with job change, promotion, and/or job loss if needed. A consumer's work schedule is contingent upon the policies and needs of the employer.

Eligibility requirements for CPO and CPI include the ability to work productively in a group, work five or more hours per day, and meet all U.S. Citizen and Immigration Services eligibility verification for employment.

### FUNDING

The programs are funded by the Regional Center of Orange County. *Supported Employment, Group Placement Vendor #HM0375, Service Code 950 Anaheim. Supported Employment, Individual Placement – Vendor #HM0376, Service Code 952 Anaheim. Transportation for CPO - #HM0185*

## PERFORMANCE INDICATORS AND OUTCOMES

Outcome information for *SVS Supported Work Program* not included.

# VOCATIONAL VISIONS

## Supported Employment Program and House of Champions Clubhouse

Supported Employment  
26041 Pala  
Mission Viejo, CA 92691

House of Champions  
23612 Alambre  
Mission Viejo, CA 92691

**CONTACT: Roland Fernandez**  
Sr. Manager Employment and Day Programs  
(949) 837-7280, Ext. 202  
rfernandez@vocationalvisions.org

**Melody Downey**  
Clubhouse Supervisor  
(949) 294-9102  
mdowney@vocationalvisions.org

### PROGRAM OVERVIEW

Vocational Visions offers programs for adults with intellectual and other disabilities who are 18 years of age or older. The Supported Employment Program provides *community-based* support services in a group setting or on an individual placement basis. Program hours vary depending on individual consumer's work schedule. Vocational Visions currently has staff who can use sign language; and who speak English, Spanish, Tagalog and Tavalu. Consumers in the programs sign; speak English, Spanish, Tagalog, Tuvaluan, Chinese and French. Individual in the programs sign, speak English, Spanish, Tagalog, and Vietnamese; and use augmentative and alternative communication.

The Vocational Visions Supported Employment Program offers job development, placement, training and ongoing support services to individuals with developmental disabilities seeking employment in southern Orange County. The Supported Employment program promotes opportunities for individuals to excel in their positions and achieve their highest level of personal independence. Job sites/descriptions include public parks, a library, grocery stores, child care, a veterinary play group attendant, a recreation center, resort stewards, instructional aide, clean room and dining room attendants, maintenance aides, and parts assembly.

The House of Champions Clubhouse is a social/recreational program that is open to all adults with developmental disabilities. Clubhouse hours are Fridays 2:30 p.m. to 7:30 p.m. and Saturdays 12:00 p.m. to 7:00 p.m. Activities include cooking, arts, music, karaoke, bingo, movie night, dances, internet access to video and computer games, and special events. Quarterly tuition payments are \$100. Monthly membership dues are \$20 and there is a \$3 fee for those who would like to join the members for dinner. Transportation is the responsibility of the member. You do not have to be a consumer of Vocational Visions to join the House of Champions Clubhouse. House of Champions has a Facebook page @ [houseofchampionsclubhouse.org](https://www.facebook.com/houseofchampionsclubhouse.org)

### FUNDING

The programs are funded by Regional Center of Orange County. *Supported Employment, Group Placement – Vendor #HM0371, Service Code 950 Mission Viejo. Supported Employment, Individual Placement – Vendor #HM0372, Service Code 952 Mission Viejo*

Private pay for services is available.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Vocational Visions Supported Employment Program* to provide additional information on their program services:

### **Supported Employment Program**

It is the goal of the Supported Employment Program to provide vocational resources to persons with developmental and other disabilities in order for them to obtain and retain employment in community-based settings. The program admits consumers who desire and are able to benefit from Supported Employment Services. Services provided include pre-placement/job search, individual and group placements, job coaching, remunerative employment, and transportation coordination.

