



Integrated Resources Institute

MentorWorks

Fiscal Year 2017-2018

**ANNUAL REPORT
AND
PROGRAM EVALUATION OUTCOMES**



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Pictured Above: Megan Eastman
Round Brix Employee - \$25.00 per hour

Integrated Resources Institute

MentorWorks

ANNUAL REPORT

and

PROGRAM EVALUATION OUTCOMES

FY 2017-2018

Executive Summary

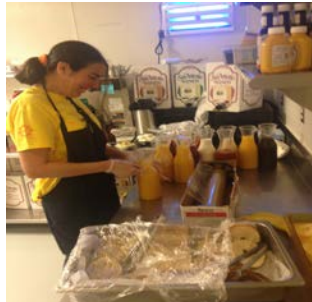
MentorWorks is the integrated work program of Integrated Resources Institute (IRI), a non-profit 501(c)3 registered charitable state and federal organization. The mission of *MentorWorks* /IRI is the full inclusion of persons with significant disabilities into their community in Competitive Integrated Employment (CIE).

The *MentorWorks* program provides inclusive community opportunities by developing integrated work opportunities for persons with significant disabilities.

This past FY 2017-2018, *MentorWorks* received primary funding and client referral from the Regional Center of Orange County and California Department of Rehabilitation. Additional program funding support is provided by: Irvine Spectrum Rotary Club and the Weiner-Zivolich Charitable Fund.

The *MentorWorks* program strives to meet our slogan ***“Everybody Works”!***

www.irioc.org



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Program Services

The Integrated Resources Institute (IRI) *MENTORWORKS* program is a 100% community-based *Employment First* program. All program services are focused on fully integrated employment and community opportunities for people with disabilities in their community. IRI also provides education consultation to families and students in special education programs. In 2014 IRI initiated *Empowered Living*, an independent/ supported living program to facilitate integrated living options for persons with significant disabilities.

Gillman Project SEARCH was initiated at Children's Hospital of Orange County (CHOC) on July 1, 2016. IRI *MENTORWORKS* was selected by Project SEARCH USA, based at Cincinnati Children's Hospital. Project SEARCH is an international trademarked and copyrighted program model, which focuses solely on employment for Project SEARCH interns. Program participants experience total immersion in the workplace at CHOC in four different departments, ten weeks each. Interns are on site at CHOC each program day for a minimum of six hours for an 11 month period. The second year of Gillman Project SEARCH at CHOC Children's Hospital ended with IRI on Graduation Day on May 25, 2018.

Referrals

Referrals are made by the Regional Center of Orange County, Westside Regional Center, San Diego Regional Center, CA State Department of Rehabilitation, Participants, Families, and Orange County School Districts.

Our Values

IRI embraces the Person-Centered Values that people with disabilities should work in fully integrated employment and community settings based upon their preference, skills, and choice. Placing the individual in the Center of a Circle of Support with Circle participants advocating for full access to community resources should be valued and put into practice. Further that wages earned in those community settings are commensurate with non-disabled co-workers at, or above minimum wage.

- Regard as **People First**
- Treat people with dignity and respect
- Presume competence and provide encouragement
- Promote equity
- Full integration
- Full inclusion
- Meaningful lives
- Valued social roles

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MENTORWORKS PROGRAM OUTCOMES FY 2017-2018

- 144 Individuals Served
- 26 new job placements were developed during FY 2017-18
- 100% placements are considered Competitive Integrated Employment (CIE)
- 93% in paid work positions
- 100% program time in inclusive community settings
- \$760.67 average monthly wage income
- \$136 - \$2700 monthly wage range
- 4.7 years average job tenure
- \$11.00 - \$25.00 hourly range
- \$11.60 average hourly wage
- 70% Families reported “Very Satisfied”
- 100% Participants reported Overall Satisfaction
- 96% Employers reported “Very Satisfied”
- 100% RCOC Service Coordinators reported Overall Satisfaction





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MENTORWORKS PROGRAM EVALUATION RESULTS

CLIENT OUTCOMES

- Percentage of participants entering the program with an unemployed status:
100%
- Percentage of participants engaged in paid work in integrated work settings:
92%
- Average Hours of Work Per Week:

