



Integrated Resources Institute
MentorWorks

Fiscal Year 2016-2017
ANNUAL REPORT
AND
PROGRAM EVALUATION OUTCOMES

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ANNUAL REPORT

and

PROGRAM EVALUATION OUTCOMES

FY 2016-2017

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.

MentorWorks receives 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”!***

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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.

Referrals

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

Our Values

IRI embraces the values that people with disabilities should work in fully integrated employment and community settings based upon their preference, skills, and choice. 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 2016-17

- 131 Individuals Served
- 44 new job placements were developed during FY 2016-17
- 100% placements are considered Competitive Integrated Employment (CIE)
- 93% in paid work positions
- 100% program time in inclusive community settings
- \$662.41 average monthly wage income
- \$136 - \$2042 monthly wage range
- 4.7 years average job tenure
- \$10.50 - \$25.00 hourly range
- \$10.76 average hourly wage
- 100% Families reported Overall Satisfaction
- 100% Participants reported Overall Satisfaction
- 100% Employers reported Overall Satisfaction
- 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:
93%
- Average Hours of Work Per Week:

Volunteer:	7
Paid Work:	14.25
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%





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

GILLMAN Project SEARCH OUTCOMES – Ten Interns

- Percentage of participants entering the program with an unemployed status: **80%**
- Percentage of graduated interns employed at CHOC: **33%**
- Percentage of graduated interns who gained employment: **80%**
- Percentage of Project SEARCH graduates in CIE placements: **100%**
- Hourly wage range: **\$10.50 - \$15.00**
- Average hours per week: **25.75**





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MentorWorks Participant Characteristics

- Primary Disability Category Labels: For **131 individuals served:**

<u>Diagnosis</u>	<u>Total</u>	<u>Percentage</u>
Autism Spectrum Disorder	51	39%
Intellectual Disability	42	31%
Down Syndrome	15	12%
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	41%
Male	59%

- Gender Representation:

Hispanic	14%
Caucasian	64%
African-American	2%
Asian	12%
Middle East	8%

- Median Age: 27 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 **20.6%**, compared to **68.8%** 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 **93%**, indicating a positive variance of **+72.4%** when compared to typical workforce participation by persons with disabilities. 122 out of 131 clients served participate in fully integrated work and earn at least \$10.50 per hour minimum wage. The pay range for IRI clients is \$10.50 - \$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. Carl's Jr. San Juan Capistrano
9. Center for Autism & Neurodevelopmental Disorders
10. Children's Hospital of Orange County (CHOC)
11. Chipotle – Seal Beach
12. Chipotle - Tustin
13. Chuck E Cheese - Rancho Santa Margarita
14. Chuck E Cheese – San Juan Capistrano
15. Cinapolis Luxury Cinemas – Rancho Santa Margarita
16. Cinapolis Luxury Cinemas – Laguna Niguel
17. City of Irvine Animal Care Center
18. City of Irvine Human Resources Department
19. Corner Bakery – Anaheim Hills
20. Corner Bakery – Santa Ana
21. Del Taco – Anaheim
22. Denault's Hardware – Mission Viejo
23. Dogtopia – Santa Ana
24. Dollar Tree – Mission Viejo
25. Dollar Tree – Capistrano Beach
26. Costco San Juan Capistrano
27. Gelson' Market – Ladera Ranch (two supported employees)
28. Gelson's Market – Laguna Beach (two supported employees)
29. Gelson's Market – Newport Beach

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

76. Peppino's Italian Restaurant – Foothill Ranch
77. Private house cleaner for an Irvine resident
78. Ralphs Aliso Viejo
79. Ralphs Costa Mesa
80. Ralphs Irvine
81. Ralphs Irvine Woodbury
82. Ralphs Laguna Beach
83. The Ranch of Laguna Beach
84. Regal Edwards Theaters – Irvine
85. Regal Entertainment -
86. Round Brix – Laguna Hills
87. Saint Andrews Preschool Irvine
88. Smart & Final – Laguna Niguel
89. Sprouts - Fullerton
90. Sprouts – Mission Viejo
91. Sprouts - Orange
92. Sprouts Tustin
93. Staples Aliso Viejo
94. Staples – Lake Forest
95. Staples Garden Grove
96. Staples Huntington Beach
97. Staples – Orange
98. Staples San Juan Capistrano
99. Staples- Rancho Santa Margarita
100. Staples – Yorba Linda
101. Sunrise Assisted Living – Seal Beach
102. Team Store at Honda Center
103. The Puppy Store Main Place Mall
104. TJ Maxx – Orange
105. Trader Joe's – UC Irvine
106. Trader Joe's – Newport Coast
107. Vons – Costa Mesa
108. Vons – Huntington Beach
109. Vons – La Habra
110. Vons -Santa Ana
111. Vons – Yorba Linda
112. Walmart – Irvine
113. Walmart Laguna Niguel
114. Warehouse Demonstrator Services at Costco – San Juan Capistrano





