

**A Guide:
My Pathway
to
Employment
Planning Services**



Clallam County
Department Health & Human Services
Developmental Disabilities Program

Special Thanks to all those who went before to show us the way: Clark County, Snohomish County and King County Developmental Disabilities Programs in particular.

July 2006

NAVIGATING THE CLALLAM COUNTY SYSTEM

Pathways to Employment planning services in Clallam County are unique to each person. They are provided with individual service authorizations and individual funding amounts. Participants and their families work with a support system to plan their employment services.

Pathways to Employment planning services are designed to support a participant and their family to pursue employment in the community. This service is offered to all participants in Clallam County, regardless of the severity of their disability

While on the Pathway, some participants may need more support than others. Some participants may spend a major amount of time in activities that will prepare them for future community employment. Participants may also be supported in a variety of settings and activities that will lead to their goals of community employment.

We hope that this guide will provide you with information and tools to support you in planning your Pathway to Employment. The different sections of the manual will help you to learn about process, services, providers, roles and responsibilities.

We hope you will keep this guide and continue to add to it as you explore and find new information and resources.

Table of Contents

| | |
|--|--------------------|
| SYSTEM NAVIGATION | pages 4-14 |
| PATHWAYS TO EMPLOYMENT PLANNING | pages 15-16 |
| RESOURCE DEVELOPMENT | pages 17-18 |
| CHOOSING SERVICE PROVIDERS | pages 19-21 |
| ACTION STEPS PLANS | page 22 |
| TRANSITIONING AND EXITING | pages 23-24 |
| ADDITIONAL INFORMATION | page 25 |

Roles and Responsibilities

Division of Developmental Disabilities - DDD

DDD Website: www1.dshs.wa.gov/ddd

Port Angeles Office:
203 West First St
Port Angeles, WA 98362
(360) 565-2700

The Division of Developmental Disabilities (DDD) assists individuals with developmental disabilities and their families to obtain services and supports they need for every day life. DDD determines eligibility and provides case management services. The Division also provides funding to counties for day program services through allocations from the State Legislature. Funding is limited and needed services are not available for all families.

DDD case management is a key service offered to all eligible individuals. Your Case Manager will help you and your family to identify your support needs and help with connecting you to, or referring you to, supports. Some of these include:

- Medicaid Personal Care
- Family Support
- Residential Services
- Clallam County contracted services including Self-Directed services, Pathways to Employment Planning services, Benefits Analysis and employment services or Community Access
- Division of Vocational Rehabilitation or Department of Services for the Blind for employment supports that coordinate with County employment services
- Other community resources

There are two new state policies that may affect your services. Brief summaries are contained below.

New Waivers

As of April 1, 2004, recipients of the Division's Community Alternatives program (CAP) waiver will now be eligible for one of the four (4) new Home and Community Based Waivers. Waiver services provide additional (funding) support when Medicaid state plan services and other supports are not sufficient. There are different levels of services associated with each waiver. Case Managers work with an individual and their family to identify needs and appropriate services through the Plan of Care process.

Working Age Adult Policy

This policy, to be fully implemented by July 2006, promotes gainful employment in integrated settings in the community for adults with developmental disabilities ages 21 to 62. It means that day program funds must be used for supporting you in employment, or a pathway to employment.

For more information about eligibility or any of the topics above, please contact your DDD Case Manager or visit the DDD website.

Division of Vocational Rehabilitation – DVR

DVR Website: www1.dshs.wa.gov/dvr

Clallam County Office:

228 W First Street, Suite W
Port Angeles, WA 98362
360.457.2116

The Division of Vocational Rehabilitation (DVR) provides or contracts with service providers. DVR engages in contracts in order to provide services that help participants get jobs. DVR and the County share many of the same providers. DVR services are short-term and may include assessments, job preparation, job placement and on the job training. When DVR has finished paying for these services, County funding then begins to pay for the long-term support needs. DVR may also fund independent living and assistive technology services if it relates to employment goals.

DVR is funded by the State and Federal government and in order to receive services you must meet the DVR eligibility criteria. There can be a waiting list for services.

A DVR counselor will meet with you to determine eligibility. Once you are determined eligible, your DVR counselor will meet with you to write an employment plan. It can be very beneficial for you to include on your team, family members and friends to assist you with this process. You will be asked to choose a qualified employment service provider if you have not already selected one. Your service provider can be a strong addition to your team.