Volunteer:	7
Paid Work:	15.25
Work Setting (Volunteer and Paid):	22
- Percentage of Paid/Volunteer Work Hours for Program Time
84%
- Percentage of Program Time in Community Integrated Settings
100%





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MentorWorks Participant Characteristics

- Primary Disability Category Labels: For **144 individuals served:**

<u>Diagnosis</u>	<u>Total</u>	<u>Percentage</u>
Autism Spectrum Disorder	64	44%
Intellectual Disability	42	29%
Down Syndrome	15	10%
Prader-Willi Syndrome	6	5%
Brain Injury	5	4%
Seizure Disorder	5	4%
Cerebral Palsy	4	3%
Noonan Syndrome	1	1%
Williams Syndrome	1	1%
Fragile X Syndrome	1	1%

- Gender Representation:

Female	40%	58 Total
Male	60%	86 Total

- Median Age: 26 years





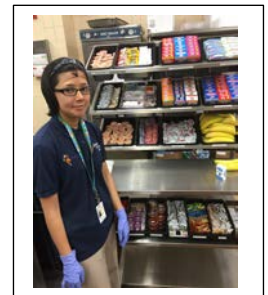
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Labor Force Rate and Community Employer Partnerships

NOTE: The U.S. Labor Force Participation Rate for people with disabilities is **20.2%**, compared to **69.1%** for people without disabilities according to the *U.S. Department of Labor - Office of Disability Employment policy*.

The labor participation rate for IRI MentorWorks program participants is **91.6%** indicating a positive variance of **+71.4%** when compared to typical workforce participation by persons with disabilities throughout the U.S. These IRI outcomes also have a positive variance of **+22.5% for people without disabilities**. 132 out of 144 clients served participated in fully integrated work and earned at least \$11.00 per hour minimum wage. The pay range for IRI clients is \$11.00 - \$25.00 per hour.

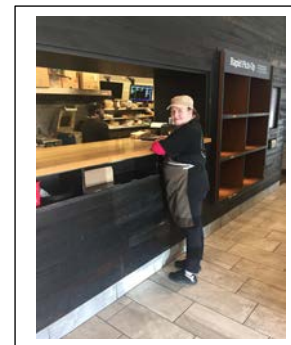
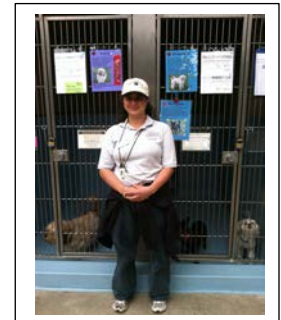
Employers

1. Albertsons - Irvine Quail Hill Parkway
2. Albertsons- Tustin
3. Anaheim Angels
4. Anaheim Ducks
5. Angels Baseball LP (Seasonal)
6. Anschutz Entertainment Group (Angels Stadium)- seasonal
7. Arby's Lake Forest
8. Bluebird Canyon Farms – Laguna Beach
9. Carl's Jr. San Juan Capistrano
10. Center for Autism & Neurodevelopmental Disorders
11. Children's Hospital of Orange County (CHOC)
12. Chipotle – Seal Beach
13. Chipotle - Tustin
14. Chuck E Cheese - Rancho Santa Margarita
15. Chuck E Cheese – San Juan Capistrano
16. Cinapolis Luxury Cinemas – Rancho Santa Margarita
17. Cinapolis Luxury Cinemas – Laguna Niguel
18. City of Irvine Animal Care Center
19. City of Irvine Human Resources Department
20. Corner Bakery – Anaheim Hills
21. Corner Bakery – South Coast Plaza
22. Corner Bakery – Santa Ana
23. Del Taco – Aliso Viejo
24. Del Taco – Anaheim
25. Del Taco – Laguna Hills
26. Del Taco - Tustin
27. Denault's Hardware – Mission Viejo
28. Disneyland



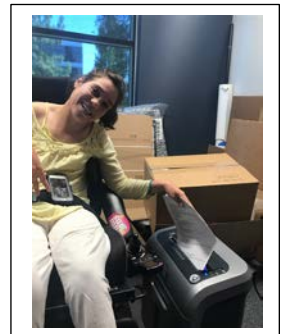
Employers (cont'd)

