

Division: Industrial Services	Category: Organizational Employment Services
Subject: Industrial Services Program Description	Reference: Service Agreement with Department of Rehabilitative Services and Community Service Boards Standards, CARF Standards, The Arc of the Virginia Peninsula Admissions, Transfers, Discharge, and Re-Entry Policy, Mission/Vision Statements, Confidential Records Management Policy, The Arc Outcomes Measures, The Arc Staff Guide Book

Policy on Industrial Services Program Description

The Industrial Center of The Arc of the Virginia Peninsula provides work environments that are structured, supervised, and provides on-going employment training. Person receiving services with mental retardation, developmental delays, and/or other physiological disabilities receive an array of employment services. The Industrial Center is dedicated to offering employment to adult with disabilities. Outcome leads to the maximum level of functioning in social, personal, and employment related skills. Person receiving services earnings are determined by commensurate wages, prevailing wage study, to include wage paid to non-disabled employees.

Program Goals:

In accordance with The Arc's mission and vision statements the Industrial Center's goals are:

- Improve the quality of life for people with mental retardation/other disabilities
- Increase opportunities and choices for the Consumer
- Promote individual normalization
- Provide individualized services based on the consumer's desired outcomes
- Provide compensation for work performed

Program Design

The Industrial Center personnel will actively pursue a variety of contracts that provide consumers with the opportunity to perform meaningful, competitive work in a supportive work environment. The contracts pursued will be those that offer the person receiving services the opportunity to maximize their potential as productive workers in relation to their personal will being and monetary earnings.

The Arc of the Virginia Peninsula personnel develops off site work options such as:

- Mobile work crews
- Enclaves

These employment options provide person receiving services the opportunity to earn an income from employment performed at community work sites. The integrated employment sites employ non-disabled individuals and provide the support and supervision of the Industrial Center's staff.

Industrial Service Criteria: Admission

Admission – To be eligible for the Industrial Center work programs the individual must meet the following:

- A. Consumer must be over the age of 16 years
- B. Consumer must have a primary diagnosis of mental retardation with an IQ score below 70
- C. The Consumer must have significant limitations in adaptive skills in two or more of the following areas: Communication, self-care, home living, social skills, community use, self-direction, health/safety, functional academics, leisure and work.
- D. Consumer is not know to have tuberculosis in a communicable form
- E. Consumer does not have a history (within 2 years) of creating unsafe conditions, such as fire abuse

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<p>F. Consumer’s active Behavior Management Plan does not require the use of procedures which would conflict with The Arc of the Virginia Peninsula and the Local Human Rights Committee: time-out, seclusion, intrusive aversive therapy, or mechanical restraints or need for restrictive behavioral interventions.</p> <p>G. The Consumer’s service needs are available by The Arc of the Virginia Peninsula</p> <p>H. Consumers, who do not meet the characteristics described in A through G, may not be admitted to the program unless waived by the President/CEO.</p> <p>I. If a Consumer’s status changes and he/she no longer meets the characteristics described in A through G, the Consumer may be discharged from the program.</p> <p><u>Industrial Services Criteria: Admission Exclusion</u></p> <p>A. Consumer with tuberculosis in a communicable form</p> <p>B. Consumer has a need of comprehensive nursing care procedures</p> <p>C. Consumer requiring intrusive behavioral therapies, seclusion, or mechanical restraints</p> <p>D. Consumer has a history (within 2 years) of creating unsafe conditions, such as fire abuse</p> <p>E. Consumer’s needs are not available by The Arc of the Virginia Peninsula</p> <p>F. Consumer does not have primary diagnosis of mental retardation with an IQ of 70 or below Arc admission criteria.</p> <p>G. If a Consumer’s status changes and he/she no longer needs nor meets the criteria described in the above statements, the Consumer may be discharged form the program unless waived by the President/CEO.</p> <p><u>Industrial Services Criteria: Admission Procedures</u></p> <p>A. The Arc of the Virginia Peninsula shall not discriminate against a Consumer during the application process or employment because of race, creed, religion, age, sex, or national origin.</p> <p>B. The Consumer must be at least 16 years of age and adhere to the state of Virginia “Child Labor Laws” for persons under the age of 18 years of age.</p> <p>C. The Consumer must have documentation of disability from a qualified professional and meet the diagnosis of mental retardation as stated in the <u>Code of Virginia</u> on order to receive funding under The Arc’s <u>Performance Contract</u>. The Arc will consider the admission of a Consumer that is not funded by the <u>Performance Contract</u> as long as they are eligible for other funding, self-pay, or may become authorized for non-funded services. In each case, documentation of mental retardation is required as stipulated in the Performance Contract category. Consumers with “other disabilities” shall be considered when mutually beneficial and documentation of disability from a qualified professional is provided. The following documents shall be submitted as the applicant’s case record.</p> <ol style="list-style-type: none"> 1. A complete medical history, social history, and a financial statement , t o include a medial statement from your Physician giving explanation and plan of action(s) for serious and or questionable medical conditions 2. A psychological and/or medical report identifying disability(s) from a qualified professional 3. Reports from previous placements and service providers, as necessary 4. Documentation of guardianship when applicable <p>D. The Consumer/representative will participate in the Intake Meeting prior t Admission, including Priority Admissions.</p> <p>E. An Individual Service Plan will be developed with the input from Arc’s staff, service providers, relatives/ friends, caregiver, case manager, and school representatives, if applicable.</p> <p>F. The service plan will be reviewed semi – annually</p> <p>G. The funding source will be identified during the Intake Meeting for the Consumer and to plan for services.</p> <p>H. If the Consumer is denied admission, he /she will be given a written explanation of the decision and other alternatives suggested</p>	

