**Unit Information:**

<table>
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<tr>
<th>Unit Name(s):</th>
<th>GCE Employment and Support Services</th>
<th>A.U. #(#s):</th>
<th>654</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Address(es):</td>
<td>2001 North “E” Street Pensacola, FL 32501</td>
<td>Date of Plan:</td>
<td>January 2018</td>
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<tr>
<td>CARF Program Type(s):</td>
<td>Community Employment Services(CES)</td>
<td>CARF Population Type(s):</td>
<td>Individuals with disabilities that have a barrier to employment</td>
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**Written Program Description:**

**Description of the Program:**
CES provides assistance to individuals who are seeking community employment. This includes assistance with selecting realistic vocational goals, learning employability skills and behaviors, facilitating job site modifications, locating job opportunities, assisting with job placement, and providing job retention assistance. Service components (see listing below) provided depend upon the needs and preferences of each individual.

**Philosophy of the Program:**

Our Core Beliefs are as follows:

All people deserve to be treated with dignity, respect and fairness.
All people should be allowed to exercise choice.
All people are capable of leading productive lives.
All people have a right to a safe work environment.
All people deserve the opportunity to reach their highest potential.

**Program Goals:**
To assist individuals with disabilities in finding and maintaining employment.

**Description of Service Modalities to be Provided to Achieve the Program Objectives:**

**Pre-Placement Training (PPT)** – if recommended, individuals are referred by their Vocational Rehabilitation Counselor as a part of their Employment Services referral. PPT is a formal 20 hour curriculum that can be delivered in a group or individual setting. PPT prepares individuals to present themselves and their work experience positively to a prospective employer. May include resume writing, interview skills training, instruction in grooming and personal hygiene, and refinement of interpersonal skills (available to 16 years and older).

**Job Analysis** - A formal process aimed at learning the essential functions of particular jobs within a specific employer, helping to identify any need for job accommodations for specific individuals

**Job Development** - Identification of job opportunities consistent with the chosen employment outcome/objective for an individual. Includes meeting with employers, reviewing labor market information, and identification of any assistive technology/accommodations needed to
successfully perform job duties assigned.

**Job Placement** - Employment Consultants are available to assist with initial placement activities which could include negotiation of start date, coordination of workplace accommodations, assistance with employee paperwork, attendance at initial orientation, etc.

**Job Coaching** - Intensive, one-on-one coaching that can occur off-site or at the job site to facilitate the acclimation of the individual to the employment setting, job requirements, and development of natural supports.

**Follow-Along Services** - Contacts (usually at least 2 per month) with employer, family, guardian, advocate, and individual aimed at facilitating stable job placement and development of natural supports.

**Special Populations Identified & Mechanisms to Address Their Needs:**

GCE’s Employment and Support Services serves individuals with disabilities that are facing significant barriers to employment. Individuals are referred by the Division of Vocational Rehabilitation. Staff is responsible for reviewing the referral information provided and must complete a vocational assessment, at time of intake, on all individuals served. A service plan is then completed and is used to document goals and objectives based on strengths, needs, assets, and preferences discovered during the assessment process. If still in services, an individual’s service plan is reviewed and updated every 6 months. Individuals are provided a copy of their service plan and can request a revision to their plan at any time.

**CES Staff**

The size and composition of the Employment Services staff varies according to the needs of the population served. Services are provided that are consistent with the needs of each person served through direct interaction with that person and/or the persons identified support system. The service plan is used to assist staff in staying focused on the goals and expected outcomes of a particular individual. Staff meet each month to insure service delivery is provided and that outcomes are being met. Informal meetings occur on an as needed basis.

Staff is trained in areas appropriate to the population(s) served and appropriate to the position.

Staff who provide direct services receive ongoing supervision via team meetings, individual meetings with supervisor, etc.