29. Dogtopia – Santa Ana
30. Dollar Tree – Mission Viejo
31. Dollar Tree – San Juan Capistrano
32. Costco Club Demonstrator Services (CDS) - San Juan Capistrano
33. Costco CDS – Tustin
34. Gelson's Market – Dana Point
35. Gelson's Market – Ladera Ranch (two supported employees)
36. Gelson's Market – Laguna Beach (three supported employees)
37. Get Air Surf Trampoline Park – Huntington Beach
38. Guaranteed Property Inspections
39. Helping Hands – Orange County
40. Home Depot – Anaheim
41. Home Depot - Lake Forest
42. Home Depot – Huntington Beach
43. Home Depot – Laguna Hills
44. Home Depot – Mission Viejo
45. Home Depot – Santa Ana
46. In & Out Burger – Seal Beach
47. Integrated Resources Institute
48. Irvine Animal Care Center
49. Irvine City Hall – Human Resources
50. Jack in the Box – Mission Viejo
51. Kmart – Costa Mesa
52. Legends – LA Angels Stadium
53. Lowe's Home Improvement - Tustin
54. Lucky Brand Clothing - Irvine
55. Lyfe Kitchen- Irvine Spectrum (two IRI supported employees)
56. McDonald's – Rancho Santa Margarita
57. McDonald's Irvine- Construction Circle
58. McDonald's Irvine- Jeffrey and Alton
59. Mothers Market – Costa Mesa
60. Mother's Market – Laguna Hills
61. Mother's Market – Santa Ana
62. Namaste Restaurant – Aliso Viejo
63. OC Real Estate Network Companies
64. Panera Bread - San Clemente Outlet Mall
65. Panera Bread - Aliso Viejo
66. Panera Bread Café Bakery – Aliso Niguel
67. Panera Bread Café Bakery - Anaheim
68. Panera Bread Café Bakery – Irvine
69. Panera Bread Café Bakery – Rancho Santa Margarita
70. Panera Bread Café Bakery – Tustin
71. Panera Bread - Costa Mesa
72. Panera Bread Irvine- Westpark



Employers (cont'd)

73. Panera Bread - Lake Forest
74. Panera Bread - Newport Beach
75. Panera Bread - Orange
76. Panera Bread - San Juan Capistrano
77. Panera Bread - Tustin
78. Pavilions - Ladera Ranch
79. Pavilions - Laguna Beach (two IRI supported employees)
80. Pavilions - Newport Coast (two IRI supported employees)
81. Pavilions – Rancho Santa Margarita
82. Peppino's Italian Restaurant – Lake Forest
83. Peppino's Italian Restaurant – Foothill Ranch
84. Private house cleaner for an Irvine resident
85. Ralphs - Aliso Viejo
86. Ralphs - Costa Mesa
87. Ralphs - Irvine UCI
88. Ralphs Irvine – Woodbury (two IRI supported employees)
89. Ralphs - Laguna Beach
90. Ralphs - Lake Forest
91. The Ranch of Laguna Beach
92. Regal Edwards Theaters – Irvine
93. Regal Entertainment – Aliso Viejo
94. Round Brix – Laguna Hills
95. Saint Andrews Preschool - Irvine
96. Smart & Final – Laguna Niguel
97. Sprouts - Costa Mesa
98. Sprouts – Fullerton (two IRI supported employees)
99. Sprouts - Mission Viejo
100. Sprouts - Orange
101. Sprouts - Tustin
102. Staples - Aliso Viejo
103. Staples - Anaheim
104. Staples - Anaheim Hills
105. Staples - Lake Forest
106. Staples - Garden Grove
107. Staples - Huntington Beach
108. Staples - Orange
109. Staples - San Juan Capistrano
110. Staples – Santa Ana
111. Staples - Rancho Santa Margarita (two supported employees)
112. Staples - Tustin
113. Staples – Yorba Linda
114. State Council on Developmental Disabilities-Santa Ana (Paid Internship Program)
115. Sunrise Assisted Living – Seal Beach
116. The Puppy Store Main Place Mall
117. Target – Irvine Spectrum



Employers (cont'd)