DVR is a partner with the County in funding employment. It is important to coordinate with DVR for the short-term employment services and with the County for the long-term job supports.

Department of Services for the Blind – DSB

DSB Website: www.dsb.wa.gov

Seattle Office:

3411 S. Alaska Street
Seattle, WA 98118
Phone: 206.721.4422

The Department of Services for the Blind (DSB) provides or contracts for employment related services for participants who are blind or have a visual impairment. Their services are similar to DVR. Eligible participants are assisted with exploring career possibilities, career planning, academic training, alternative skill training specific to blindness, and job placement and follow-up.

**Clallam County Department of Health & Human Services
Developmental Disabilities Program**

Clallam County Website: www.clallam.net
223 E Fourth Street, Suite 14
Port Angeles, WA 98362-3015
360.417.2428

Clallam County Department of Health & Human Services plans, funds and manages local day program services for adults, age 21 and over, who have developmental disabilities. Staff work with schools, businesses, parents, advocacy and community groups to help people with developmental disabilities have opportunities in their community. The County uses a citizen advisory board to provide advice and represent the community. Meetings are held bi-monthly and open to the public.

Programs or services that Clallam County contracts for include employment, benefits analysis and planning services for participants aged 21 and older and community access services for participants who are over the age of 62 (or who have an Exception to Rule). County staff qualifies and monitors service providers.

Your services are provided on an individual basis and selected by you and your family. Your Pathway to Employment planning services assists you to identify your goals, support needs and the resources and funds available. It is an agreement between you, the service provider you select, and the County. Support services are available to help you with this process.

Clallam County Service Providers

Clallam County contracts with agencies to plan for and provide employment and day program services. All providers have met the qualifications of Clallam County to be a provider of specific services. These qualified providers have demonstrated expertise in supporting participants with developmental disabilities in planning and in working in the community. They must maintain contract outcomes and are monitored by the Clallam County Department of Health & Human Services on a biennial basis.

When you are interviewing and selecting an employment provider, we encourage you to ask for and explore service data available regarding the wages participants are earning, number of hours they are working and the percent of people employed with each of the providers.

If you would like information or have questions or concerns regarding providers or services, please contact Clallam County Department of Health & Human Services, DD Program.

Clallam County Services

To receive County services, you must be referred by your DDD Case Manager. Clallam County's day program services support participants to move forward on their employment path.

Pathway to Employment Planning Services

This is a short-term service which involves intensive person-centered planning to help participants figure out their Pathway to Employment goals and action steps. Planning Services are available to help you learn more about what your path to employment looks like, set employment goals, educate you about the DD system, support you to pick a service provider and create a Person-Centered Employment Plan. Services can also help you learn more about your resources.

Benefits Analysis

This is an analysis and planning service that helps you and your family to learn about and use Social Security benefits to further your employment goals. A trained professional who is experienced and certified in Social Security and SSI regulations will review your benefits and provide information about the impact of employment on cash benefits, medical coverage and work incentives.

Self-Directed Services

Self-Directed services are designed for participants who want to manage their own Employment services. This service provides you and your family with information on navigating the DD system. It also provides education and assistance to support you to manage your own services. Self-Directed Services can help you identify your day program goals, build a support team, discover and coordinate resources and interview and select a service provider. Finally, they can help you learn how to negotiate and write your required Employment Plan and Individual Budget. They can also assist with directing the use of your funding to purchase a variety of supports.

You may choose to use Self-Directed services if your employment goals are very complex or the supports you need will come from a variety of different sources.

Employment Services

Employment services support an individual to prepare for employment, find and get a job and keep it. You can expect the provider to:

- Work with you to assess your interests and skills
- Support you in increasing your skills through developing and supporting you in a volunteer job
- Help you to secure resources, including DVR, to move you forward on your employment path
- Work with you to find or develop a job that meets your needs and fulfills your goals
- Support you to secure transportation to your job
- Provide on the job training
- Help you to develop supports from family, friends, your employer and co-workers to assist you to be successful on the job
- Provide long term employment support, including re-training, depending on your needs

Community Access

Community Access is a service for participants aged 62 or older that have retired from work. This service assists participants to participate in activities, events and organizations in Clallam

County in ways similar to others of retirement age in order to meet people and be included in their community.

