

Vendor name	New Horizons: Serving Individuals with Special Needs
Vendor number(s)	HL0740, H01025, HL0515
Primary regional center	North Los Angeles County Regional Center
Service type(s)	Day Training Activity Center, Community Integration Program, Adult Develop Center
Service code(s)	505; 510,
Number of consumers currently serving	197
Please describe your person-centered approach <sup>1</sup> in the concept development process; how did you involve the individuals for whom you provide services?	<p>Over the last year, New Horizons staff has met with consumers and their families in efforts to educate them on the new Home and Community Base Services legislation. Eighty consumers have attended individualized meetings with their families and support staff to discuss and identify their interests, likes/dislikes, goals, unique abilities, barriers and challenges to their goals. The process was led by a New Horizons staff person who has been certified in Customized Employment and who conducted initial evaluations consisting of the use of multiple techniques such as visuals, family/consumer experiences, and assessment of a consumer home life to determine their interests and goals. The remaining 87 consumers participated in informal data collection activities in their respective classrooms by interacting with their classroom instructors on their desired interests. Collectively, their interests included cooking, delivering meals, working with animals, creating art, landscaping, cosmetology supportive services, building video games, organizing and distributing materials, learning languages, and many other options. The staff in collaboration with the consumers grouped their interests into like categories.</p> <p>The New Horizons team gathered a list of the various types of work and learning experiences these consumers wanted to do and where they wanted to learn them. To assist our consumers to reach their goals, the following resources were identified as needed: staff need additional training on person-centered planning; additional staffing is required to allow for greater support while in community settings; a software tool is needed to manage the scheduling of staff and consumers going to/coming from various community sites, and a resource developer is needed to coordinate alternative learning settings needing to be established. As of date, there are 15 partnership locations where consumer engage in meaningful</p>

<sup>1</sup> A person-centered approach emphasizes what is important to the individual who receives services and focuses on personal preferences, satisfaction, and choice of supports in accessing the full benefits of community living. For more information regarding person-centered practices, please visit <http://www.nasddd.org/resource-library/person-centered-practices/>

	volunteer work, and develop their soft skills needed for employment.
Does the concept address unmet service needs or service disparities? If so, how?	Yes. The concept encompasses changing the setting of the consumers' learning experiences to increased community-based settings or settings where there are individuals with and without disabilities. It provides greater opportunities for consumers with more significant challenges to learn in environments that those without disabilities do.
Barriers to compliance with the HCBS rules and/or project implementation	<p>There are several identified barriers to project implementation.</p> <ol style="list-style-type: none"> <li>1) Lack of staffing resources to identify and coordinate locations for alternative learning settings.</li> <li>2) Family and staff reluctance to support consumers in community settings as opposed to site-based non-integrated settings.</li> <li>3) Coordination of transportation and staffing resources, such as certified nursing assistant and nursing staff to address consumer personal care needs while in the community.</li> <li>4) State legislation that mandates compliance with a model of service that no longer is fully applicable in new federal regulations.</li> </ol>
Narrative/description of the project. Identify which HCBS federal requirements are currently out of compliance; include justification for funding request	<p>For nearly 65 years, New Horizons has led the industry in developing day, work, and residential services that have constantly evolved to meet the needs of its consumers and their families. Recognized as a California Nonprofit of the Year in 2017, we are prepared to continue to transform to address new legislation and more importantly, implement recent philosophical changes that break down barriers to full community access for over 1800 individuals we support. Current day services are licensed by the Community Care Licensing Division and mandates staffing ratios and location requirements for learning. While we will work on global scale to address these challenges, we are excited to directly implement a project that will address the learning interest of our consumers in settings that are integrated for the majority of their new learning day. As a start, there have been several areas of interest that consumers have expressed more enhancements. These are culinary skill development, animal care, media arts and film making, landscaping and janitorial, fitness, and office/light industrial tasks. Currently, New Horizons has learning opportunities in all of the identified areas at our learning center and state of the art Café on campus. Yet, these settings and methods are out of compliance with HCBS requirements #1, #2 and #4. The project will work to establish learning settings in community based organizations and businesses, and in our Café where nondisabled individuals learn and socialize. Consumer will transition to learning in environments for the majority, if not all of their day based on their individualized plan. To accomplish our project goal there are several resources needed: (1) personnel to coordinate learning locations (2)</p>

