

**Home and Community-Based Services (HCBS) Rules
Reference Information**

Vendor name	OpenDoor Services, Inc.
Vendor number(s)	HV0395, HV0466, HV0122, HV0137, HV0479, HV0347, HV0138
Contact Name	John Nakawatase
Contact Email Address	jnakawatase@odsinc.org
Primary regional center	VMRC
Service type(s)	Behavior Management Program & Community Integration Training Program
Service code(s)	515/055
Number of consumers typically and currently served	411
Typical and current staff-to-consumer ratio	1:3

1. Please provide a brief description of the service/setting. Include what a typical day consists of during regular program as well as how services are currently being provided. This response must include the baseline/current levels for any aspects of the program for which the concept proposes funding. If you have previously identified your program as compliant with the HCBS Final Rule through the Self-Assessment, what changes have occurred that has changed your level of compliance?

ODS provides both community integration as well as employment readiness trainings to prepare our clients for increased independence and competitive employment. The individual is placed in an actual community setting while participating in community-based training activities. Currently, many of the individuals that receive services operate remotely from their homes due to capacity limits. We are addressing IPP goals and Staff are meeting with individuals at their homes for those who are attending via remote services. Approximately 50 percent of the individuals receiving remote services either have limited access or do not have access to our remote video training schedules due to a lack of capable electronic devices or internet access. An activity calendar is sent home for individuals to participate during day program hours. Supplies are delivered by Staff and instruction is offered in person or via remote communications for those who have that option. Remote service consumers will also have the opportunity to advocate and participate in community outings as they choose. ODS believes that individuals thrive while participating independently in the community. For those individuals that have returned onsite to attend in person services, they access the community in a group setting but have limited resources to support individualized community integration and employment due to community limits and lack of bus routes.

Project Narrative Description: While filling out this section, reflect on how services are typically provided and how that might have changed in the past year. Think about what has been learned in the past year and how that might shape services going forward. Funding awarded through this concept can span the course of up to two years which would allow time to shape services to be more person-centered and align with the HCBS federal requirements.

2. Please provide a brief summary narrative of the concept for which you are requesting funding, including justification for the funding.

Employment: ODS provides some employment opportunities through ongoing employment trainings; however, employment opportunities are not always a customized job carving match. ODS has job crews that provide landscaping, retail, and janitorial services throughout San Joaquin and Stanislaus counties for individuals training to become gainfully employed in their preferred career. During employment on these crews, individuals learn employment skills, workplace appropriateness, working with coworkers, as well as a host of soft skills and pre-

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employment trainings. Seeking outside competitive integrated employment is challenged by a lack of individualized support. ODS wants to enhance its options of employment services by implementing an additional staffing resource focusing on individualized support. Additional funding will support ODS to coordinate more integrated community options, additional outside employment, and hiring specialized staffing to further enhance employment outcomes. ODS plans to hire dedicated staff members to work on building up the employment department including micro employment opportunities.

Training: Individuals interested and able to return to on site programming have found it difficult to locate consistent transportation to and from work and program. Many individuals need side by side mobility training to completely learn vital routes needed in their daily routines. There is an increased need for a focus on assisting these individuals in learning alternative ways to and from locations without depending on private agencies to decide when they can be transported to their destinations. Currently, ODS is unable to provide 1:1 support, but with additional funding this could dramatically enhance the lives of the individuals served. Person Centered Training offered through Mains'L will increase the knowledge of staff to help support person centered planning for the individuals that receive services. Broadening staff knowledge directly provides individuals the curriculum and ideas they will need to increase their choices in life and independence they are seeking to obtain with our assistance.

