

Service Title: Coordinated Career Pathways (CCP)

Service Code: 956

Service Description:

A regional center shall classify a vendor as a Coordinated Career Pathways (CCP) provider when the vendor plans, coordinates, and provides services identified below to individuals exiting work activity programs, subminimum wage settings, or within two years of exiting secondary education to achieve Competitive Integrated Employment (CIE). The CCP services shall be tailored to the unique needs of individuals with complex barriers to employment and provided in a manner that respects their language and culture. CCP services are time limited and includes but is not limited to:

Career Pathway Navigator (CPN)

Subcode: NAV

CPN applies a person-centered approach to provide individualized and targeted supports to help individuals create and navigate their own career pathway to CIE in a way that incorporates the cultural background of the individual and their family. Responsibilities of the CPN includes but is not limited to:

1. Developing a Person-Centered Career Plan (PCCP) for employment, community engagement, postsecondary education, and non-work supports to achieve CIE. Works with the Individual Program Plan (IPP) team, service coordinator and individual to include PCCP goals and measurable objectives into the IPP. Supports individual in the goal setting and monitoring of their own progress. Attends IPP and IEP planning meetings as requested.
2. Providing 1:1 guidance, resources and information on career pathway options including community integration, vocational training, postsecondary education, and careers to help individuals develop their path.
3. Assisting with coordination of interpreters, translation, and plain language materials as needed for individuals and their representatives.
4. Assisting individuals and their families in acquiring and navigating employment-related regional center and generic services and supports to address barriers and meet their unique needs (e.g., transportation).
5. Monthly review/reassessment of progress with the individual and/or to address unmet needs. Modifies PCCP as needed and expedites any changes to the plan.
6. For individuals in secondary education, attend IEP meetings as requested, partner with regional center service coordinators to support the transition from regional center youth to adult services, partner with school district representatives to encourage paid work experience at the high school level.
7. Reporting on a quarterly basis milestones achieved, services provided, and employment outcomes along with an annual progress report. Shares information with service coordinator regarding any needed updates to the IPP or referrals to meet person's employment goals.
8. Assisting individuals to obtain personalized benefits planning and tools for financial empowerment.
9. Working with the service coordinator to assist in the transition to ongoing individual supported employment services or requests an extension of CCP based on individual needs.

Minimum qualifications for CPN include a Bachelors-level degree with 3 years' experience in the field of developmental disabilities service systems or an Associates-level degree with 5 years' experience. The CPN must have completed a course or training in person-centered thinking/planning and hold either an Association of Community Rehabilitation Educators (ACRE) certificate with an emphasis on Customized Employment or Association of People Supporting Employment First (APSE) Employment Support Professionals (CESP) credentialed. Must be knowledgeable of the service delivery systems including the regional center and generic services for community integration and employment.

Customized Employment (CE)

Subcode: CES

CE is a person-centered and multi-strategy approach for achieving CIE or self-employment. CE services may vary in intensity and duration depending on individualized needs. A Customized Employment Specialist (CES) provides 1:1 CE services to the individual and employer including discovery, job search planning, job development and negotiation, placement support, and post-employment support. The CES may supervise other employment staff who provide workplace supports (e.g., training, job coaching, assistive technology).

Customized employment includes but is not limited to:

1. The discovery process to profile a job seeker's interests, strengths, life experience, preferred employment settings, etc.
2. Developing long-term business relationships to identify employer needs and advocates for the value individuals with disabilities add to the workplace.
3. Presenting potential business solutions to employer and negotiates a customized position.
4. Providing post-CE placement support to organize position and onboard new employee.
5. Working with employer, supervisors, and co-workers in the employment setting to develop natural supports.
6. Self-employment, micro enterprise, or gig-based economy opportunities are supported as other CE options.

The CES should have a strong track record of relevant work experience and qualifications, including demonstrated professionalism, effective communication, problem solving aptitude, adaptability, and client/individual focus. The CES must possess skills for implementing CE elements such as business engagement, job analysis, discovery, and systematic instruction. The CES requires ACRE Certification with an emphasis on CE or CESP Certification. The CES qualifications include an Associates-level degree (preferred) or a high school diploma (or equivalent).

For both CPN and CES, proficiency in the languages of the individuals supported is preferred. Exceptions to the minimum qualifications, along with the justification, shall be submitted to the regional center. Regional center shall provide recommendations and submit to the Department of Developmental Services for determination. CCP providers shall provide training and coaching to CPN, CES, and staff by a qualified subject matter expert on the implementation of CE services to assure proficiency in the delivery services.

