

SHASTA COUNTY OPPORTUNITY CENTER

SERVICE GUIDE

This service guide is designed to facilitate the efficient utilization of services available through the HHSA, Shasta County Opportunity Center.

PROGRAM STAFF DIRECTORY

Joshua Baker, Rehabilitation Clerk 245-6283

(jabaker@co.shasta.ca.us)

Annual/Semi-annual meeting scheduling & records

Del Lockwood, Staff Services Manager 225-5418

(dlockwood@co.shasta.ca.us)

Oversees rehabilitation operations, intakes and referrals

Shirlene Zitterman, Employment Services Supervisor 245-6755

(smzitterman@co.shasta.ca.us)

Assembly/Packaging, Mailrooms, Litter Abatement Groups

Stewart Buettell, Employment Services Supervisor 225-5419

(sbuettell@co.shasta.ca.us)

Recycling Groups, Shasta Dam, Caltrans Rest Areas,
City of Anderson, Carwash, Grounds Maintenance

April Nicholas, Employment Services Supervisor 245-6287

(anicholas@co.shasta.ca.us)

Evening Janitorial

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REFERRAL PROCESS – WORK ACTIVITY PROGRAM

1. If the consumer's primary goal is to work at the Opportunity Center Assembly & Packaging Production Program (OC), the Service Coordinator (SC) will assemble a referral packet and send it to Joshua Baker (245-6283) and schedule a tour of the facility if desired.
2. After the tour, the OC will review the referral packet to determine appropriate placement and then assign an Employment Services Supervisor (ESS) for the consumer. The ESS will contact the referral agent or consumer to schedule an intake interview. The consumer must bring their Social Security card and one form of photo ID to the intake interview.
3. When a completed Authorization has been received from the SC, the O. C. will contact the consumer and let them know their program start date.

REFERRAL PROCESS – VR/WAP OR SUPPORTED EMPLOYMENT GROUP OR I.P.

1. The consumer will attend a Supported Employment (SE) orientation mtg. at FNRC.
2. For VR/WAP or SE (if appropriate), the SC will assemble a referral packet and send it to Julie Stephens at the Department of Rehabilitation (DOR). A second copy of the packet will be sent to the OC.
3. DOR will contact the OC and SC to schedule a Support Team meeting. The SC will contact the consumer about the meeting and DOR will send an application to the consumer.
4. The Support Team will meet at DOR and vocational goals will be determined or confirmed. The referral packet will be sent back to the OC after this meeting.
5. The OC will contact the consumer to schedule an intake interview. The consumer must bring their Social Security card and one form of photo I.D. to the intake interview.
6. When a completed Authorization has been received from DOR, the OC will contact the consumer and let them know their program start date.

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Individual Habilitation Services Plan (IHSP) REVIEW PROCESS

Each consumer's work performance goals and objectives are reviewed within 90 days of being in the program. After the initial review, two reviews are done every year – an Annual Review in the consumer's birth month and a Semi-annual Review six months later.

The reviews are scheduled by Joshua Baker (245-6283). A tentative schedule is sent to all referring agents approximately three weeks prior to the review month. Referring agents should call to confirm with Joshua Baker after reviewing the tentative schedule. The final schedule is distributed no later than a week before the reviews are to begin. Please call at least 24 hours ahead of time for any cancellations since 2 – 7 people may be involved in the meeting and must be contacted.

Who comes to the Review?

1. Consumer
2. Employment Services Supervisor and/or Instructor
3. Service Coordinator
4. DOR Counselor (if DOR case is open)
5. Care Provider(s)
6. Parent(s)
7. Supported Living Workers
8. ILS Workers, interpreters, and any others providing services to the consumer
9. Anyone else the consumer requests

Most reviews are done at the Opportunity Center except for County Mailroom, City of Anderson and Caltrans Mailroom. Their reviews are done at the work site.

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FREQUENTLY ASKED QUESTIONS

- 1. When is the consumers staffing (IHSP review meeting)?** Call Joshua Baker (245-6283) to get current information on the consumer's staffing.
- 2. Who do I call to change a staffing time or date?** Call Joshua Baker (245-6283) for any changes in the staffing schedule. He will make the change and inform everyone else of the new time/date.
- 3. Who do I call to refer a consumer for individual placement?** All referrals are processed through Joshua Baker (245-6283) whether for the assembly & packaging production program, community group services or individual placement.
- 4. Who can explain a consumer's pay stub to him/her?** Any questions about pay rate or paychecks should be referred to the Employment Services Supervisor who will get answers or set up a meeting with you, the consumer, and the OC Fiscal staff to explain any payroll questions you may have.
- 5. How soon can a consumer go out on a crew?** Job assignments are based on consumer preference and work availability. When a position opens on a crew, a job opening is posted at the Redwood Blvd. facility. Interested consumers are asked to complete an application and are then interviewed for the open position. If a consumer has a specific work interest, let Joshua Baker (245-6283) know so we can facilitate the placement if possible.
- 6. A consumer wants to work at (local employer); whom should I call?** Call Michelle Tyson (245-6285) who develops job opportunities for individuals seeking work in the community.
- 7. Can a consumer start at the OC even though the authorization isn't completed yet?** No. Any consumers who arrive at work whose paper work has not been received by the OC will be sent home until we have received the correct documents including the authorization.

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SHASTA COUNTY HOLIDAY SCHEDULE

New Years' Day
Martin Luther King, Jr. Birthday
Lincoln's Birthday
Washington's Birthday
Memorial Day
Independence Day
Labor Day
Veterans' Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day

These are days that Shasta County is closed. Depending on the requirements of a contract, some consumers in Supported Employment may be required to work on some holidays. Employment Services Supervisors and Instructors have specific information for each work site.