

I. Program Description

A. Program Overview

Work Services provides paid and unpaid work training in a sheltered workshop setting with ongoing support for groups of individuals with developmental disabilities. Work Services is offered up to 40 hours per week, although workers can be in this program less hours, depending upon the need of the individual. This service is offered between the hours of 8:00 a.m. and 4:00 p.m. Monday through Friday.

The program is offered at Stone Belt's Bloomington and Bedford facilities.

The Work Services staff gets jobs from area manufacturing businesses that are suitable for consumer workers in the program. Jobs are bid with businesses on a competitive basis and follow US Department of Labor regulations. Most jobs are paid piece rate and a time study of non-disabled experienced workers is used to set the rates. A labor market survey is completed for all jobs to establish the prevailing wage for each job. A limited number of jobs, such as janitorial jobs, are paid hourly and are generally done by those individuals who require limited supervision.

When paid work is not available a schedule of training activities is provided. As much as possible, these activities emphasize skills related to getting and keeping a job.

Work Services is offered by referral. Individuals must meet certain criteria to be considered for this program.

B. Goals

Work Services strives to help participants learn work skills, habits and attitudes that will lead them to success in community employment. These skills include getting along with co-workers, handling disagreements, producing quality work, learning to request time off, and demonstrating good attendance and punctuality. This program allows individuals to experience earning a paycheck and the pride that comes with that.

II. Program Participation

A. Populations Served and Eligibility

Individuals over the age of 24, who have developmental disabilities, who have appropriate funding and who meet all general Stone Belt admission criteria will be considered for Work Services.

B. Referral Sources

Individuals are usually referred to Work Services through their Case Manager or Service Coordinator.

C. Admission

The general admission acceptance procedure is as follows:

1. The person and his/her interdisciplinary team determine that this program is desired.
2. The service coordinator or other representative submits the consumer's name to a member of the Stone Belt Admissions Team or Director or designee for review. Review will include financial resources, ISP, Behavior plan, med list, etc.
3. At Directors discretion, behaviorists, social workers, nurses, program directors, and coordinators may be consulted to determine if this individual would be successful in work services.
4. If it is decided that the individual is a potential candidate for work services, a meeting is arranged so the individual can meet the director or manufacturing supervisor and see the work area.
5. The CEO and Director of Manufacturing has the final say in admissions. If the individual is accepted, an admission meeting is scheduled at which time all paperwork is completed and a start date is determined. If there is no opening at that time, the individual is placed on a waiting list.
6. Each individual will have a 30 day assessment to evaluate work skills and behavior or hygiene concerns that might be cause for discharge.

The specific requirements for admission to Work Services are as follows:

1. The individual must be able to function in a 10:1 ratio setting. Supervisors will need to leave the room throughout the work day to get material, care for another consumers needs, and other requirements of a manufacturing setting.
2. The individual must not require any ongoing 1:1 staffing for behaviors or personal needs.
3. Individual must be able to maintain hygiene requirements needed for the jobs. i.e. cannot pick at skin that causes bleeding or have

excessive drooling, etc that would contaminate or damage work products.

D. Individual Program Planning

All persons enrolled in Stone Belt programs have an Individual Program Plan (IPP). Goals and objectives are developed with each individual and his/her interdisciplinary team. Each participant has a service coordinator who is responsible for writing and coordinating the plan that is developed. For persons who participate in Work Services, specific goals and objectives to be implemented in the program will be identified. The Manufacturing Coordinator will be responsible for carrying out the program plan and reporting the progress made by the worker to the appropriate person. Progress on the plan will be reviewed at least quarterly with the worker and other members of the team. The plan, which includes goals and objectives from all programs in which the worker participates, is revised at least annually through a case conference.

E. Program Components

The work service program offers opportunity for work experience and training through paid work and work experience training through downtime activities when work is not available.

F. Service Delivery

1. Length of Service—Work Services will be provided as long as the program is appropriate and desired.
2. Hours of Operation—Monday through Friday, with the exception of holidays or emergency closings, from 8:00 a.m. to 4:00 p.m.
3. Frequency of Services--Ongoing
4. Fees and Payer Sources—Usually funded through waiver and group home services, although private pay is an option.
5. Discharge—Individuals are discharged from Work Services according to the agency discharge procedures. Discharge criteria specific to Work Services are as follows:
 - a. All ISP goals are met and there are no other identified training needs.
 - b. Program admission criteria are no longer met.
 - c. Work facility is no longer available.
 - d. Interdisciplinary team decides this is no longer the appropriate program for the individual.

III. Intra/Interagency Relationships

The Work Service program works with other Stone Belt programs and other service providers to offer the best coordination of services for each individual. These programs include group homes, supported living, employment services, day services, behavioral consultants and other professionals. Representatives from each program are included in the support team, which provides input into the decisions affecting the individual.

IV. *Personnel*

- A. Direct Support Specialist
Provides the direct training and supervision of the consumers in the workshop. Completes payroll document, goal tracking and behavior tracking. Ensures quality production. Reports to the Manufacturing Coordinator.
- B. Manufacturing (Work Services) Coordinator
Supervises the Direct Support Specialists. Maintains day to day communication with families and guardians. Coordinates quarterly and annual meetings for consumers. Assures all required staff trainings are completed. Assists in job set-up and oversees all production and is responsible for quality assurance. Maintains day to day communication with businesses as required. Reports to Director of Manufacturing.
- C. Director of Manufacturing (Work Services)
Oversees all aspects of manufacturing. Is responsible for seeking new jobs, assisting with the job bid process, and following through for all jobs as they come into the workshop. Participates as an active member of all assigned Stone Belt and community teams and meetings. Ensures high quality consumer services as well as quality product delivery.

V. *Program Evaluation*

In order to identify the results of services and the effects of the program on the persons served, quality indicators of Work Services are taken as part of the agency Outcome Measurement System. The data collected is reported quarterly. Plans for improvement in quality outcomes are implemented based on the data collected.