The service provider will work with you and your family to develop individualized activities and connections that meet your goals. You can expect your provider to:

- Help you to identify your interests and goals in connecting to your community
- Work with you to find or develop activities, groups, or other ways of connecting you to your the community that fulfill your goals
- Provide support to you to participate in your activities
- Help you to identify and use other sources of support such as family, friends and other community members

Clallam County Developmental Disabilities Employment Services

Pathways to Employment Planning Services

Figuring out your Pathway to Employment will involve setting goals and identifying the steps to get you there. It can be a difficult and overwhelming task. It becomes even more complicated when people have difficulty communicating what they truly want. By partnering with a trained Planning Facilitator, participants and their families can successfully use planning tools and processes to develop a person-centered Pathway to Employment Plan and an accompanying Action Steps Plan.

We know that each person is unique. Our approach to planning is tailored to move at your pace. It is helpful to gather people that already know you. They will assist you in this creative process to get the results you want. A skilled and trained Planning Facilitator will partner with you to design a planning process that will help you get what you want and strengthen the current relationships you already have.

As you progress through the planning process, you will notice several major stages:

- An initial orientation phase involves listening to you, helping identify your needs, explaining the process and answering any questions you might have. You will be introduced to System Navigation. You will be encouraged to identify the people you would like to include in your process.
- The planning phase will be focusing on setting up the planning team, gathering your personal stories and an initial framing of the future you want to create. The emphasis is on your abilities and desires. This phase should end with a written Person-Centered Employment Plan.
- The next phase will look at the resources needed to accomplish the employment goals you identified. This includes not only funding, but selecting an employment provider who deliver quality services in regard to the information developed in your plan.
- Once an employment provider has been selected, an Action Steps Plan is developed that includes specific steps or activities that support the completion of the Person-Centered Employment Plan goals and are supported by the financial resources available.
- The Planning Facilitator will be available to support you in transitioning to the employment provider and following-up on any issues, concerns or needs.
- Exiting the planning process.

Contact your DDD Case Manager if you are interested in Pathways to Employment Planning Services.

Benefits Analysis

Benefits Analysis is an analysis and planning service that helps participants with developmental disabilities and their families understand and use Social Security benefits to further their employment goals. The goal of benefits analysis and planning is to inform, educate, and support participants in making informed decisions. Presented with facts and options by the benefits specialist, participants can make necessary decision and manage their long-term goals.

A benefits analysis is performed for each individual personally based on his/her own set of circumstances. It offers an in-depth review of current benefits status, concerns and future needs. It provides participants with accurate information about the impact of employment on Social Security cash benefits, medical coverage and work incentives, as well as other public services such as housing assistance, food stamps, etc.

Information necessary to conduct a benefits analysis is gathered during an initial meeting with the individual and family. The benefits specialist then obtains additional information from Social Security, other funding agencies and service providers. Once all necessary information is collected and studied, a formal, written analysis is prepared which includes a detailed letter, charts, graphs and/or other explanatory materials. The analysis is then presented to the individual in a follow-up meeting which provides the opportunity to obtain answers to questions and make requests for help in implementing options, solving additional problems and developing work incentives. Depending on the specific needs of participants, additional support and meetings can be arranged.

Every effort is made to provide long range management tools and reference sources to enable participants to be as independent as possible in managing their benefits.

What Can Benefits Analysis Do For You?

- It can help you move toward your employment goals by informing you of the additional resources offered through Social Security work incentives.
- It can simplify and familiarize you with complex Social Security regulations that have a real and substantial impact on your life.
- It can help you address existing problems or SSA overpayment situations.
- Through increased knowledge, you can have greater confidence in making informed decisions about your own welfare.
- It can provide you with a resource for understanding the impact of work on your cash benefits, work incentives and medical coverage.

Contact your DDD Case Manager if you are interested in a benefits analysis.

Self-Directed Services

Self-Directed services provide participants and their families with information on navigating the DD system. The focus of this service is to provide the education and assistance needed to support you to manage your own services. Self-Directed Services can help participants identify their day program goals, build a support team, discover and coordinate resources and interview and select a service provider. Finally, they can help participants and their families learn how to negotiate and write the required Clallam County Employment Plan and Individual Budget with the participant and the service providers.