- 118. TJ Maxx – Orange
- 119. Trader Joe's – UC Irvine
- 120. Trader Joe's – Newport Coast
- 121. Vons – Costa Mesa
- 122. Vons – Huntington Beach
- 123. Vons – La Habra
- 124. Vons -Santa Ana
- 125. Vons – Yorba Linda
- 126. Walmart – Foothill Ranch (two supported employees)
- 127. Walmart Laguna Niguel (two supported employees)



Monique Tapia
11 Year TJ Maxx Employee

Microenterprise (Self-Employment) Development

1. Massage By Sarah, LMT





Gillman Project SEARCH Collaborative Partnerships with IRI:

- Children's Hospital of Orange County
- Cincinnati Children's Hospital Medical Center
- Regional Center of Orange County
- CA Department of Rehabilitation
- Santiago Canyon College
- UCI Technology Center

2017-2018 GILLMAN Project SEARCH OUTCOMES – Eleven (11) Interns

- Percentage of participants entering the program with an unemployed status: **64%**
- Percentage of graduated interns employed at CHOC: **TBD**
- Percentage of graduated interns who gained employment: **TBD**
- Percentage of Project SEARCH graduates in CIE placements: **10%**
- Hourly wage range: **\$11.00 - \$15.00**
- Average hours per week: **8.0**



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Community Volunteer Worksites

1. Adoption Pet Center – Laguna Hills
2. AIDS Foundation - Irvine
3. Aldersgate Methodist Church
4. American Red Cross – Santa Ana
5. Anaheim Independencia FRC/CAPOC
6. Animal Assistance League
7. Assistance L
8. Animal Crackers Pet Rescue
9. Animal Service Center
10. Ark of San Juan Capistrano
11. Assistance League Fullerton
12. Assistance League Irvine
13. Assistance League Thrift Store - Orange
14. Autumn Years (Pacifica)
15. Beach Cities Interfaith
16. Beach Cities Interfaith – Huntington Beach
17. Blind Children's Learning Center
18. Blind Children's Learning Center – Tustin
19. Blue Ribbon Saddle Club
20. Boys and Girls Club – Laguna Beach
21. CA Helping Hands – Laguna Hills (three IRI supported employees)
22. Children's Village Preschool
23. City of Irvine Animal Care Center
24. Costa Mesa Library
25. Costa Mesa Senior Center
26. Costa Mesa Senior Center Meals On Wheels
27. Crossline Church
28. Crossline Church – Laguna Hills
29. Dana Point Library
30. Discovery Science Center
31. Discovery Science Center Resource Center
32. Discovery Science Resource Center – Orange
33. Donald Duncan Library
34. Dream Adoption
35. Dream Animal Rescue
36. El Modena Library
37. El Toro Library
38. Emeritus Assisted Living – San Juan Capistrano
39. Environmental Nature Center

Community Volunteer Worksites (cont'd)

40. Family Treasures Thrift Store
41. Florence B. Sylvester Senior Center – Laguna Hills
42. Florence Sylvester Senior Center
43. Food Bank – San Juan Capistrano
44. Foothill Ranch Library
45. Fountain At Sea Bluff – Dana Point
46. Fullerton Acute Care
47. Fullerton Community Center
48. Fullerton Library
49. Garden Grove Library
50. Gary Center Food Pantry
51. Geneva Presbyterian Church
52. Giving Children Hope – Buena Park
53. Grateful Hearts – Los Alamitos
54. Harvest Food Bank
55. HeadStart
56. Hemopet Greyhound Adoption – Garden Grove
57. Heritage Park Library – Irvine
58. Hope HeadStart – Irvine
59. Hope HeadStart – Westminster
60. Horse Ranch – Costa Mesa
61. Hospice Care of the West
62. Huntington Beach Library
63. Huntington Beach Senior Center
64. Huntington Beach Senior Outreach
65. Irvine Animal Care Center
66. Irvine Hebrew School
67. Irvine Park Railroad
68. Katie Wheeler Library – Irvine
69. Kelly's Academy
70. Lakeview Senior Center – Irvine
71. Learning Light Foundation
72. Lincoln Institute of Body Therapy – Orange
73. Los Alamitos Library
74. Los Alamitos Senior Center
75. Mary's Kitchen
76. Meals on Wheels – Aliso Viejo
77. Meals on Wheels – Laguna Beach
78. Mercy Warehouse – Laguna Niguel
79. Miracles for Kids
80. Mission Viejo Senior Center
81. Nature Abounds