#### **General**

- 90% of individuals are satisfied with program according to consumer satisfaction survey

#### **Vocational**

- 90% of consumers retained their employment
- Consumers average 20-25 hours of employment per week through direct hire in the community
- On average a consumer earns \$10.50 per hour

# WESTVIEW SERVICES, INC.

## Supported Employment Programs

**CONTACT: Maria Prado**

Program Manager  
Employment Services- OC  
1655 Euclid, Suite A  
Anaheim, CA 92802  
(714) 778-2606; Fx (714) 778-2680

**Marina Margaryan**

Operations Director  
Westview Employment Services  
301 E. Glenoaks Blvd., Suite 7  
Glendale, CA 91207  
(818) 242-0068; Fx: (818) 242-0038

**Gregg Gann, CEO**

Corporate Officer  
10522 Katella Avenue  
Anaheim, CA 92804  
(714) 517-6606; Fax: (714) 517-6613

### PROGRAM OVERVIEW

Westview Supported Employment Programs serve adults with developmental disabilities who are 18 years of age and older. The Multi-Cultural Supported Employment Program specializes in working with adults with disabilities of varying ethnicities. Westview currently has staff and consumers who speak English, Spanish, Vietnamese, Chinese, Korean, Tagalog, Singhalese, Arabic and Farsi.

As part of its job development efforts, Westview offers pre-employment classes that cover the job search process, grooming and hygiene, preparing applications and resumes, interviewing skills, safety, and self-advocacy. The program also offers job exploration, job placement, external situational assessment, personal vocational social adjustment, on-the-job training and mobility training.

Westview emphasizes individual choice and facilitates the natural support system at employment sites to promote greater independence of each person served. Job placement areas may include: clerical, child care, retail, customer service, auto detailing, food service, manufacturing, shipping/receiving, assembly, animal care, cashiering, grocery, electronics, theater, security, hotel services, landscaping, and maintenance. Westview provides individual or group placements based upon each person's preferences and needs. Consumers who are not eligible for Regional Center may contact Department of Rehabilitation for additional employment services offered through Westview. Westview is dedicated to enriching the lives of people through services designed to realize their potential.

### FUNDING

The programs are funded by the Regional Center of Orange County and the Department of Rehabilitation. *Group SEP - 130 - Vendor #HM0384, Service Code 950 Westminster; Group SEP - 140- Vendor #HM0389, Service Code 950 Westminster; Group SEP - 1835- Vendor #HM0382, Service Code 950 Anaheim. Individual Placement SEP - 130- Vendor #HM0385, Service Code 952 Westminster; Individual Placement SEP - 140- Vendor #HM0390, Service Code 952 Westminster; Individual Placement SEP - 1835- Vendor #HM0383, Service Code 952 Anaheim* Private pay for services is available.

## PERFORMANCE INDICATORS AND OUTCOMES

The following outcome information was selected by *Westview Supported Employment Program* to provide additional information on their program services:

### **Westview Supported Employment Program, Anaheim**

#### **Vocational**

- 100% of employed consumers receive annual reviews and pay increases on the same basis as all company employees
- 100% of employed consumers have annual work performance objectives to help ensure continuous improvement
- 85 consumers are employed in the community
- 18 hours average per week per consumer employed through direct hire in the community
- \$11.42 average earnings per hour per consumer employed through direct hire in the community
- 98% of consumer are satisfied with their jobs

# APPENDIX A

## Orange County Department of Education Special Education Services

### Adult Program Visitation Guide

The following is a list of suggested questions that you as a consumer and/or parents might ask adult service providers when visiting adult day programs. You might want to review questions ahead of time and note specific issues that may affect you/your son or daughter. When visiting a community-based site you might ask to observe individuals who have similar support needs to you/your son or daughter.

