

Vendor name	HCAR – Community Service, Comprehensive Career Services
Vendor number(s)	H11386, H0386
Primary regional center	Redwood Coast Regional Center
Service type(s)	Adult Development Center, Community Integration Program
Service code(s)	510, 055
Number of consumers currently serving	76, 46
Please describe your person-centered approach ¹ in the concept development process; how did you involve the individuals for whom you provide services?	Our proposal was developed with both direct feedback from the people we serve through their regular monthly group meetings. Concepts from both staff and service recipients were discussed, voted on and ranked by those service recipients (while present, staff do not have a vote). In addition, we have noted requests by individuals served at Individual Service Plan reviews and during the course of normal operations for more Confidential Document Disposal (shredding) work and for additional paid work activities.
Does the concept address unmet service needs or service disparities? If so, how?	We will address the identified needs by moving much of the current shredding operations off-site to each customer’s location in the community via a mobile shredding trailer. This will provide both direct interaction with community members and paid employment for individuals whose work time has been reduced due to our relinquishing our sub-minimum wage certificate (and paying all service recipients minimum wage or better regardless of work quality or quantity). We also plan to start a new business, taking advantage of the extensive network of hiking/biking trails nearing completion around Humboldt Bay. As yet no one is offering bicycle rentals to tourists. Opening such a business operated by the people we serve will also serve to increase direct interaction with non-disabled community members, provide a new and completely different employment option and, as an added benefit, increase outdoor activity and exercise.
Barriers to compliance with the HCBS rules and/or project implementation	When we held a sub-minimum wage certificate we were able to provide at least some paid employment to nearly all of the people we serve – including those with the most significant support needs; people who are classified by Community Care Licensing as requiring complete assistance with all activities of daily living, i.e., people who cannot feed, dress or toilet themselves without assistance. Since voluntarily relinquishing our sub-minimum wage certificate to stay abreast of current best practices, both total hours and number of people working have declined in order to keep losses at an acceptable level. For many years (and prior to the establishment of

¹ 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.nasddds.org/resource-library/person-centered-practices/>

	<p>large scale competitors in the area), our document shredding service allowed anyone who expressed a desire to work but who did not want individual supported employment (or similar) services to work for pay. The job included both onsite shredding and community outings to pick up shredding at customer locations. When forced to contract out pickups to a third party commercial shredding operator to cut losses, most of those customers chose to continue to have their shredding done by us, even though the commercial shredding company could undercut our prices. Unfortunately, we also lost the direct interaction with customers that created that loyal customer base in the first place. They miss having the people we serve come to their locations and the service recipients miss going out. Any employment options within licensed day program are limited by the program's contractual service hours making it difficult to staff endeavors normally open on evenings and/or weekends. While we can address many of the service recipient generated employment and community integration requests (including the employment of service recipients as staff, which was in the top three), the project components listed here are too expensive to consider without assistance.</p>
<p>Narrative/description of the project. Identify which HCBS federal requirements are currently out of compliance; include justification for funding request</p>	<p>In order to address the partial compliance with Federal requirements 1 and 4, we intend to expand paid work options and increase direct interaction with community members. While individuals who desire fully integrated community employment are routinely identified through our person centered planning process and recommended for referral to a specialized employment service, the majority of people receiving our day program services have made it clear that they prefer incidental work that provides some spending money over a job setting in which they are the only person with a disability. To address their informed choices we plan to: 1) Purchase an industrial grade shredding trailer and vehicle to tow it. This will allow us to reclaim servicing of shredding contracts with local businesses and individuals, using the savings realized by ending a third party contract for pick-up services to mitigate losses entailed in paying wages to people while driving to community locations to pick up and shred documents onsite at those community locations. This will also re-establish the direct customer relationships that got us those loyal customers in the first place and increase the visible presence in the community of the people we serve. Current on-site shredding operations are limited by the speed of the workers feeding the machine. This has limited participation by the most seriously challenged workers we serve. The shredding trailer's large capacity and auto-feeder mean that the limiting factor is the capacity of the machine, allowing individuals of any ability to work at minimum wage or better on this job without additional fiscal losses due to low productivity.; 2) Purchasing start-up inventory for and opening a</p>

	<p>bicycle rental company staffed by people we serve and at least some other employees who are not service recipients. This will allow several individuals to work in direct customer service, bicycle maintenance and customer assistance on local multi-use trails (both existing and under construction). Of note are the very pertinent, thoughtful questions and concerns service recipients had about such a business – primarily around safety (provision of helmets to renters) and inclusion (they wanted to be sure that the business would be able to accommodate people who, like many of them, can't ride a regular bike independently). When assured that these concerns would be addressed, response was enthusiastically and overwhelmingly positive. Once the business is up and running, we will open up 'after day program hours and weekend' shifts both to day program service recipients via negotiated program times (requiring a service design revision) and to interested job seekers in our 055 community integrated employment program.; and 3) Pursuing other employment ideas developed during their meetings, e.g., "Adopt-A-Trail," recycling center, window washing, etc. To the extent that some of the ideas were specific to single individuals, we will pursue either individual placement through an employment service or development of CIE for those individuals within day program, as appropriate. Some (such as a dedicated art gallery or place to sell items they have created) already exist within our agency through different services and need only be made more available to individuals within the 510 service.</p>
<p>Estimated budget; identify all major costs and benchmarks — attachments are acceptable</p>	<p>Shredding trailer with onboard generator, commercial shredder, auto-loader and collection bin - \$80,000 SUV capable of towing trailer – \$50,000 (*To be purchased by HCAR) eBike rental starter package - \$10,500 (incl. 6 bikes, marketing assistance, outdoor canopy, consulting guide, national rental network listing, etc. 'Beach cruiser' bicycle rental package - \$10,000 (incl. 20 bikes in variety of sizes, baskets, helmets, locks, repair stand, tools, child carriers and trailers, etc.) Adaptive semi-recumbent bicycle - \$5,000 (*To be donated to HCAR, includes child and hand-crank attachments) Adaptive tricycles - \$8,000</p>
<p>Requested funding for 2017-18</p>	<p>\$108,500</p>
<p>Estimated timeline for the project</p>	<p>Both grant funded parts of this project should be fully implemented within one year from the receipt of funds. Portions of the project to be completed without additional funding are in process now.</p>