Community Volunteer Worksites (cont'd)

82. Nature Center – Newport Beach
83. Norman P Murray Senior Center
84. Oasis Senior Center – Corona Del Mar
85. Ocean Institute – San Juan Capistrano
86. OC Animal Care
87. OC Food Bank
88. OC Toy Collaborative
89. Olivia Day Care
90. Orange City Library
91. Orange County Fairgrounds – Costa Mesa
92. Orange County Foodbank
93. Orange County Food Bank – Garden Grove
94. Orange County Library - Anaheim
95. Orange County Library – Santa Ana
96. Orange County Library – Tustin
97. Orange Library
98. Orange Public Library
99. Orange Senior Center
100. Parrot Sanctuary Gardens
101. Pediatric Cancer Research Foundation
102. Petco
103. Petco Cat Adoption
104. Petco/Meow's Rescue
105. Petsmart
106. Pretend City - Irvine
107. Rancho Santa Margarita Library
108. Red Cross
109. Reptile Island – Stanton
110. Saddleback Church – Lake Forest
111. Saddleback Church Pantry
112. Saddleback Church Warehouse
113. Salvation Army – Orange
114. San Clemente Library
115. San Juan Capistrano Library
116. Santa Ana Senior Center
117. Santa Barbara Church – Santa Ana
118. Seal Beach Animal Care Center
119. Second Harvest Food Bank – Irvine
120. Senior Center – Laguna Beach
121. Sheepfold Thrift Store
122. Silverado Senior Center – Costa Mesa

Community Volunteer Worksites (cont'd)

- 123. Silverado Senior Center – San Juan Capistrano
- 124. Someone Cares Soup Kitchen – Costa Mesa
- 125. SOS: Share Ourselves – Costa Mesa
- 126. Southwest Senior Center
- 127. St. Justin Church - Anaheim
- 128. St. Michael Hospice
- 129. Sunrise Senior Living Mission Viejo
- 130. Sunrise Senior Living Center – La Palma
- 131. Sunrise Senior Living Center – Mission Viejo
- 132. Sunrise Senior Living Center – Seal Beach
- 133. Sunrise Senior Living Center – Tustin
- 134. Sunrise Senior Living Center Seal Beach
- 135. The Ark of San Juan
- 136. The Puppy Store
- 137. Tustin Library
- 138. Tustin Senior Center
- 139. UC Irvine Arboretum
- 140. Vintage MV Senior Center
- 141. WAGS Pet Adoption - Westminster
- 142. Westminster Lutheran Church
- 143. Working Wardrobes – Costa Mesa
- 144. Zoomars Petting Zoo – San Juan Capistrano

PROGRAM EVALUTATION OUTCOMES

- **ISP Objectives Met: 73%** for most part, due to not meeting time frames for job placement within 3-6 months

- **Stakeholder Overall Satisfaction**

- Client Participant Surveys: **100%** “Yes”
 - “I love my two jobs IRI found for me.”
 - “I am glad and happy to be working!”
 - “I love the IRI Job Coaches and Managers!”
- Family, Residential, and Independent Living Surveys: **70% “Very Satisfied”**; 10% “Somewhat Satisfied”; 20% “Very dissatisfied (two responses)”
 - “The entire staff is very hard working and nice.”
 - “We love IRI! We thought the previous agency that worked with our son was great; however from day one, IRI has been outstanding.”
- RCOC Service Coordinators: **100%** “Very Satisfied”
- Employers: **96%** “Very Satisfied”; 3.71% “Somewhat Satisfied”
 - 100% employers would recommend IRI to other businesses

- **Program Staff Indicators**

- Average Tenure of Staff: **2.7 years**
- Average Tenure of Management Staff: **4.9 years**



Integrated Resources Institute

MENTORWORKS

1. PROGRAM DESCRIPTION

A. Purpose

The MentorWorks program is designed to result in the establishment of Person-Centered individualized, full inclusion, community based service that is driven by each consumer's self-directed program plan. Specific participant chosen opportunities of: comprehensive long-term self-advocacy, integrated employment, community access and social supports are provided by MENTORWORKS.