Specific services can include:

- Education on system navigation
- A personal discovery process related to skills, capabilities and goals
- Support in identifying and using resources
- Assistance and education regarding picking service providers
- Education and support in service plan development
- Education and assistance on implementation and management of on-going services
- Access to Independent Contractors of various employment services through an Individual Budget

Participants and their families may take advantage of the full range of service or just a part of it.

Contact your DDD Case Manager if you are interested in Self-Directed Services.

Employment Services

Employment Services provide participants and their families with the assistance needed to obtain and continue employment in the community. Currently, there are two types of Employment Services: Individual Supported Employment and Group Supported Employment.

Individual Supported Employment is designed to obtain employment in individual jobs in business or industry. These services may include counseling to assist in the job selection process, initial placement and training at the employment site, working with employers and other employees, or assisting the worker to obtain other services necessary for continued employment. The majority of those employed in individual jobs experience significantly higher wages and integration at work compared to other employment options.

Group Supported Employment is designed to provide supervised, paid training opportunities and is performed at business sites in groups of eight or fewer employees with disabilities. Employees working in this program presently have a need for ongoing supervision and support to maintain employment. Group Supported Employment can be an enclave, groups of individuals placed in a business or industrial site or a mobile crew.

Participants and Families

The role of participants and their families is very important to the success of participants reaching their goals and receiving quality services. It is important that participants and their families be able to identify their goals, needs and resources. Once that has occurred, the participant and their families will be able to decide on appropriate services, activities and supports. It is also important to learn how to manage your own services.

Actively participate in your services, including:

- Planning for your services and supports
- Selecting your provider
- Writing your Person-Centered Employment plan
- Directing and managing your on-going services
- Reviewing your Employment Plan and up-dating it - plans may be written for a maximum of one year

Communicate with your team including:

- Keeping your supports up-to-date – including any changes to your contact information such as phone number, address or email address
- Keeping your DDD Case Manager up-to-date on any changes to guardianship, services or changes to your needs and support levels
- Giving your provider feedback on your service delivery and sharing ideas and concerns

Help with problem solving including:

- Being realistic
- Being open to creative ideas
- Trying something new to see if it will work

My System Partners

My DDD Case Manager is:
Phone number:

My Mental Health Counselor is:
Agency:
Phone:

My DVR Counselor is:
Phone number:

My DSB Counselor is:
Phone number:

Clallam County DD Program
Phone number:

My Provider is:
Service:
Phone number:

My Provider is:
Service:
Phone number:

My Provider is:
Service:
Phone number:

Pathways to Employment Planning

It is important that you can identify and share with others information about your skills, capabilities, resources, support needs and goals in regard to your employment. It is especially important for participants interested in employment to be able to plan for their own individualized employment pathway. A Person-Centered employment planning process can help you discover your interests, support needs and skills as well as resources in the community that would be useful. As a result of this planning, you will have a clearer idea of what you need and want. You will be able to clearly state the type of jobs or community activities that will help you to reach your goals.

There are a variety of tools or processes that can be used for planning. We usually refer to these processes as Person-Centered Employment planning. Person-Centered Employment planning involves finding out about you, including your interests, preferences, strengths, skills and capabilities and helps you to build a vision for your future. Your individual, Person-Centered Employment plan is an essential tool for getting what you really want and need.

It is helpful to go through the person centered planning process with a team of individuals that know you as they can provide ideas and information. The planning process requires a commitment of time and action. Once your dreams and goals are known, they can go into an Actions Steps Plan so they can be fulfilled.

You have a variety of options for help in developing your personal plan. You could ask a family member, a friend, your DDD Case Manager or anyone you choose to help you with your person centered planning process. If you would like a Planning Facilitator to help you, contact your DDD Case Manager for a referral to Pathways to Employment planning services.

Setting up your Planning Meeting

The first step is identifying a team that can help you plan and carry out your vision. The more people involved that know you, the better the plan will be.

- Begin by thinking about who you should invite.
 - People you have spent time with and who know you very well
 - People who can be a resource, are well-connected and know a lot of people
 - People who are creative and have great ideas
 - People who can help you with resources and funding

These people are often your friends, family, former teachers, service providers, your DDD Case Manager, fellow church members, co-workers and people from where you have volunteered or previously worked. They can provide valuable information about who you are and what you like to do and what resources might be helpful.