**Coordination of Services**

The Employment Consultant meets with the individual to identify program goals and objectives. A formal service/individual career plan is completed during the intake process and must be completed within first 30 days of service. During formal planning, the individual is given the opportunity to express any needs they would like addressed while in the program. The plan is signed by the individual and the Employment
Consultant and will be reviewed every 6 months. The Employment Consultant assists each participant in completing employment applications, preparing for and attending job interviews, and securing job placement. There is an employer database that is available to all staff. This record includes information including Employer Name, Contact Person, Pay and Benefits, Address and Phone, and other relevant information.

The Employment Consultant meets with the individual on a regular basis to review job openings/possibilities. Available employment positions are matched with the individual’s skills and interest. Support is provided to ensure that the individual is following through with job leads/employer connections. The Employment Consultant will provide guidance and support to individuals served, as well as community employers, prior to initial placement and following initial placement for a minimum of 90 days. They provide on-site job analyses, consultation and recommendations for worksite and job modifications, as appropriate. Assist employers to identify, modify and/or eliminate barriers to employing individuals with disabilities. Assist with developing natural supports, etc.

### Scope of Services:

**Population Served:**
Male and Females ages 18 years and older for Community Employment Services. The Pre-Placement Training service is open to individuals 16 years and older.

**Priority Population(s):**
Individuals with disabilities

**Service Setting(s):**
Services are offered at the Pensacola and Shalimar office locations as well as in the community.

**Hours of Service:**
8am-5pm and as needed given employment needs of individuals served

**Days of Service:**
- Su
- M
- Tu
- W
- Th
- F
- Sa
Evening/weekend coverage is provided when necessary.

**Frequency of Services:**
Frequency of employment services are provided based on the individual needs of the individual served.

**Payer Sources:**
- Medicaid
- Medicare
- Other Insurance
- State Funds
- Grant
- Private Pay
- Other: Vocational Rehabilitation

**Fees:**
Services are funded by the Division of Vocational Rehabilitation

**Referral Sources:**
Division of Vocational Rehabilitation

### Information Sharing Regarding Scope of Services

Employment and Support Services communicates with all relevant parties through a variety of mechanisms including (but not limited to):
- Written Plans of Service, an Annual Report, the GCE Employment and Support Services website, various printed materials, orientation
Relevant Stakeholders, and the General Public

materials, media events such as TV and radio, participation in community events, etc.

Employment and Support Services staff communicates with various stakeholders through a variety of reporting systems such as email, phone calls, meetings, written documentation, etc. to insure consistent and ongoing communication.

Program Admission Criteria:

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<tr>
<th>Admission Criteria</th>
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<tr>
<td>• Be at least eighteen (18) years and older. The Pre-Placement Service is available to 16 years and older.</td>
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<td>• Able to independently eat, use the bathroom, and do other personal care without help, or do so with the help of a personal attendant.</td>
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<td>• Be responsible for the storage and appropriate use of prescribed medication without help from Employment and Support Services staff.</td>
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<td>• Communicate with staff independently, with an assistive device, or using an interpreter.</td>
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<td>• Medical and/or psychological conditions do not present a danger to anyone at Employment and Support Services.</td>
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<td>• Agree to comply with program activities and procedures.</td>
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<td>• Documentation of legal resident status with the United States.</td>
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<td>• Demonstrated interest in obtaining employment.</td>
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<td>• Able to pay our fees, or have fees paid by an approved third party source.</td>
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<td>• Persons deemed to be a ‘sexual predator’ is not eligible for our services. According to Florida Statute 775.21, The Sexual Predators Act, a sexual predator is “an offender who is convicted on a current offense committed on or after October 1, of 1993 of:</td>
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<tr>
<td>(A) Any capital, life, or first degree felony violation of Chapter 794 (Sexual Battery) or 874 (Obscene Literature; profanity).</td>
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<td>(B) Any second degree or greater felony violation of a sexual battery or related offense and who has previously been convicted of any such violation.</td>
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Operational Definition -

A person who has been convicted on or after October 1 of 1993 of a first degree felony sex crime, or a person who has been convicted of a second degree or greater felony sex crime on or after October 1 of 1993, with the first crime committed before, on, or after October 1 of 1993.