B. Goals and Objectives:

Statement of Mission Goal

Consumer Self-Determination Work Outcomes: MENTORWORKS results directly in individuals with disabilities increasing self-determination that results in measurable improved access to fully integrated community opportunities: Work, Community, and Personal Relationships. Situations are consistent with or characterized by: a. Consumer control, choice, aspirations and concerns; b. Friendships and Relationships with non-disabled co-workers, peers and others; d. Coordination with other community living needs and interests, i.e. Support plans, which are individualized and responsive to assessed inclusion needs.

Statement of Objectives

Objective 1:

Work Outcomes: Access to integrated employment is the major advocacy focus for the consumers, since it is a validated variable for consumer perceptions of more control and a higher quality of life (Wehmeyer, 1994). MENTORWORKS also assists consumers to volunteer in fully integrated settings in the community to develop work and social skills until paid jobs are accessed, and as a supplement to paid job activities.

Objective 2:

Self-Determination: MENTORWORKS consumers have access to long term systematic mentor and training support to develop and assert self-advocacy, consumers determine their own goals and activities regarding community integration and employment.

Objective 3:

Community Integration: MENTORWORKS consumers utilize age appropriate and fully integrated community settings, community access, activities, and friends utilizing ecological inventory strategies. All activities emphasize social role valorization, physical and social integration opportunities in natural proportions.

C. Consumer Outcomes:

MENTORWORKS collaborates with the regional center to establish services for underserved or un-served regional center consumers, (typically determined not eligible for Department of Rehabilitation) including transitioning high school graduates. Consumers typically range in age from 22 to 65 and represent the cultural and ethnic diversity of each Regional Center's population, as well as full diversity of disabilities served.

MENTORWORKS provides these services under Regional Center vendorization of the Community-based ADC under Vendor # HM0021 and the Supplemental 1:1 funding under Vendor # P20585 as well as the Community Integration Training Program – *Employment First* under Vendor # PM2337 under the 055 Service Code. Vendor # HM0020 for transportation.

Integrated work training and employment opportunities are targeted as the majority of weekly scheduled activities, with a weekly goal of 20 hours. All work settings emphasize natural support strategies to ensure maximum social integration at the work site.

MENTORWORKS assists all consumers to access or improve integrated paid work opportunities. MENTORWORKS assists members to volunteer in the community non-profit work settings to develop work experience, integrate with non-disabled peers and develop paid jobs as well as provide on the job support.

One of the primary innovative strategies prioritizes consumer self-determination regarding services design, activities and environments (i.e. empowerment). Consumers have access to long term systematic support to develop and assert self-advocacy. As a result of self-advocacy, consumers determine their own goals and activities regarding community integration and employment. Each

consumer advocates and develops one goal and objective in the areas of: Self Advocacy, Work, Community Access and Community Integration/Social.

IRI clients access community settings/activities/friends utilizing ecological inventory strategies. Based on choice, each consumer participates in community based goal activities weekly: integrated work; community access (e.g. public transportation/ pedestrian mobility; community integration/pedestrian mobility); community integration /social (e.g. library, social interaction with peers, museum, coffee shops).

On May 27, 2017, IRI implemented day program policy and no longer supports congregated centers or congregated volunteer activities nor specialized adaptive community college for people with disabilities.

Related self-help skill goals and social objectives are developed to facilitate community access. Each consumer is provided with training and support in needed areas of safety training (e.g. calling for help in the community, carrying I.D.), grooming and dress monitoring for community acceptance (e.g. reminders of acceptable community standards), and communication (e.g. adaptations to communicate with community members).

D. Description of Locations:

All programming is provided in normalized, age appropriate and in natural environments, 100% in the community.

E. Schedule:

General/Typical Program Operating hours are 6.0 hours per day, 5 days per week, Monday – Friday. However, many clients are employed on weekends and evenings as their weekly schedule is adjusted accordingly and consistent with Self-Determination of services and supports.

Starting and ending times each day may vary based on work or community access requirements. The sample of weekly schedule: Monday – Friday: Community Access/ Mobility Training, (e.g. public transportation, pedestrian skills) Integrated work, community integration (e.g. lunch with co-workers), community integration (e.g. library computer training, coffee shop, gym, demonstrate use of communication adaptation), Community Access (e.g. transportation, pedestrian skills, demonstrate safety skill of using cellular or pay phone to access help).