Remote/Hybrid Services: The COVID-19 pandemic has pushed the boundaries of what a pre-pandemic typical program day would look like, causing us to reevaluate our person-centered planning and client requested services. We now are providing services with more opportunities to customize daily schedules for our individuals served. With the addition of remote services our limitations have decreased opening more one on one time with individuals to further tailor services and desires using person-centered thinking and planning skills. Our Zoom classes have proven to connect our clients with each other from other sites and discover common interests and new friendships. We would also give the consumers the choice of choosing and/or advocating for community-based outings while receiving remote/hybrid services. Based on the feedback from the individuals we serve, there are needs to be met, and ODS wants to enhance its service options via remote services. Funding will support us in coordinating more integrated community options, employment, behavioral management, and hiring specialized staffing to further enhance service customization and promote better outcomes. Additionally, ODS is hoping to amend the current program design to provide a remote/Hybrid services option allowing for blended services increasing person-centered options and services.

Our concepts include funding for:

Seven (7) 1:1 Job Coaches: Job Coaches will stabilize individual employment placements and increase the number of job placements in the community. (One (1) per vendor)

Four (4) Job Development Specialists: The full-time Job Development Specialist will develop competitive integrated employment centered around the individuals' interests, preferences, and abilities. They will work with individuals in assessing skills and abilities, assisting in creating work plan addendums, and helping to locate, apply for, hire on, and support at their position of choice.

One (1) IT Specialist: The full time IT Specialist will manage our remote services platform and coordinate the equipment distribution.

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Three (3) Mobility Trainers: The mobility trainer will coordinate, manage, and assist with the 1:1 mobility training of individuals choosing to access public transportation to and from work, program, and community outings.

Two hundred (200) Tablets: to be utilized in our remote services platform and onsite training for individuals who desire to receive their services through our virtual platform.

Remote Services Equipment: Job Development Specialists, 1:1 Job Coaches, and Instructors will require technological devices such as smart phones, tablets and laptops as their primary assignments will be community based. Tablets for Instructors will enhance alternative and remote services and trainings offered. Additional equipment for a virtual learning center hub needed includes, monitor, video camera, lighting, microphones, seating, designated room or area, desktop computer, audio speakers, specialized software, and sound barriers for volume control.

One (1) ADA Access Ramp: An addition of an ADA access ramp to allow for an additional entrance to the other side of the licensed facility.

3. Identify which category/ categories this concept addresses.

- Community Integration
- Individual Rights
- Choice
- Collaboration

4. Please list the proposed objectives and outcomes of the concept, as well as the methods of achieving and tracking them. How will this concept assist you in reaching goals within the category that you are requesting funds?

The proposed outcome of this concept is that ODS will support individuals in the greater community based on their needs and preferences, develop, and sustain competitive integrated employment, and transition to person-centered services. ODS will track progress and achieved goals monthly through the documented data from direct staff/job coaches and forward the success rate quarterly to VMRC. It will allow for more opportunity for individual choice, gain additional access to the community based on their needs and preferences, and to no longer be limited by transportation options. Additionally, having two service options available, including traditional on-site services and remote services broadens the scope of outcomes and achieving personal IPP goals.

5. Please describe how and/or what was done to ensure that individuals served by the program led the development of this concept? Discuss not only the development of the concept, but also what steps were taken to identify the interests and desires of the individuals and who was involved in that process.

ODS has spent numerous hours meeting with consumers, family members, and care providers via phone and zoom to discuss consumer needs and how to improve services being provided. Through the discussions we found that across our 7 programs, the following areas ODS will focus on to improve services per the request of the individuals served.

- Individuals currently served want to learn how to use public transportation.
- Individuals prefer activities in smaller, personalized groups.
- Individuals prefer a blended program option including virtual services and in-person services.
- Some individuals would like to receive virtual services only.

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- Individuals prefer that they spend most of their day in the community remotely or with a smaller group.
- Many individuals prefer their day services to be in person at a facility.
- Individuals would like to volunteer or work gainfully in the community.

The information received illustrates that there are several individuals who would benefit from mobility training to become more independent and less dependent on others. This would help increase the number of small groups that can access the community, increasing their community time and still receive services remotely with supported virtual devices. The feedback also tells us that if there are individuals who prefer community-based services only, we need to offer that as a choice. With individualized options of blended programming types, ODS can work to serve more individuals with specific needs and interests.