PERSON-CENTERED CAREER PLAN SERVICE PROVIDER FACT SHEET

All individuals using the Coordinated Career Pathways (CCP) service are required to have a Person-Centered Career Plan (PCCP). The Career Pathway Navigator (CPN) will facilitate the planning process, document the plan, oversee its implementation, and monitor progress.

1. **What is a PCCP?**

The PCCP is a tailored approach to career development for individuals with developmental disabilities. It is a person-centered plan that specifically focuses on career-related goals and what is needed to achieve these goals. It identifies an individual's strengths, what is important to the individual inclusive of values, interests, and preferences for employment. The PCCP outlines activities, services, and supports needed to achieve educational, vocational, and/or career goals.

2. **How is the PCCP used in CCP?**

The PCCP informs and contributes to the Individual Program Plan (IPP) and where applicable, the Individual Education Plan (IEP) and Individual Plan for Employment (IPE).

3. **Who should be involved in Person-Centered Career Planning?**

To the greatest extent possible, the individual should take the lead in the planning process along with the CPN. Person-centered career planning is a collaborative approach and should include anyone the individual wants to participate and who knows them well, such as family members, caregivers, professionals, and others. Understanding the linguistic and cultural preferences of the individual and family can help tailor services and supports effectively to better meet their needs, such as identifying effective services for the individual. Additionally, other supporters may offer advice, guidance, contacts, and connections for employment.

4. **How should the PCCP be documented, implemented, and monitored?**

The PCCP should be documented, implemented, and monitored in a manner that is customized to the individual's circumstances, preferences, and needs, aligning with what is important to them. The plan should be written or recorded in the individual's preferred language and in a way that the individual can monitor their own progress. This may include incorporating templates and visual aids such as personal photos, images, or symbols.

5. **What documentation is required?**

The core components of the PCCP include, but are not limited to:

- **Vision for Employment:** This includes personal preferences, goals, and aspirations for the individual's career.
- **Background Information Relevant to Employment:** This covers academic skills, education level, work history, social security and other public benefits, transportation, where and with whom they live, community and work experience, work skills, behaviors, and communication abilities, including language and interpretation needs.
- **Career Exploration and Evaluation:** This involves various assessments or other career exploration approaches to understand career interests, skills, and preferences to develop a career path. It is important to note that there is no test to determine readiness for work or success.

- **Personal Profile/Job Seekers Profile:** This profile highlights the individual's skills and strengths as well as their preferred work environment, communication, cultural and linguistic preferences, and any necessary accommodations. This profile aids in matching them with suitable job opportunities or customized methods to finding the right job.
- **Barriers to Achieving Competitive Integrated Employment:** Any existing or potential barriers hindering the individual and family from achieving the desired career are described.
- **Services, Supports and Action Planning:** The PCCP outlines the steps to be taken over the duration of the service; recommends natural, regional center, and generic services and supports; sets a time frame for completing these steps; and identifies the resources, services, and supports to achieve the individual's career goal.

6. What should be included in the implementation?

Implementation of the PCCP involves assisting the individual and their family to navigate and access the activities, services, and supports outlined in the PCCP. This can include but is not limited to:

- | | |
|--|--|
| <ul style="list-style-type: none"> • career exploration • community engagement and integration • postsecondary education, vocational training • internships and or other work experiences (volunteering, temporary work, part time paid work) • supported employment (job preparation, search, placement, coaching) | <ul style="list-style-type: none"> • customized employment • assistive technology • self-employment or microbusiness launch • benefits education and analysis (SSI, food assistance, housing) • transportation • financial empowerment and savings |
|--|--|

7. How is progress monitored and reported?

The CPN and the individual monitor the progress being made and revise the PCCP to address any changes that occur with the individual. The CPN works with the service coordinator to assist the individual in accessing generic services and supports related to their employment goal. A copy of the completed PCCP will be submitted to the individual's service coordinator for review and for determining regional center services in the IPP.

8. Are there additional person-centered career planning resources?

- [Charting the Life Course Focus on Employment](#)
- [Helen Sanderson and Associates](#)
- [Making Action Plans \(MAPS\)](#)
- [Planning Alternative Tomorrow with Hope \(PATH\)](#)
- [Personal Profile: Person Centered Career Planning](#)
- [The Career Planning Process: A Guide to Person Centered Career Planning in Connecticut](#)

REFERRAL AND SERVICE NEED EVALUATION FORM

Explanation of the Service

[Coordinated Career Pathways](#) (CCP) is a service designed for individuals exiting work activity programs or have recently exited work activity programs or other subminimum wage settings, or within two years of exiting secondary education, to explore and achieve inclusive options including but not limited to, competitive Integrated employment (CIE) and post-secondary education. Two services are available through CCP, Career Pathway Navigator and Customized Employment. Services are limited to 18 months but can be extended a maximum of 24 months.