Program Name: \_\_\_\_\_

Program Hours: \_\_\_\_\_ How many individuals does your program serve? \_\_\_\_\_

What is the current staff/consumer ratio? \_\_\_\_\_

What transportation is available to get to and from program? \_\_\_\_\_

Is program serving other individuals who live in the area in which you/your son or daughter live? \_\_\_\_\_

Describe any problems your program is experiencing related to transportation. \_\_\_\_\_

If program is facility-based, describe facility setting in terms of:

Heating \_\_\_\_\_ Air conditioning \_\_\_\_\_ Safety \_\_\_\_\_

Restroom/Changing Area/Privacy \_\_\_\_\_

If program is community based, how are individual personal needs cared for in the community? \_\_\_\_\_

What emergency "back-up" systems are in place for individuals both on and off site? Include disaster preparedness measures. \_\_\_\_\_

How are other special/medical needs taken care of on-site and in the community? E.g., what supports are in place for individuals with behavior management needs? If the program serves individuals with special medical needs, what special training/emergency response is planned for seizures, G-tube, heart problems, etc.? Is an RN available?

How many hours per day are individuals spending in the community? \_\_\_\_\_

On public transportation? \_\_\_\_\_ On-site hours? \_\_\_\_\_

What alternative activities/sites are available if it rains? \_\_\_\_\_

How are individual needs determined? \_\_\_\_\_

What are the types of goals individuals are working on? *(If possible, obtain a copy of a sample Individual Program Plan)*

How long does it typically take individuals to obtain a job? \_\_\_\_\_

**Adult Program  
Visitation Guide  
Page 2 of 2**

How are individuals' skills and interests considered prior to job development? \_\_\_\_\_

What are the current job/volunteer placements? \_\_\_\_\_

What are some of the tasks performed at the worksites? \_\_\_\_\_

How is pay determined? \_\_\_\_\_

What is the current employment rate and average hourly wage received by consumers? \_\_\_\_\_

What community activities, including recreational, are individuals involved in? *(If possible, obtain a copy of a sample community calendar)* \_\_\_\_\_

If program is facility-based, describe on-site activities/materials/equipment: \_\_\_\_\_

How are choices solicited and implemented in work and non-work activities? \_\_\_\_\_

How often are consumers surveyed on satisfaction of services, and how is this information obtained? \_\_\_\_\_

Describe qualifications and turnover rate of management and direct support staff. Include hiring practices such as fingerprinting or drug testing: \_\_\_\_\_

Do consumers ever miss program days because of staff limitations? What back up is available for absent staff? \_\_\_\_\_

What types of staff development activities are available, and how often do job coaches/direct staff participate? \_\_\_\_\_

Additional questions you may have for adult service provider regarding availability of services for you/your son or daughter. *E.g., What adaptive technology is available to consumers?* \_\_\_\_\_