6. Please describe how the concept you propose will enable you to provide more person-centered services to the individuals you serve.

Staff that provide direct supervision will obtain IPP and person-centered training. With the addition of the person-centered training, ODS will be able to better support individuals through increased communication, use of alternative communication methods, and enhanced training and development.

Services offered that will support person centered training include increased program options such as 1:1 mobility training, increased community access, remote/hybrid trainings while accessing the community, opportunities for increased one on one interactive trainings using tablets provided by ODS, and other specialized trainings upon request.

With the improved employment department, the opportunity to build relationships with outside employers and gain customized employment can be achieved. The additional employment members will be able to gather more information from the consumer to guide the development of job search planning, potential employment outcomes, and sustainability of the chosen employment path.

The expansion of ODS' program offerings allows for more flexible schedules, expands the options for community integration and sustains employment by providing individualized choices and person-centered training for everyone.

7. What percentage of individuals served by your program will directly benefit from implementation of this concept?

100% of the individuals served by ODS will benefit from the planned funding program.

8. Please address your plan for maintaining the benefits, value, and success of your project at the conclusion of 2021-22 HCBS Funding.

Our funding concepts rely on both revamping our current model and expanding our program designs by adding mobility training while preserving the online learning element to our already expansive offerings. What we seek to achieve is the ability for individuals to create a unique and personalized schedule that truly meets their needs in whichever environment that works best for the individual to succeed. ODS has requested funding for additional positions, more extensive training, and other resources to further enhance person-centered services throughout the organization and ensure the individuals served maintain access to the community, continued learning, and competitive integrated employment with positions carved for the specific individual. The addition of the ADA ramp will permanently allow more individuals to access the facility comfortably as well as provide an additional emergency exit.

9. Write a brief narrative below explaining each major cost category and timeline. Complete the budget template at the end of the concept sheet. An Excel version with formulas is available.

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When applicable, budgets should include personnel/benefits, operating costs such as consultants or training, administrative expenses/indirect costs, and capital costs (assets lasting more than 2 years). If project spans 2 years or occurs in phases, budget should be separated by phase/year.

Administrative costs, if any, must comply with DDS' vendor requirements, including a cap of 15% of the sum of personnel/benefits, consulting, and operating costs (must exclude capital costs). This information can be found at this [link](#).

Employment: Three (3) Mobility Trainers, (1) IT Specialist, Four (4) Job Development Specialists, Seven (7) 1:1 Job Coaches

Operating expenses: Two hundred (200) tablets with tablet accessories (cases and screen protectors), fifteen (15) Smart phones, Four (4) laptops for the new job development positions proposed, one (1) high-definition video camera, audio speakers, one (1) monitor, lighting set, two (2) microphones, seating, one (1) desktop computer, specialized software, and sound barriers.

Training: Person Centered Training (train the "Trainer" training) by Mains'L for Management (4 individuals)

Upon notification of the grant award, ODS will begin the recruitment and hiring process and purchasing of equipment for remote services.

10. Please address sustainability of funding sources for all programs or concepts requiring any funding past the timeframe of the requested funding, especially those that involve staff or other long-term costs. Please mark "not applicable" if costs will all be incurred during the program timeframe; up to two years.

The cost of the additional positions will be budgeted into our operation budget. The funding will cover the first years' salary for the positions needed to improve employment services, mobility training, and remote services. Although the tablets original use for remote services can continue to be provided to increase training options, in the long term they can also be used as continued tools for community-based trainings for those that choose to stay in the community 100% of the time. They will also be utilized as documentation tools for staff to use in the collection of data by converting data into a digital format. With the assistance of the IT Services Technician all the documentation can be properly downloaded, stored, and maintained for outside agencies to access at their disposal.