	<p>technology software to manage the multiple consumer and staff schedules and transportation (3) training to consumers, their families, and staff on the new philosophy of learning in integrated settings and (4) traveling staff to support individuals or small groups of consumers who can provide changing, toileting, or other care requirements while at community learning sites instead of bringing consumers back to a campus program for this need.</p>
<p>Estimated budget; identify all major costs and benchmarks — attachments are acceptable</p>	<ul style="list-style-type: none"> <li>• Software to Manage Consumer and Staff Scheduling and Transportation: (50% of total cost) <b>\$20,500</b></li> <li>• Personnel to Identify/Develop/Coordinate Community Based Learning and Training Settings: (1FTE salary and benefits) <b>\$50,336</b></li> <li>• Traveling staff to meet consumer personal care needs while at community sites (\$18/hr. @ 4752 annual hrs.) <b>\$85,536</b></li> <li>• Consultant to Meet with Staff, Families and Consumers on person center planning and shifting to supporting consumers in community settings. <b>\$ 4500</b></li> </ul> <p><b>Total Project Budget= \$160,872</b></p>
<p>Requested funding for 2017-18</p>	<p>\$160, 872</p>
<p>Estimated timeline for the project</p>	<p>Host informational learning sessions with consumers, families, and staff: April 2018          Hire Personnel to Secure Learning Sites: April 2018          Secure Learning Sites Based on Consumer Preferences: May 2018          Launch software to manage coordination of transportation and consumer and staff scheduling: May 2018          Transition 12 consumers/month to new learning site: June 2018          Evaluate Transition Process to New Settings: October 2018</p>

Vendor name	New Horizons: Serving Individuals with Special Needs
Vendor number(s)	HL0318
Primary regional center	North Los Angeles County Regional Center
Service type(s)	Work Activity Program
Service code(s)	954
Number of consumers currently serving	124
Please describe your person-centered approach <sup>1</sup> in the concept development process; how did you involve the individuals for whom you provide services?	<p>Over the last year, New Horizons staff have met with consumers and their families in efforts to educate them on the new Home and Community Base Services legislation. Each consumer has attended individualized meetings with their families and support staff to discuss and identify their interests, likes/dislikes, goals, unique abilities, barriers and challenges to their goals. The process was led by a New Horizons staff person who has been certified in Customized Employment and who conducted initial evaluations consisting of the use of multiple techniques such as visuals, family/consumer experiences, and assessment of a consumer home life to determine their interests and goals. The staff in collaboration with the consumers grouped their interests into like categories.</p> <p>The New Horizons team gathered a list of the various types of work these consumers wanted to do, and discussed possible roles that would be potentially beneficial to explore with the each consumer.</p> <p>To assist our consumers to reach their goals, the following resources were identified as needed: more staff require additional training on person-centered planning and customized employment; a software tool is needed to manage the scheduling of staff and consumers going to/coming from various community sites, and resource developers for job, internship, and volunteer placements need to be hired.</p>
Does the concept address unmet service needs or service disparities? If so, how?	<p>Yes. For consumers who have been engaged in sheltered work, they have continued to remain in this environment because they have more significant disabilities and challenges. Allowing these consumers to fulfill their days with community-based competitive paid work and meaningful activities of their choice is the goal of our concept. Our goal is to have 10 additional staff trained in customized employment and 50 staff trained in person centered planning and three resource developers hired to connect with local businesses to develop greater opportunities. As an outcome, staff</p>