## APPENDIX B

### Adult Program Ratios

<b>Program</b>	<b>Ratio</b>
Abilities Unlimited .....	1:3;1:2;1:1
Adaptive Behavior Center, Inc .....	1:3;1:2;1:1
Adult Enrichment Center .....	1:3;1:2
Adult Program Services .....	1:3;1:1
Anaheim Adult Day Care & Mayfair .....	1:3;1:2;1:1
Aspire .....	1:6
Behavior Resources Community Program .....	1:3;1:1
CAPC .....	*
CAVA .....	1:3
Clear Motivations .....	1:4;1:1
Cole Vocational Services .....	1:3;1:2;1:1
Creative Identity .....	1:4
Discovery LLC .....	1:3
Dreams of America .....	1:4;*
Easter Seals Adult Development Program/Behavior Management .....	1:3/1:3;1:2;1:1
Elwyn California .....	*
Empower .....	1:4
Encore .....	1:3
Goodwill's Community-Based Programs/SEP .....	1:4;1:3;1:2;1:1;*/*
Helping Hands for Better Living, Inc. ....	1:3;1:1
Hi Hopes Identity Discovery Foundation, Inc. ....	1:8
Integrated Resources Institute Mentor Employment .....	1:3;1:1;*,**
Integrity House/Harbor House Clubhouses .....	1:6;1:1
Learning Light .....	1:4;*
Lincoln Adults with Disabilities Program .....	1:8
Lincoln Training Center Supported Employment Program .....	*
Mid-Cities ARC/Mid-Cities ARC Supported Employment Program .....	1:3;1:1/*
My Day Counts/OCAAC Consumer ChoiceLife Unlimited .....	1:6;1:8/1:4;*
My Job Counts/OCAAC Community Employment Services .....	*
No Limits .....	1:4
OC Bridges Adult Day Program .....	1:3;1:2;1:1
Partners for Potential .....	1:3
People's Care Community and Day Services .....	1:3;1:2;1:1
PRIDE/ABEDI .....	1:4;1:3;1:2;1:1
Progressive Community and Vocational Services .....	1:3;1:2;1:1
Project Independence Adult Development Program/Behavior Support Services/ Harmony .....	1:4/1:3;1:2;1:1/1:4
Project Independence Supported Employment Program .....	*
Real Challenges 505/510 Programs .....	1:7/1:4
RIO TAP/TAAC .....	1:4/1:8*
SAGE .....	1:3;1:2;1:1
SAIN .....	1:4
STEP/Institute for Applied Behavior Analysis .....	1:3;1:2;1:1
SVS Supported Work Program .....	*
Vocational Visions Adult Development; Day Training Activity .....	1:4/1:6;1:3;1:2;1:1
Vocational Visions Emeritus Program/ Health Related Services .....	1:4;1:3;1:2;1:1/1:3;*
Vocational Visions Supported Employment .....	*
Westview Site-Based/ Partial Site-Based/ Senior Programs .....	1:3/1:3/1:5
Westview Community-Based/ Multi-Cultural/Behavior Management/SEP .....	1:4/1:4/1:3/*
WISE/NOCCCD/Cypress College; Wilshire Center .....	1:4
Work Creation Adult Development/Behavior Management Programs .....	1:4/1:3

\* Ratio varies depending on needs of individual consumers.

\*\* Natural/Mentor Support

## APPENDIX C

### Additional Information

The following agencies and resources may be of assistance to you in improving interagency collaboration and individual transition planning services. Support agencies are also listed that provide advocacy services and that may provide information on programs not listed in this directory.

### Related Agencies/Resources

**Coastline Community College  
Intellectual Disabilities Program**

**Newport Beach Center**

(714) 241-6214

[www.coastline.edu/](http://www.coastline.edu/)

**Comfort Connection Family Resource Center**

(714) 558-5400; (888) 372-2229

[www.rcocdd.com/](http://www.rcocdd.com/)

**Dayle McIntosh Center**

(714) 621-3300; (949) 460-7784

[www.daylemc.org/](http://www.daylemc.org/)

**Department of Rehabilitation**

(714) 662-6030

[www.rehab.cahwnet.gov/](http://www.rehab.cahwnet.gov/)

**The State Council on Developmental Disabilities  
Area Board XI**

(714) 558-4404

[www.scdd.ca.gov/](http://www.scdd.ca.gov/)

**FAN: Family Autism Network**

[www.faninfo.org/](http://www.faninfo.org/)

**NAMI/California Orange County  
National Alliance on Mental Illness**

(714) 544-8488

[www.namio.org/](http://www.namio.org/)

**Orange County Asperger's Support Group**

[www.ocaspergers.org/](http://www.ocaspergers.org/)

**Orange County Learning Disabilities Association**

[www.oclda.org/](http://www.oclda.org/)

**Regional Center of Orange County**

(714) 796-5100

[www.rcocdd.com/](http://www.rcocdd.com/)

**Social Security Administration/  
Supplemental Security Income (SSI)**

(800) 772-1213

[www.socialsecurity.gov/disability/ssi](http://www.socialsecurity.gov/disability/ssi)

**Spectrum Success/Orange County**

(951) 523-7808

[www.spectrumsuccess.org/](http://www.spectrumsuccess.org/)