The second step is deciding on the place and time for your meeting.

The third step is inviting the identified people to your meeting.

Decide:

- Who will invite people

- How people will be invited
- What the invitation will include – make sure to let them know where, when, how long the meeting will be and the purpose of the meeting.
- Who will confirm and remind the people of the meeting

The Planning Meeting

You will need someone to facilitate your meeting. This could be a friend, your DDD Case Manager or a Planning Facilitator. The Planning Facilitator should be someone you feel comfortable with. They should also be someone who can support you in managing your planning meeting, asking the important questions, recording and distributing the information collected.

Your Planning Facilitator will ask you and your team a number of questions and record the answers. Often it is helpful to think “outside the box” and be creative . . . dream. Examples of questions:

- Tell us a little about your life—highlights, important people, places, events.
- What are you good at, your strengths? What do you do well?
- What brings you joy?
- What have you done before, what is your work or volunteer history?
- What are your skills, capabilities and things you know how to do?
- How do you learn? What helps you succeed in new situations?
- What would you like to try?
- What are you concerned about? What are your support needs?
- What are your resources?
- Additional questions about employment or community activities, depending on your service

At the end of the meeting, you and the team will decide on an Actions Steps Plan that includes next steps, team assignments and timeframes. The team may need to meet again so they can gather more information or do their assignments. The Planning Facilitator should make sure that this all happens. Sometimes, if there is not enough information about you, someone such as your Planning Facilitator, will spend additional time to get to know you. It maybe helpful for this person to visit you at home to observe what you like to do in your personal life. Information should be distributed to all team members.

The results of your planning process will be a Pathway to Employment Plan that reflects who you are and your goals for employment. After you select a service provider, this will be used to help create your Actions Steps Plan.

Resource Development and Use

Knowing what your resources are and how to access and use them, is very important to the success of your goals. If you are going through a Pathways to Employment planning process, your team can help you with this.

As government resources and funding diminish, it is important to look at other sources for funding and support. Resources can be a variety of things. Think creatively.

Resource ideas :

- Your team --- their contacts/network is one of your most valuable resources
- County DDD funding
- DVR or DSB
- Residential staff time
- Social Security Work Incentives
- Medicaid Personal Care
- Work Study students through a local college
- Support from a supervisor, coworker, volunteer or friend in the workplace or community
- Pay a co-worker a little more money per hour for support
- Family support
- AARP—A program that pays older people to contribute in the community
- On the Job Training Dollars (OJT)
- Tax Credit to employers
- Private donations and foundations
- Small Business Association (SBA)
- Community Resources such as Lions, Kiwanis, Rotary
- WorkSource programs and resources
- Community Centers and volunteer programs
- Public transportation, carpools

Once you have identified your potential resource, it is important to check them out. Find out how to access the resources or develop them if not presently available. Also find out what level of support or funding they have available so they can be included in you plan to support you in reaching your goals.

My Resources

Do you receive SSI? Yes No

If yes, \$_____ per month

Do you receive SSDI? Yes No

If yes, \$_____ per month

Are you on a DDD Medicaid Waiver? Yes No

If yes, which Waiver are you on?
Circle One **Basic Core** **Basic +**

Have you completed a Benefits Analysis? Yes No

Have you applied for DVR or DSB services? Yes No

Do you have an open case with DVR or DSB? Yes No

Do you have personal resources you can contribute?

* Funding Yes No

* Connections to employers or community activities Yes No

* Adaptive technology Yes No

* Communication devices Yes No

* Other resources - list: Yes No

Choosing Service Providers

Before you start receiving services, and perhaps before your Pathway to Employment Plan is complete, you will need to pick an employment provider. Begin by reviewing the list of County qualified providers. You can receive current service provider lists by contacting Clallam County, DD Program. You may want to interview a number of the providers and select the one who you think will be most successful for you. If you would like help with this process, it can be provided as part of your Pathway to Employment Planning services.

In order to make your interview time the most valuable, develop a list of questions to ask the providers. A list of interview questions has been included to get you started. You will also need to be prepared to state your expectations, goals and what you are willing to do to help. Remember that this is a partnership between you and the provider. It is important that you can work well together.