Career Pathway Navigator

All individuals using this service will first develop a Person-Centered Career Plan (PCCP) with a Career Pathway Navigator (CPN). The plan includes the individuals career goal(s) or interests, strengths, challenges and barriers, regional center and generic services and supports, short term milestones, action steps, and timeline. The CPN will provide direct assistance in the implementation of the plan including, guidance and information, and direct assistance accessing regional center and generic services. Monthly monitoring of progress occurs, allowing for necessary adjustments to be made to the PCCP as required.

The PCCP may include but is not limited to the following activities and services:

- career exploration
- community engagement and integration
- postsecondary education, vocational training
- internships and or other work experiences (volunteering, temporary work, part time paid work)
- supported employment (job preparation, search, placement, coaching)
- customized employment
- technology assistance
- self-employment or microbusiness launch
- benefits education and analysis (SSI, food assistance, housing)
- transportation
- financial empowerment and savings

Customized Employment Specialist

An individual will work the Customized Employment Specialist (CES) if Customized Employment (CE) services is indicated in their PCCP. CE is an employment service that is designed for any person who wants to work, regardless of the severity of their disability, limited exposure to community and work experience, or support needs. CE is carried out through discovery, job search planning, job development and negotiation, placement support and post-employment support. CE results in CIE through a customized, negotiated job that matches the interests, skills, abilities, and work conditions of the individual to the business needs of an employer.

Consumer Name: _____

Confidential Consumer Information
See California Welfare and Institutions
Code Sections 4514 and 5328

UCI Number: _____

Service Coordinator: _____

Date: _____

Directions: Step 1: The service coordinator will complete Section 1, criteria for referral prior to meeting with the Individual Program Plan (IPP) team. **Step 2:** The service coordinator and the IPP team will complete Section 2. **Step 3:** The service coordinator will authorize CCP services and provide the completed referral form to the identified CCP provider.

Section 1: (Completed by Regional Center Service Coordinator)

1. Age: _____
2. Preferred language: _____
3. Communication device or assistive technology used by individual:

4. Technology/Specialized Equipment Used:

5. Residence status: _____
6. Any known cultural considerations the CCP provider should be aware of:

Eligibility

Any individual, irrespective of their level of disability or adaptive behavior, who expresses an interest in learning or seeking employment is eligible for this service if they meet one of the following referral criteria:

- A. The individual is a student who is enrolled in special education (or has an IEP) and is within 2 years from transitioning from secondary education. This includes students who have chosen to exit secondary education. Yes No
- B. The individual currently attends or is transitioning from a Work Activity Program (WAP).
Yes No
- C. The individual attended a WAP within the last 5 years. Yes No
- D. The individual is or is transitioning from a non-WAP subminimum wage setting.
Yes No

Note: Individuals can access CCP services outside of their self-determination services.

Section 2: (Completed by IPP Team)

Reason for Referral:

Career Pathways

Please check the statement from the following options that most accurately characterizes the individual's current position on their career path.

1. The individual is not sure about a job in the community and needs help to learn more about job options, working in CIE, and earning money.
 2. The individual wants to work in CIE and needs help to explore job options and opportunities and get a job.
 3. The individual is already working in a CIE job and needs help to keep, improve, or advance in the job.
 4. Other (please describe)
-

Work Experience in the Last Five Years

Please check all that apply.

- No work experience
- Work-based learning experience (internship, job shadowing, informational interview, etc.)
- Student Services (Department of Rehabilitation) in school
- WAP paid work, non CIE
- Supported Employment-Group Placement, non CIE
- Supported Employment-Individual Placement, CIE
- Paid work experience, CIE, with job coaching/support
- Paid work experience, CIE, no job coaching/support

Current Work Status

- currently working
- not currently working, insert year of most recent job or n/a _____

Please complete the following if applicable:

Name of current or last employer _____

Job title, occupation, or main job duties _____

Hours worked per week _____ Rate of pay _____

of months/ years employed _____

Needs, Issues, or Challenges to Employment

Check all that apply:

- Low expectation/uncertainty about the ability to work in CIE
- Does not have a clear idea of what to do for a job
- Fear of loss of benefits
- Transportation to and from work
- Behaviors that may affect the workplace
- Social and interpersonal skills for the workplace
- Safety
- Independence in the community
- Postsecondary education or training
- Assistance and training to navigate employment systems and other resources
- Preferred method of communication: _____
- Medical/health issues that affect work
- Workplace accommodations, services and supports
- Other, please describe: _____

Section 3 (to be completed by Service Coordinator):

Date of Referral to CCP Provider: _____

CCP Provider Name: _____

CCP Vendor Number: _____

CCP Provider Point of Contact (Staff Name): _____

CCP Provider Phone Number: _____

Date of Service Authorization Request Approval: _____

Date Service Begins: _____

The following documents are included with this referral:

- CDER
- IPP
- Most recent regional center report (i.e. Quarterly, Semi-annual or Annual)
- Any pertinent assessments (behavioral, vocational, etc.)
- Person-Centered Career Plan Provider Fact Sheet

Next Steps: The service coordinator will send the completed form to the identified CCP provider. The CCP provider will meet with the individual, family, and other supporters designated by the individual to complete a PCCP. Include timeline for returning PCCP to the Service Coordinator.