**St. Jude Brain Injury Network**

(714) 446-5626; (866) 785-8332

[www.tbic.org/](http://www.tbic.org/)

**Team of Advocates for Special Kids (TASK)**

(714) 533-8275; (866) 828-8275

[www.taskca.org/](http://www.taskca.org/)

**Transition: School to Adult Life Resources**

<http://www.calstat.org/transitionmessages.html>

# APPENDIX D

## Adult Program Roster

### **Abilities Unlimited (AU)**

26447 Rancho Parkway South  
Lake Forest, CA 92630  
Contact: Rick Perez, (949) 716-3970

### **Adaptive Behavior Center**

1103 S. Harbor Blvd., #F  
Santa Ana, CA 92704  
Contact: Joe Lee, (714) 531-2800

### **Adult Enrichment Center**

3 Corporate Park, Suite 130  
Irvine, Ca 92606  
Contact: Pete Perez (714) 576-2688, Ext. 101

### **Adult Program Services**

2324 N. Batavia St., Ste. 108  
Orange, CA 92865  
Contact: Josephine Manahan  
(714) 602-6777

### **Anaheim Adult Day Care**

2557 W. Woodland Drive  
Anaheim, CA 92801  
Contact: Amed Franco, (714) 527-4888

### **Aspire Creative Arts Program**

800 S. Lemon Street  
Anaheim, CA 92805  
Contact: Janice Reyes (714) 635-5261

### **Behavior Resources**

7755 Center Ave., Ste. 1100  
Huntington Bch, CA 92647  
Contact: Myrna Sanchez, (714) 372-2204

### **CAPC, Inc.** 111 W. Las Palmas Drive

Fullerton, CA 92835  
Contact: Itzel Ayala (562) 693-8826

### **CAVA** 15237 Springdale

Huntington Beach, CA 92649  
Contact: Julia Varga (714) 898-8866

### **Clear Motivations**

22603 La Palma Ave., Ste. 304  
Yorba Linda, CA 92887  
Contact: Norberto Colin (714) 386-1292

### **Cole Vocational Services**

12377 Lewis Street, Suite 104  
Garden Grove, CA 92840  
Contact: Jaime Ganiron, (714) 703-8459

**Creative Identity** 2580 W. Orange Ave  
Anaheim, 92804  
Contact: Cynthia Smith, (714) 527-2508

### **Dreams of America**

14 Goodyear, Suite #110 Irvine, CA 92618  
Contact Tala Fazeli, (949) 398-7698

### **Discovery LLC** 12843 Beach Blvd.

Stanton, CA 90680  
Contact: John Doan, (714) 892-0754

**Easter Seals** 500 W. Central Ave., Ste. A  
Brea, CA 92821  
Contact: Nancy Cross, (714) 672-0866

### **Elwyn CA** 18325 Mt. Baldy Circle

Fountain Valley, CA 92708  
Contact: Henry Michaels  
(714) 557-6313, Ext. 38222

### **Encore** 15241 Springdale

Huntington Beach, CA 92649  
Contact: Lisa Crowley, (714) 898-8884

### **Goodwill Community-Based Services**

1221 E. Dyer Road, Ste. 105  
Santa Ana, CA 92705  
Contact: Kathi Millett, (714) 541-2540

### **Goodwill Industries SEP**

410 N. Fairview Santa Ana, CA 92703  
Contact: Crystal Quintanilla, (714) 547-6308

### **Harbor House Clubhouse**

27611 La Paz Rd, Ste C  
Laguna Niguel, CA 92677  
Contact: Dave DeMello  
(949) 446-8747, Ext. 221

### **Helping Hands for Better Living**

10281 Chapman Ave.  
Garden Grove, CA 92840  
Contact: L. Jeanette Tatum (714) 530-4489

### **High Hopes Identity Discovery**

121 S. Citron St. Anaheim, CA 92812  