After you make your decision, immediately notify the provider, your Planning Facilitator, the County and your DDD Case Manager. Your Planning Facilitator can help you with this.

If at anytime you wish to change providers, please contact your DDD Case Manager. We encourage you to always try to work through any issues you have with your present provider before changing the providers.

Interviewing Employment Service Providers

It is important to prepare for interviewing providers. Think of and write down questions you want to ask. Gather information such as data to help you with your questions. When you call to schedule the interview, there may be some initial questions you want to ask at that time. When you meet for the interview, be sure to share with the provider information about yourself and your expectations.

Decide on the questions you want to ask. The following ideas might help you get started.

- If needed, would you be willing to interview with us at our home?
- How does your agency develop job leads for people?
- What companies have you placed people at and in what types of jobs?
- What is your marketing approach with a new, prospective employer?
- How many people does this agency serve in supported employment?
- What data do you have to share with me regarding placement, wages, and hours participants are working?
- What volunteer jobs do people with your agency presently have?
- Do you provide training for employers, employees or family members?
- What type of feedback on job development and training do you provide for the family? How often?
- When you are doing job development will you provide transportation for the individual, if necessary?

- Will the job developer also provide the on the job training or will another individual be hired to do so (i.e. job coach, natural supports set up, co-worker trainer, etc.)?
 - How long do you usually provide job coaching for a new worker and will you set up natural supports on the job site as part of the on the job training?
 - Describe some of the factors you consider when matching an employment site and the individual?
 - What kind of activities will you do with the individual to better acquaint yourself with them?
 - What/how do you charge for your services?
 - How do you determine your fee for the necessary services?
 - Would your agency be willing to negotiate your fees?
 - Who specifically will be working with me? How long have they been with your agency? How long doing this type of work?
 - How many participants does this staff member work with?
 - If my staff person becomes ill, who will support me?
 - Do you help support or develop transportation services for the individual when a placement has been determined?
 - What will our communication look like?
- These questions are only a general guideline developed to assist you with preparing yourself for the interview process. As you prepare, you will begin to think of questions that may be more specifically related to your particular needs. Don't hesitate to ask any question you may have during the interview process.
- As you begin to interview providers, the process will raise additional questions that you may have never thought of. If you feel the need to do second interviews to complete a more specific comparison of services, take the extra time to re-interview.

Share with the potential provider during the interview

- Share your capabilities, skills, needs and goals.
- Tell the potential provider about your expectations for services.
- Ask the provider if they can meet your expectations.

In making your decision, consider the following:

- How did the provider answer your questions?
- Did they treat you with respect?
- Do you like and trust the staff members?
- Do they present themselves in a professional manner?

Action Steps Plans

Once you have a provider, and you have completed a Person-Centered Employment Plan, you will need a Clallam County Action Steps Plan. You and a family member, a friend, your Case Manager, a Planning Facilitator or anyone else you pick can help you write the draft Action Steps Plan. The Clallam County process needs to be followed in doing this work. It is often helpful to use a Planning Facilitator for this the first few times so you can easily learn how to do it.

A County Actions Steps Plan needs to be created when:

- You have completed a Person-Centered Employment Plan
- You have selected an employment service provider
- You are changing your plan -- revising your goals

The Clallam County Action Steps Plan is an agreement between you, your service provider, your DDD Case Manager and the County. The Plan includes the activities, outcomes and timelines the provider agrees to in order to help you reach your individual goals. The Plan also includes the amount and sources of funding that will pay the provider for this work. The County reviews the draft Plans and to ensure funding availability. The DDD Case Manager reviews the plan for activities and outcomes. Plans may be for one year or less depending on your situation. Your provider cannot receive funding from the County for your services unless a signed Action Steps Plan is in place.

To create an Action Steps Plan, you need to have a clear understanding of your goals and resources. The personal planning process will be of great help in identifying these.

Suggestions for developing your draft Action Steps Plan:

- Be clear on what you want and need
- Be specific about what services you are purchasing
- Include timelines and measurable outcomes
- If you want reports on a regular basis, be sure to request it in writing
- Make sure the draft Action Steps Plan reflects what you want such as:
 - Type of job or community activities you want
 - Hours you want to work or be involved in your community activities
 - Days of the week, locations and rate of pay & benefits for employment services

When negotiating your draft Plan with a service provider:

- Bring a family member, friend or Planning Facilitator
- Be clear about your priorities – explain what you want and do not want
- Ask the provider what they can do for you
- Be realistic – resources are limited so be thoughtful of their use
- Work as a team to make things happen

Transitioning and Exiting

Congratulations! You have completed a Person-Centered Employment Plan, selected an Employment Service Provider and completed an Action Steps Plan. Planning your own services and supports takes time and sometimes it can be hard work.