Ineligibility for Services

How Persons Served (along with Family / Employment and Support Services' admission criteria must be met to participate in Employment and Support Services programs. Criteria is
Support System / Referral Sources are Informed as to Reasons for Ineligibility:

Support System / Referral Sources are Informed as to Reasons for Ineligibility:

- shared with known referral sources/interested individuals to promote the referral of persons who meet Employment and Support Services criteria.
- If/When individuals who do not meet established admission criteria are referred, Employment and Support Services staff will consult with a Employment and Support Services Manager prior to rejection of referral.
- Decisions not to accept a person referred for services and why, will be communicated to the referral source and individual seeking services. In such circumstances, and whenever possible, staff will provide the client and/or referral source with alternative services.

How Recommendations Are Made for Alternative Services (Internal & External) (2.A.4.c.)

- All individuals are screened for eligibility for services prior to admission to any program. Individuals who are found to be ineligible for services are offered referrals to other appropriate programs and services within Lakeview Center, to providers outside of Lakeview Center, and/or to other community resources. Documentation of the referral is noted in the screening documents.

Wait List

- Does the Program Maintain a Wait List for Services? Yes No

Referrals are placed on a wait list if there is not an available slot for services. A wait list will occur when caseload size exceeds 45 per Employment Consultant. Referrals are placed on the wait list according to date received at Employment and Support Services. The individual and VR Counselor are notified of the status by mail. Referrals are removed in chronological order unless the following events occur: individual cannot participate in services at that time for reasons such as incarceration, medical/emotional instability, if the individual declines services, if Employment and Support Services staff cannot locate the individual, etc. If this does occur, the individual will remain on the wait list but Employment and Support Services staff will move forward with contacting the individual next in line. For the individual that was skipped, Employment and Support Services staff will communicate with the referral source to determine plan of action for that individual.

Service Design

- Support the recovery, health, or well-being of the persons or families served?
  - Employment and Support Services believes that employment is a vital piece of the recovery, health, and well-being of persons served. The CES program mission is to facilitate successful employment for individuals who are facing significant barriers to finding and maintaining employment. Program goals and objectives are designed to support the individual’s personal employment outcome.

- Enhance the quality of life of the persons served?
  - Services are designed to assist individuals served in reaching their goal of attaining financial stability. Specific needs related to individual’s preferences such as location of job/type of job, preference for hours worked/wages earned, are documented and used to direct staff’s efforts.

- Reduce symptoms or needs and build
  - Services provided to individuals served in the CES program are
| **resilience?** | intended to enhance the individual's employability skills. Services are designed to teach individuals life long skills in looking for work, securing work, and maintaining work. The goal is to teach a core set of skills that can be used by the individual at any time to enhance their marketability in the workplace |
| **Restore and/or Improve Functioning?** | Whether the individual has never worked, has limited exposure to work, or has actually worked in their lifetime, services are designed to teach and/or enhance the individual's ability to function in the work place in a satisfactory manner. Services are tailored and provided based on specific strengths, needs, assets, and preferences. |
| **Support the integration of the persons served into the community?** | Employment and Support Services believes engaging in work within a local community business is one of the most effective ways of integrating individuals with disabilities into their community. Employment offers a natural venue for individuals with disabilities to interact with non-disabled peers. As part of the CES program, establishing a network of employers that will hire the individuals we serve is crucial. Establishing an employer network is a priority of the CES program and helps to support our goal of enhancing integration through employment opportunities. |

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### Information & Education

**Describe What Information and Education (Relevant to the Persons Served) Is Provided:**
The individual served and their families (when applicable and approved) are provided written information about Employment and Support Services and Lakeview Center services. A copy of the Employment and Support Services handbook, Welcome to Lakeview Center handbook, and a copy of the service plan are provided to the individual and/or family members at time of intake. This information is provided verbally as well. Throughout services, individuals also receive written reference materials on topics such as: job line information, web site addresses for job search purposes, local labor market information, tips and techniques for interviewing, resume writing, and applying for jobs, etc.