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Industrial Services Criteria: Termination/Discharge/Leave of Absence

The Arc of the Virginia Peninsula Industrial Services will promote personal motivation and a positive influence in each Consumer’s life with diversity and continuous services, based on the individual service plan. Discharge may be initiated due to the following:

- A. As stated by the Consumer/guardian, authorized representative through a case manager of as individual entities.
- B. If the Consumer should present a serious risks to self and/or others, which can not be modified or change through approved staff intervention(s)
- C. If the Consumer is know to have a communicable illness/condition, such as tuberculosis.
- D. The Consumer’s service needs are not available through The Arc of the Virginia Peninsula Industrial Service Programs.
- E. If the Consumer fail to maintain an attendance of 80% or above in any given month
- F. If the Consumer voluntary request termination of services
- G. If the Consumer accepts Supported Employment/Government Contracts services/position and terminates for any reason, re-entry into the Industrial Center work programs through the Intake and Assessment office without re-processing.
- H. The Consumer may request a leave of absence due to illness, an emergency, and/or unforeseen circumstances; re-entry shall initiate Industrial Services Employment without the application process.

Industrial Services Criteria: Discharge Procedures

- A. The Consumer must be aware of the plan to discharge and the reason(s)
- B. The authorized representatives must be notified of the plan to discharge and the reason(s)
- C. A written discharge/exit summary will be completed with 30 days of discharge
- D. The discharge summary will include, at a minimum the following
 - 1. The reason(s) for discharge, date of discharge
 - 2. The Consumer’s participation in the discharge planning
 - 3. Date of last Individual Service Plan meeting
 - 4. The Consumer’s accomplishments achieved by the goals and objectives identified in the service plan
 - 5. List of services provided
 - 6. The plan of action for future services, including status, location
 - 7. The signature of consumer and person doing the discharge summary
 - 8. Recommendations on procedures, activities, or improving functioning and increased independence of the Consumer
 - 9. The Consumer’s level of functioning or functional limitation(s)
 - 10. Document in case notes the date and time the discharge summary was written

Industrial Services Criteria: Admission: Waiting List Procedure

A chronological waiting list will be established and maintained for those individuals who have been referred and are eligible but for who funding or transportation, or work availability may not be available.

Industrial Services Criteria: Priority Admission Policy

It is the policy of the AR of the Virginia Peninsula to provide priority admission status to individuals in the unique or emergency situations. Priority admissions are defined exclusively through the President/CEO or designee. The Consumer shall schedule an Intake meeting with the Arc of the Virginia Peninsula’s Intake and Assessment Office. After the Intake package is completed, an available employment slot shall be identified for immediate employment. If a slot is not available, the first available shall be granted to the priority admission.

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Industrial Services Criteria: Attendance

The Arc of the Virginia Peninsula supports a level of attendance that will maximize a positive impact on training services and that will provide effective use of the number of slots available for services. The development of Individual Service Plans may target attendance goals to address absentees on an individualize bases. All reasonable considerations will be given on a case by case basis in an effort to serve those who wish to receive services.

- A. Consumers must maintain an attendance of 80% or above in any given month
- B. Consumer must inform supervisor when he/she is going to be out
- C. Consumer's whose attendance does not improve in the next day working period will be given the option to include an attendance goal on their Individual Service Plan (ISP)
- D. If no progress is made to meet the 80% attendance rate goal in any given month with in the six (6) month period consumer will be discharged from The Arc of the Virginia Peninsula services.
- E. Consumer may reapply for The Arc of the Virginia services following intake procedures three (3) months after the date of discharge.
- F. Consumers will be given the choice of non-attendance or attendance during period of time when no work is available. Consumers will not be penalized when choosing not to come to work when work is not available.
- G. A consumer transferred to Supported Employment for services or enclave employment, Industrial Services will hold his/her training slot for **sixty-six days** from the date of transfer. Attendance is not penalized during the sixty-six day period.