You, your Planning Facilitator, your service provider, the County and your DDD Case Manager are partners in helping you to successfully reach your employment goals. Your involvement and follow through is essential. The following suggestions can help you to be successful in your goals.

Communicate

- Keep your DVR counselor and DDD Case Manager informed
- Let your team/family/friends know what you need and how things are going
- Keep your service provider informed – be sure to tell your provider if you are having problems at work or at your community activities
- If you are employed, be sure to keep your employer informed
- Ask questions if you do not understand something
- Talk to your provider about receiving more information
- Make sure you are receiving the services agreed upon in your County Action Steps Plan. If you are not, ask your service provider to discuss the plan and services. You may need to change your plan, clarify expectations, or review whether or not this service provider can meet your needs. You can get help from your DDD Case Manager, the County or your Planning Facilitator if you have one.

Keep Records

Make sure you keep copies of all important documents. File them in your notebook so that you can easily find them.

- Clallam County Action Steps Plan and your Person-Centered Employment Plan - know the dates of your plan and the services agreed to
- DVR plans and contracts
- Reports from Service Providers- keep track of progress and the services you receive
- Assessments and/or evaluations
- Notes from meetings
- Email and correspondence

Do your Part

- Go to all your appointments – be sure to call if you cannot be there
- Be on time and find out if you need to dress in something special
- Be clear about what you want
- Follow through on what you agreed to do

Dealing with Problems

If there is a problem with your services, whether it is a government agency or a service provider, be sure to talk with them about it. All of these agencies or providers have some form of a grievance procedure that you should follow. Use your team/family/friends to help identify the problem and figure out possible solutions. If you find that the problem is not being worked out, call the appropriate system partner for help. For problems or issues regarding the following, call the contact indicated.

- Division of Vocational Rehabilitation - contact the local, region or state DVR office
- Department of Services for the Blind - contact the local, region or state DSB office
- Division of Developmental Disabilities - contact the local, region or state DDD office
- Service Providers – contact Clallam County DD Program

Now that you have completed the planning process and are on your Pathway to Employment, the Planning Facilitator will be assisting with transitioning all services to your employment service provider. The Planning Facilitator will first follow-up with you and your family to check on any issues, concerns or needs that may still need attention. If there are no concerns, the Planning Facilitator will complete and distribute the appropriate documents to you, the County, your DDD Case Manager and to the file.

Additional Information

It is important to learn about and understand the policies, and processes that affect the services you receive. You can contact your DDD Case Manager, DVR Counselor, Clallam County DD Program and other partners for copies and explanations of policies and procedures that they operate under.

Exhibit A Clallam County Pathways to Employment Planning Process

| Activity | Process | Outcome |
|--|---|--|
| Intake and Orientation of Participants | <ul style="list-style-type: none"> - Complete the required County and provider forms with participant/family - Provide information as directed in the County contract with signed receipt in participant’s file and a copy for participant -- Provide the participant with the Clallam County manual, “ A Guide: My Pathway to Employment Planning Services,” and obtain signed receipt for the participant’s file | <ul style="list-style-type: none"> - All required forms and materials completed and distributed |
| System Navigation Education | <p>Manual Topics:</p> <ul style="list-style-type: none"> Understanding the roles and responsibilities of system partners Communicating with the service system Understanding the service delivery process, standards and parameters Navigating my personal system <p>Educate the participant and family on the System Navigation section of the manual. Support the participant and family to complete the “My System Partners” form.</p> | <ul style="list-style-type: none"> - Education on manual’s system navigation section - Completion with participant and family of the “My System Partners” form |
| Pathway to Employment Planning | <p>Manual Topics:</p> <ul style="list-style-type: none"> Planning tools Building a team Facilitating a meeting Discovering my skills, capabilities and goals Identifying my support needs <p>Educate and support the participant and family to develop a planning team. Role model the facilitation of the team meetings for person-centered planning. Use tools such as the Discovery Process, MAP, PATH or Essential Lifestyle Planning. Identify the participant’s vision and goals, skills, capabilities and support needs. Include assignments for team members and timelines as needed. Create a communication process to keep everyone informed. The process should end with an person-centered Pathways to Employment Plan consisting of employment goals and objectives that can be implemented and are easily transferable to a Actions Steps Plan. The plan shall be legible, professional and presented in formats that are understandable to the participant/family and the service system.</p> | <ul style="list-style-type: none"> - Person-centered Pathways to Employment plan completed and approved by team. All required signatures obtained. Copies distributed to appropriate parties. |