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Microenterprise (Self-Employment) Development

1. Massage By Sarah, LMT (on hold)



Community Volunteer Worksites

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

Community Volunteer Worksites

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

Community Volunteer Worksites

82. Olivia Day Care
83. Orange City Library
84. Orange County Fairgrounds – Costa Mesa
85. Orange County Foodbank
86. Orange County Food Bank – Garden Grove
87. Orange County Library - Anaheim
88. Orange County Library – Santa Ana
89. Orange County Library – Tustin
90. Orange Library
91. Orange Public Library
92. Orange Senior Center
93. Parrot Sanctuary Gardens
94. Pediatric Cancer Research Foundation
95. Petco
96. Petco Cat Adoption
97. Petco/Meow's Rescue
98. Petsmart
99. Pretend City - Irvine
100. Rancho Santa Margarita Library
101. Red Cross
102. Reptile Island – Stanton
103. Saddleback Church – Lake Forest
104. Saddleback Church Pantry
105. Saddleback Church Warehouse
106. Salvation Army – Orange
107. San Clemente Library
108. Santa Ana Senior Center
109. Santa Barbara Church – Santa Ana
110. Seal Beach Animal Care Center
111. Second Harvest Food Bank – Irvine
112. Senior Center – Laguna Beach
113. Sheepfold Thrift Store
114. Silverado Senior Center – Costa Mesa
115. Silverado Senior Center – San Juan Capistrano
116. Someone Cares Soup Kitchen – Costa Mesa
117. SOS: Share Ourselves – Costa Mesa
118. Southwest Senior Center
119. St. Justin Church - Anaheim
120. St. Michael Hospice
121. Sunrise Senior Living Mission Viejo
122. Sunrise Senior Living Center – La Palma

Community Volunteer Worksites

- 123. Sunrise Senior Living Center – Mission Viejo
- 124. Sunrise Senior Living Center – Seal Beach
- 125. Sunrise Senior Living Center – Tustin
- 126. Sunrise Senior Living Center Seal Beach
- 127. The Ark of San Juan
- 128. The Puppy Store
- 129. Tustin Library
- 130. Tustin Senior Center
- 131. UC Irvine Arboretum
- 132. Veterans Hospital of Long Beach
- 133. Vintage MV Senior Center
- 134. Westminster Lutheran Church
- 135. Working Wardrobes



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PROGRAM PROCESS EVALUATION OUTCOMES

- **ISP Objectives Met: 73%** - generally attributed to not meeting time frames for employment placement or not increasing hours
- **Stakeholders Overall Satisfaction** (from a choice of “Yes, Sometimes, or No”)
 - Client Participants: 100% “Yes”
 - Family, Residential, and Independent Living Services: 100% “Yes”
 - RCOC Service Coordinators: 100% “Yes”
 - Employers: 93% “Yes,” one responded “Sometimes”
- **Program Staff Indicators**
 - Average Tenure of Staff: 3.9 years
 - Average Tenure of Management Staff: 4.0 years



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MENTORWORKS

1. PROGRAM DESCRIPTION

A. Purpose

The MentorWorks program is designed to result in the establishment of an 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 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 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 as 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



2016-2017 IRI Staff Trainings:

- Job Development – Business Approach – Dale Verstegen, MBA: Transcen
- 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

2016-2017 Community Presentations:

- Cal TASH Conference: San Diego, 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, Denyse Curtright, John Filley, Sherry Beamer
- Irvine Unified High School District: Irvine, CA – “*Transition to Work into Adult Day Programs – IRI MentorWorks*,” Linda Seppala
- State Council on Developmental Disabilities: Orange County – “*Employment Program Development*,” Cycle 39 – Four presentations: Linda Seppala, Debra Marsteller
- 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

Network Affiliates:

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