Scope of Services:

- 1. Industrial Services provides employment opportunities to eligible individuals and pays consumer's commensurate wages according to the Department of Labor sub minimum wage certification. Consumers work an average of six (6) hours per day for a five-day workweek. During periods when contract work is not available, The Arc provides individual or group learning activities on a planned basis in support of individualized employee needs and employment goals.
- 2. The Arc maintains employment slots bases on its funding allocation from the Hampton/Newport News Community Services Board. This funding supports additional staff supervision/training required to provide the Consumer employment services and meet production goals.
- 3. The Department of Rehabilitative Services offers Extended Employment Services to eligible individuals, through the Industrial Center. These Consumers work thirty (3) hours per week and maintain an average work productivity that ranges not less than fifteen percent (15%) and not more than eighty-five (85%).
- 4. The Department of Mental Health, Mental Retardation and Substance Abuse Services offers through the Industrial Center, a work program referred to as Medicaid Waiver. This program is paid employment for consumers with mental retardation form who competitive employment at or above the minimum wage is unlikely and whom, because of their disability, need intensive, ongoing support, including supervision, training, and transportation to perform in a work setting.
- 5. Industrial Center provides training and assessment of graduating seniors with developmental disabilities with the public school systems.
- 6. Unfunded-consumers with special skills admitted. These un-sponsored consumers are subject to lay-off when there is little or no contract work and non-work rehabilitative services re being provided to the funded consumers.

Training Methodologies/Techniques:

The Team Manager and staff assess the consumer's training needs/desires. The Consumer's strengths/weakness and likes/dislikes are directly involved in the planning for the employment area and goals desired. The Consumer/representative, caregiver, case manager, counselor and/or Program Service Coordinator all partake in identifying historical achievements and defeats, current options available, and modifications, such as Assitive Technologies. One of the primary intent of The Arc of the Virginia Peninsula is to provide Centered Person Services. In implementing Consumer, training, The Arc personnel shall continue on-going training and education that shall emphasize the Consumer's empowerment and strength.

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Occupational Areas/Equipment:

Employment for Consumers with the Industrial Center may include one or more of the following jobs.

1. Packaging/assembling: heat sealing, packaging machine, conveyor belt, tape gun, case sealer
2. Sorting: scale, boxes, tape gun, packaging machine, hand-truck, box cutter, magic marker
3. Warehouse: forklift, pallet jack, tape gun, box cutter, hand-truck
4. Ceramic: green-ware, glaze, cleaning tools, kiln
5. Grounds Maintenance: push mover, riding mower, edgier, weed-eater, rake, shovels, leaf blower, gasoline can, wheelbarrow
6. Custodial: vacuum cleaner, mop & bucket, broom & dust pan, cleaning supplies, supply cart, automatic scrubber/buffer
7. Food Service: food preparation, dishwasher, microwave, coffee maker, mop & bucket, cleaning supplies, bussing cart, cutting & measuring utensils
8. Bulk Mailing: postage meter, mail carts, conveyor belt, scale, rubber bands, sealing, stapler machine

Type of Role of Staff:

Vice President of Industrial Services: The Vice President has the primary responsibility for providing the overall management and supervision of the Industrial Center and to provide superior and training services to people with mental retardation in a work environment.

Director of Industrial Services: The Director has the primary responsibility for providing the overall management and supervision necessary to operate a major business enterprise successfully and to provide superior support and training services to people with mental retardation in a work environment.

Production Manager: The manager is charged with the overall responsibility of the Industrial Center, The Arc facilities and maintenance issues, safety, Galaxy of gifts, production and care services.

Administrative Assistant: The assistant is responsible for maintaining the administrative and logistical functions of the Industrial Center.

Team Manager: The supervisor coordinates and manage the assigned department(s) with the Industrial Center Operation: develops and insures the implementation of Individual Service Plans.

Food Service Manager: The manager is in charge of the overall responsibility of providing food services to The Arc Consumers and staff members; implements individual service plans for consumers assigned to the cafeteria.

Consumer Supervisor: The consumer supervisor functions as a direct service trainer and responsible for Carrying out individual service plans and Consumer training; meets production demands set forth the Team Manager and Production Manager.

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Type and Role of Staff: (continue)

Food Service Consumer Supervisor: The food service consumer supervisor assist the Cafeteria Manager in Operation of food service preparation and training and supervision of Consumers.

Warehouse Manager: The manager is primarily responsible for the effective and efficient operation of the Facility and grounds maintenance to include: receiving, shipping, pick-up/delivery, and the storage of materials in the warehouse.

Program Services Coordinator: The Program Coordinator is responsible for the development and management, Intake, assessment, admission, transfer, an discharge (except of Government Contracts and Supported Employment). provide superior support and training services to people with mental retardation in a work environment.

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