| Activity | Process | Outcome |
|---|--|---|
| Resource Education and Identification & Development | <p>Manual Topics:</p> <ul style="list-style-type: none"> General resource information Identifying my resources Securing my resources <p>Educate the participant and family on the general types of resources that exist. Develop a personalized resource plan that includes all possible resources need to support the scope of the plan and identify which pieces will need funding and what the family and team members can do to access the resources. Include available County funding and explain how to access funding and the parameters of use. Explore and identify other government, community and personal resources that could support the individual to reach the identified goals. Include DVR funding, residential staff resources, non-DD community and human services programs and funds, natural supports, personal benefits such as SSI and Work Incentives and participant and family resources. Consider also other generic community resources that may be available through the Small Business Association, Rotary, or the Chamber of Commerce. If Benefits Analysis is needed, have the participant contact the DDD case manager for referral and notify the County coordinator. Create a budget that identifies not only funding and resources for service provision, but also for the Pathways to Employment Planning services.</p> | <ul style="list-style-type: none"> - Education on manual's resource section - Completion with participant and family of the "My Resources" form |
| Choosing a Service Provider | <p>Manual Topics:</p> <ul style="list-style-type: none"> Expectations for quality services Effective interviewing Decision Considerations <p>Support the participant to choose a service provider who can deliver quality services in regard to the information developed in planning. Support participant to create a list of questions and interview provider(s). Using the provider's responses and service data, support individual to make an educated choice of a provider. Support individual to notify the DDD case manager and the Planning Facilitator will notify the County coordinator of the decision. Include selected employment provider in planning sessions.</p> | <ul style="list-style-type: none"> - Service provider identified |

| Activity | Process | Outcome |
|--|--|---|
| <p>Creating the Action Steps Plan</p> | <p>Manual Topics: Understanding the system process for plan development Developing a quality service plan Negotiating the plan with a service provider Developing my Action Plan</p> <p>Convert the Person-Centered Employment Plan into an Action Steps Plan that includes steps or activities that support completion of the plan goals and are supported by resources available to the individual. The activities should be specific, measurable with outcomes and include target dates of completion. Support the participant and service provider in negotiating the Action Plan. After all parties have reached agreement, email the Action Steps Plan to the DDD Case Manager and the County Coordinator for approval. When the DDD Case Manager and the County Coordinator have agreed to the Action Steps Plan, the Planning Facilitator obtains signatures of individual/guardian, and provider. Agent then returns original to the DDD Case Manager and the County Coordinator for signature. DDD Case Manager then completes a County Service Authorization for Employment Services as identified in the Action Plan</p> | <ul style="list-style-type: none"> - Action Steps Plan fully signed and distributed - DDD Case Manager generates a County Service Authorization for Employment Services |
| <p>Building Resilience</p> | <p>Manual Topics: Transitioning and Exiting Dealing with problems Getting help – DDD Case Manager, Clallam County coordinator</p> <p>Educate the participant and family on the manual’s Transitioning and Exiting, Dealing with problems and Getting Help section. Inform participant and family of Pathways to Employment Planning exit process.</p> | <ul style="list-style-type: none"> - Education on indicated manual’s services section - Education of participant/family on Exit Process |
| <p>Exiting Participant from Pathways to Employment Planning Services</p> | <ul style="list-style-type: none"> - Follow-up with participant and family as to any issues, concerns or needs. If anything is needed, immediately contact the County coordinator. - If no concerns, complete and distribute the appropriate documents to the County, DDD case manager and the participant’s file. | <ul style="list-style-type: none"> - Follow-up contact with participant/family - All required forms completed and dispersed |