Contact: Penelope Agosta, (714) 778-4440

### **Integrated Resources Institute**

23172 Plaza Pointe Dr. #110  
Laguna Hills, CA 92653  
Contact: Joseph Nacario (714) 232-1172

### **Integrity House Clubhouse**

2043 N. Broadway S.A. 92706  
Contact: Cathy DeMello, (714) 542-0855

### **Learning Light** 1212 E. Lincoln Ave

Anaheim, CA 92805  
Contact: Kerri Ramaley  
(714) 533-2314, Ext. 208

### **Life Unlimited** 1147 N Anaheim Blvd.

Anaheim, CA 92801  
Contact Ray Nash  
(714) 744-5301, Ext. 152

### **Lincoln Adults with Disabilities**

11262 Garden Grove Blvd.  
Garden Grove, CA 92843  
Contact: Peggy Hauret, (714) 663-6305

### **Lincoln Training Center**

Contact: Casey Richards  
(626) 442-0621, Ext. 2553

### **Mayfair ADC** 1524 Mayfair Avenue

Orange, CA 92869  
Contact: Amed Franco, (714) 771-8300

### **Mid-Cities ARC** 1277 S. Lyon St., Ste. 501

Santa Ana, CA 92705  
Contact: John B. Wagner, (714) 285-2645

### **My Day Counts/OCAAC**

225 West Carl Karcher Way  
Anaheim, CA 92801 (714) 744-5301

### **No Limits** 331 Thor Pl Brea, CA92821

Contact: Courtni English (714) 674-0368

### **OC Bridges Adult Day Program**

27132A Paseo Espada, Ste 422  
San Juan Capistrano, CA 92675  
Contact: Ryan Perez (949) 234-8250

### **Partners for Potential**

12912 Brookhurst St., Ste.440  
Garden Grove, CA 92840  
Contact: Jenny Park, (714) 534-0598

### **People's Care**

100 Spectrum Dr., Ste 900  
Irvine, CA 92618  
Contact: Barbara Nguyen (626) 862-6348  
Catherine Bennage (626) 506-1436

### **PRIDE/ABEDI**

2082 Business Ctr Drive, Ste. 282  
Irvine, CA 92612  
Contact: Desirée Fehmie, (949) 250-1101

### **Progressive Community & Voc. Services**

2034 Placentia Avenue  
Costa Mesa, Ca 92627  
Contact: Hector Navarro (949) 548-0744

### **Project Independence**

3505 Cadillac Avenue, Ste O-103  
Costa Mesa, CA 92626  
Contact: Bob Watson  
(714) 549-3464, Ext. 285  
SEP/Tim Chervenak, Ext.242

### **Real Challenges**

3584 E. Enterprise Drive  
Anaheim, CA 92807  
Contact: Liz Calvo, (714) 238-9203

### **RIO** 1800 E. LaVeta Ave.

Orange, CA 92866  
Contact: Sandra Walker  
(714) 633-7400, Ext. 218

### **SAGE** 607 N. Poplar Street

Orange, CA 92868  
Contact: German R. Munoz,  
(714) 931-9242

### **SAIN** 13139 Harbor Blvd.

Garden Grove, CA 92843  
Contact: Janice Bui, (714) 537-7808

### **STEP** 2333 N. Broadway, Ste. 100

Santa Ana, CA 92706  
Contact: Jennifer Richey (714) 543-8540

### **SVS** 245 West Cerritos Ave.

Anaheim, CA 92805  
Contact: Alexa Tejada (714) 239-2040

### **Vocational Visions**

26041 Pala  
Mission Viejo, CA 92691  
(949) 837-7280

### **Westview Services**

1655 S. Euclid St. Anaheim, CA 92802  
(714) 635-2444

### **WISE/NOCCCD**

Cypress College & Wilshire Center  
Contact: Adam Gottdank, (714) 484-7057

### **Work Creation Program**

1980 Old Tustin Ave.  
Santa Ana, CA 92705  
Contact: Ben Behzadi (714) 245-4991