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### Program Outcome Measures:

**Effectiveness**
The CES staff measure effectiveness of services by tracking number of individuals placed into jobs. Placements are tracked on a fiscal year cycle (Oct.-Sept.)

**Efficiency**
The CES staff measure efficiency by tracking how many of the placements made during the fiscal year achieve at least an 80% job retention rate.

**Access to Services**
The CES staff measures access to services by tracking number of referrals received, number of referrals accepted, and number of intakes completed.

**Satisfaction**
All individuals participating in CES are given a satisfaction survey 45 days post intake and at time of exit. The goal for satisfaction in the CES program is 4.5.
<table>
<thead>
<tr>
<th>How Does the Program Receive Appropriate Medical Consultation Regarding Medically-Related Policies and Procedures:</th>
<th>Employment and Support Services does not prescribe, dispense, administer, or control medications used by individuals participating in the program</th>
</tr>
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<tbody>
<tr>
<td>Program’s Medical Director:</td>
<td>Annie Cherian, M.D. is the Medical Director of Lakeview Center</td>
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### Medications:

| Are Medications Used in the Program? | ☑ Yes |

| Family Participation |
| --- | --- |
| Describe How Families Are Encouraged to Participate in Educational/Clinical Programs/Services: | With permission given by individual being served, families are encouraged to participate at every Employment and Support Services service event. With permission from individual served, families are also encouraged to attend appointments, to call at anytime, and to provide satisfaction feedback |

| Coordination Between Providers (Internal & External): |
| --- | --- |
| Describe the Process for Coordination & Ongoing Communication Between Service Providers (Internal & External) | With the consent of the individual, Employment and Support Services staff communicates both internally and externally with other providers as the individual’s needs dictate. Communication may take the form of in-person discussions, formal staffing, phone communications, email communications, or written communication. Internally, Employment and Support Services staff has access to the electronic medical record and based on a need to know basis have access to client data as needed. |

### After Hours / Emergency Assistance

<table>
<thead>
<tr>
<th>Identify What Resources Are Available for Persons Served Outside of Normal Unit Operating Hours: Crisis Intervention Services</th>
<th>CES staff has a business-related cell phone assigned to them. Cell phone numbers are given to each individual served so that staff can be reached after hours, when necessary, or during the case of an emergency.</th>
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<tbody>
<tr>
<td>Does the Program Use Seclusion to Respond to Certain Behaviors? Does the Program Use Restraints to Respond to Certain Behaviors?</td>
<td>Crisis Intervention Services are not formally offered at Employment and Support Services. However, at time of intake, each individual served, receives the Welcome to Lakeview Center handbook, which includes the number(s) for crisis intervention services. During services, if Employment and Support Services staff determines an individual would benefit from crisis intervention services, an internal referral form will be submitted to the appropriate Lakeview Center department. If they determine that an immediate need for crisis intervention exists, they will escort individual to the appropriate Lakeview Center department. In extreme instances, a call can be made to 911 for emergency assistance.</td>
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<tr>
<td>Yes</td>
<td>☑ No</td>
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<p>| Service Modification: | --- |</p>
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<tr>
<th><strong>How Does the Program Address Unanticipated Service Modification, Reduction, or Exits/Transitions Precipitated by Funding or Other Resource Issues?</strong></th>
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<tr>
<td>Lakeview Center maintains a robust strategic planning function designed to anticipate changes in funding as well as other resource issues that might arise during the course of operations. If for any reason, services in a program are no longer available; all persons served will be transitioned to other appropriate internal and external services. The transition process will be made as seamless as possible for the person served.</td>
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