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	<p>will be equipped with tools required to develop individualized and customized work and learning opportunities that caters to the abilities of our consumers. Staff will use our established network of over 150 employer partners in our existing supported employment program.</p>
<p>Barriers to compliance with the HCBS rules and/or project implementation</p>	<p>There are multiple barriers that exist to compliance with HCBS rules.</p> <ol style="list-style-type: none"> <li>1) <b>Mindset of consumers, and their families and staff who have supported consumers in segregated work and day environments for decades.</b> Our concept addresses this challenge by providing additional education and using identified successful processes with our consumers, their families, and staff.</li> <li>2) <b>Lack of an efficient software system to manage the logistics and coordination of transportation and staffing support to over 200 consumers as they work to pursue their goals in community settings.</b> Our solution: Purchase and implement software.</li> <li>3) <b>Lack of personnel to develop resources, locations, and customized employment and training opportunities to support the goals of consumers.</b> As an organization, New Horizons has been successful in annually supporting over 400 individuals in supported employment at local businesses. For our consumers with more significant challenges, we are looking to increase customized employment and learning opportunities in the community.</li> </ol>
<p>Narrative/description of the project. Identify which HCBS federal requirements are currently out of compliance; include justification for funding request</p>	<p><u>Narrative/Description of the Project:</u> Currently the WAP supports individuals in a sheltered campus-based environment who do light industrial training work. Their choice of activities is very limited and their preferences are based workshop tasks. New Horizons looks to broaden consumers work and vocational opportunities based on the consumers' choice by creating community-based customized and individualized competitively paid work and training opportunities with local organizations and businesses. Here is one example: The Valley Interfaith Council (VIC) is a local based nonprofit that provides meals and recreational programming to seniors in the Los Angeles area. Some of the WAP consumers expressed the desire to learn to work in food services in various settings. In a pilot partnership with VIC, a small number of consumers have received food handling training at various senior centers and food preparation sites, and are now working in community businesses in food service after receiving formal training. Our goal is to secure even more community settings in the areas which consumers have identified they would like to work or learn. These include culinary training and employment, landscaping, retail, technology and media arts, exercise and fitness establishments, and animal centers. While we have had success in</p>

	<p>our pilot, we recognize that there are over 120 individuals in our WAP, who require more support on their new journey. <u>HCBS Federal Requirements out of Compliance Requirements #1, #2, and #4.</u></p> <p><u>Justification for Funding</u> In order to achieve compliance by providing work training opportunities in integrated settings, the project requires additional resources. These resources include training staff on person centered planning and customized employment; securing a technology software system to manage the scheduling of hundreds of consumers and staff to/from community sites; and hiring resource developers to secure training and work locations.</p>
<p>Estimated budget; identify all major costs and benchmarks — attachments are acceptable</p>	<p><b>Total Project Budget:</b></p> <p>Staff Labor Cost for Training on Person Center Planning: \$ 12,800 (50 staff, \$16.00/hr *16 hrs of training each)</p> <p>Staff Certification Cost for Customized Employment: \$ 5,500</p> <p>Salary and Benefits for 3 Resource/Job Developers: \$ 143,458 (3FTEs @ \$19/hr plus benefits)</p> <p>MITC Scheduling Software (50% of cost) \$ 20,500</p> <p><u>Mobile Tablets and Hardware</u> \$ 25,000</p> <p><b>Total Project Budget: \$207,258</b></p>
<p>Requested funding for 2017-18</p>	<p>The requested funding of \$207,258 is for scheduling software system and hardware, staffing training in customized employment and person centered planning, and three resource/job developers to secure competitive integrated employment and training.</p>
<p>Estimated timeline for the project</p>	<p><u>Project Timeline:</u></p> <ul style="list-style-type: none"> <li>• Continue to Meet with Consumers and their Support Team to Assess Individual Interests and Goals: Jan-Jun 2018</li> <li>• Complete training of all support staff in PCP June 2018</li> <li>• Develop an individualized transition plan for each consumer Jan 2018-ong</li> <li>• Secure community work and training sites: Jan 2018-ong</li> <li>• Customized Employment Certifications: April 2018</li> <li>• Hire 5 Resource and Job Developers: April 2018</li> <li>• Launch MITC Scheduling Software: May 2018</li> <li>• Transition 124 consumers to community work training and learning environments based on their individuals preferences Current -June 2019</li> <li>• Conduct Process Evaluation Dec 2018</li> </ul>