F. Staff Training:

The staff training for employees is a competency based training strategy that is associated with employee advancement and compensation. Each new employee is provided with one week of initial training that includes three days of administrative/classroom instruction (18.0 hours), and two days of co-worker mentoring and field training (12.0 hours). Tenured staff specifically trains each employee for the actual consumers that they are initially assigned to work within the community.

G. ISP Progress:

1. Consumer assessments are conducted in natural environments (e.g. work settings, community, mobility); during the first two weeks of entrance. ISP objectives are finalized based on consumer self-advocated areas of training and support interest (e.g. work, safety, community, and mobility).
2. Consumer performance is evaluated daily and is documented in daily case notes that include a schedule and task analysis format. Progress toward goals is reviewed monthly and communicated to regional center and significant others as needed or every six months. Written ISP modifications and progress are submitted bi-annually.

H. Program Effectiveness:

The program conducts an annual review of effectiveness in relation to this program design:

1. Primary Program objective for each participant is to obtain employment
2. Secondary Program objective for each participant is volunteer work
3. Aggregate data on progress in relation to the ISP objectives:

The purpose of the evaluation (including performance measurement and outcome systems) provides both formative and summative information for the purpose of assessing the effectiveness of the program and the impact of activities on consumers.

A uniform outcome based measurement system is used to assess success in developing self-advocacy, community training and employment services for consumers.

The uniform outcome based measurement system is used to assess intake, training and placement activities. Outcome data reflects directly the program's success in achieving its ostensible goals; in the case to increase consumer

opportunities to engage in community and employment. Individual consumer outcome data to collect includes:

- Disability Characteristics
- Previous Employment
- Average Wages Earned Per Week
- Average Hourly Wage
- Retention Rates
- Hours of Work
- Hours of Community Integration
- Accomplishment of ISP objectives

A program process evaluation is conducted to determine staff performance and consumer satisfaction. Process data collected includes:

- Client Overall Satisfaction
- Employer/Volunteer Site Satisfaction
- Parent, Residential and ILS Overall Satisfaction
- RCOC Service Coordinator Overall Satisfaction



2017-2018 IRI Staff Trainings:

- Customized Employment – Doug Crandall, Cary Griffin & Associates
- Systematic Instruction-Task Analysis – Jan Weiner, Ph.D.; California State University Fullerton
- Project SEARCH Overview at CHOC Children’s Hospital – Joseph Nacario
- Providing Respectful, Positive and Optimistic Supports – Joseph Nacario
- Safety & Special Incident Reporting – Joseph Nacario
- Autism Best Practices in Person-Centered Principles – Joseph Nacario
- eRSP Cloud Based Home Care Software –Scheduling, Clock-In, Case Notes- Patrick Hanna

2017-2018 Community Presentations:

- Cal TASH Conference: Sacramento, CA – *“Employment First in Orange County,” “HCBS Final Rule – Transitioning to 100% Community-Based Employment”* and *“Employment First, Employment Now, Employment for All!”* Joseph Nacario, David Grady
- Thompson Policy Institute: Orange County Dept. of Education – *“Gillman Project SEARCH at CHOC”* Joseph Nacario, Linda Seppala
- CHOC Children’s Hospital: Orange, CA – *“Mentor Training Project SEARCH Interns,”* Joseph Nacario, Linda Seppala
- Bluebird Canyon Farms: Laguna Beach, CA – *“Hiring Employees with Disabilities is Good Business Sense”* Joseph Nacario
- Segerstrom Center for The Arts: Costa Mesa, CA - *“Hiring Employees with Disabilities is Good Business Sense”* Joseph Nacario
- Independent Options: Riverside, CA –*“Employment for All”* Linda Seppala

Network Affiliates:

- Gillman Project SEARCH Steering Committee
- Thompson Policy Institute
- Orange County Employment Advocacy Network (OCEAN)
- Adult Day Services Advisory Committee (ADSAC)
- RCOC Work Services
- Cal TASH
- National TASH
- Association for Persons in Supported Employment