11. Have you or the organization you work with been a past recipient of DDS funding? If yes, what fiscal year(s)?	HCBS Funding <input checked="" type="checkbox"/> No ___ Yes. If Yes, FY(s) _____
	Service Access and Equity Funding <input checked="" type="checkbox"/> No ___ Yes. If Yes, FY(s) _____
	CPP Funding <input checked="" type="checkbox"/> No ___ Yes. If Yes, FY(s) _____
	CRDP Funding <input checked="" type="checkbox"/> No ___ Yes. If Yes, FY(s) _____
	If yes to any question be sure to answer questions 13 and 14.

For providers who have received prior HCBS, Disparity, CPP or CRDP Funding from DDS

12. If your organization has received prior funding from any of the above sources, please provide an update on the prior funding project. You may copy and paste from progress update(s) previously provided to regional centers or DDS.

NA

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13. If your organization received prior funding, please explain how the current funding request is not redundant with any prior funding received and/or builds on the prior funding but was not part of the original funding.

NA

HCBS CONCEPT BUDGET	Nov-21					
Vendor Name	OpenDoor Services, Inc.					
Vendor Number(s)	HV0137, HV0138, HV0347, HV0479, HV0395, HV0122, HV0466					
	Wage and Benefits	Year 1 Budget		Year 2 Budget		Total
		FTE	Annual Cost	FTE	Annual Cost	Cost
Personnel (wage + benefits)						
Seven (7) 1 on 1 Job Coaches	214620	0.82	\$ 175,988	0.82	\$ 175,988	\$ 351,977
Four (4) Job Development Specialists	168480	1.00	\$ 168,480	1.00	\$ 168,480	\$ 336,960
One (1) IT Specialist	45760	1.00	\$ 45,760	1.00	\$ 45,760	\$ 91,520
Three (3) Mobility Trainers	91980	0.82	\$ 75,424	0.82	\$ 75,424	\$ 150,847
			\$ -		\$ -	\$ -
			\$ -		\$ -	\$ -
			\$ -		\$ -	\$ -
			\$ -		\$ -	\$ -
			\$ -		\$ -	\$ -
Personnel Subtotal			\$ 465,652		\$ 465,652	\$ 931,304
Operating expenses						
Two hundred (200) ATT 5G Service for Surface Pro T			\$ 8,000		\$ 8,000	\$ 16,000
Person Centered Services Training-Four (4)			\$ 1,000		\$ -	\$ 1,000
ADA Access ramp for Facility-Permits and Build out			\$ 30,000			\$ 30,000
						\$ -
						\$ -
						\$ -
						\$ -
						\$ -
						\$ -
Operating Subtotal			\$ 39,000		\$ 8,000	\$ 47,000
Administrative Expenses						
Adminstrative Expenses @ 12%			\$ 11,175			\$ 11,175
						\$ -
						\$ -
						\$ -
						\$ -
						\$ -
						\$ -
Administrative Subtotal			\$ 11,175		\$ -	\$ 11,175
Capital expenses						
Two hundred (200) Surface Pro Tablets			\$ 120,000		\$ -	\$ 120,000
One (1) HP 4k Computer Monitor			\$ 449		\$ -	\$ 449
One (1) Panasonic 4k HD Video Camra			\$ 900		\$ -	\$ 900
One (1) Video camera lighting Set			\$ 400		\$ -	\$ 400
Two (2) Microphones			\$ 200		\$ -	\$ 200
One (1) Mac Book Pro Computer			\$ 1,200		\$ -	\$ 1,200
One (1) Nakamichi Audio sound system			\$ 1,000		\$ -	\$ 1,000
One (1) Bose Audio sound system for computer			\$ 400		\$ -	\$ 400
One (1) Specialized Computer editing program			\$ 300		\$ -	\$ 300
Nine (9) Smart Phones			\$ 300		\$ -	\$ 300
Three (3) Lenovo Laptops			\$ -		\$ -	\$ -
Capital Subtotal			\$ 125,149		\$ -	\$ 125,149
Total Concept Cost			\$ 640,976		\$ 473,652	\$ 1,114,628

See Attachment F for budget details and restrictions