COORDINATED CAREER PATHWAYS FACT SHEET FOR POTENTIAL SERVICE PROVIDERS

1. What is Coordinated Career Pathways?

Coordinated Career Pathways (CCP) is specifically designed for individuals with developmental disabilities served by regional centers to achieve Competitive Integrated Employment (CIE) or post-secondary education. It is targeted for individuals within 2 years of exiting high school (including students that elect to graduate early) and individuals who are exiting or recently exited a work activity program or other subminimum wage setting. An individual can access CCP services for up to 18 months, but it can be extended to a maximum of 24 months.

CCP services will be tailored to the specific needs and work goals of the individual being served. CCP has two services – A Career Pathway Navigator (CPN) and Customized Employment Specialist (CES). The Department set the rate for the two CCP services. More information may be found at:

<https://www.dds.ca.gov/services/coordinated-career-pathways-ccp-services/>

2. What is the role of the Career Pathway Navigator?

The CPN assists the individual with career planning through the development of a Person-Centered Career Plan (PCCP). This process can include but is not limited to:

- Career planning through a person-centered process that can include the individual's circle of support and leads to the development of the PCCP with measurable and achievable milestones.
- The plan is holistic and includes information from all aspects of the job seekers life, including their culture, home, community, and work experiences to help identify pathways and barriers to employment.
- Assisting individuals and their families in acquiring and navigating employment-related regional center and generic services and supports to address barriers and meet their unique needs.

3. What is the role of the Customized Employment Specialist?

The Customized Employment Specialist (CES) assists the individual in securing a job tailored to their unique talents, skills and interests that matches the needs of an employer. Customized Employment includes the following services:

- A strengths-based discovery process and the identification of components of an ideal job that are best suited for the individual.
- Working collaboratively with the individual and the employer to negotiate a customized job, provisions of support, and terms of employment for the individual.
- Providing coordination or assistance with acquiring employment supports, training, and stabilization as well as any extended services needed for success at the workplace.
- Assisting with transition planning with CPN and regional center service coordinator to address long-term career development and support needs.

4. Interested in becoming a CCP provider?

Current service providers are encouraged to consider expanding their service portfolio to include CCP. Others with an interest in serving individuals with developmental disabilities, especially those with diverse backgrounds and who have high support needs, are also encouraged to consider becoming a CCP provider. CCP providers will be required to become vendored by the regional center and meet the following requirements:

- CPN staff must have a Bachelors-level degree with 3 years' experience in the field of developmental disabilities service systems OR an Associates-level degree with 5 years' experience. The CPN must have completed a course or training in person-centered thinking/planning and hold either an ACRE certificate with an emphasis on CE or Association of People Supporting Employment First (APSE) Certified Employment Support Professional (CESP) credentialed.
- CES staff must have an Associates-level degree (preferred) OR a high school diploma (or equivalent). The CES requires ACRE certification with an emphasis on CE or CESP credentialed.

To learn more about CCP and the vendorization process, contact your local regional center.

COORDINATED CAREER PATHWAYS FACT SHEET FOR INDIVIDUALS AND FAMILIES

1. What is Coordinated Career Pathways?

Coordinated Career Pathways is a new service that helps people with developmental disabilities achieve their career goals. It will help people find jobs in the community that offer equal pay, benefits, and opportunities for growth, regardless of whether they have a disability. These types of jobs are called competitive integrated employment.

2. Who is this service for?

- Youth within 2 years of completing high school or have recently finished; or
- Adults who currently attend or have recently attended a Work Activity Program or other program earning less than minimum wage.

3. How long can I get this service?

You can receive this service for 18 months. If you need more time, you can talk with your service coordinator to extend services to 24 months depending on your needs.

4. What services can I receive?

A Career Pathway Navigator will work with you and your family to create a Person-Centered Career Plan. This could be finding out about different careers, going to college, internships, getting help to apply for jobs, transportation and benefits planning. You might also explore customized employment, self-employment, or starting a small business.

If you want to explore customized employment, self-employment, or starting a small business, you will work with a Customized Employment Specialist. They will help to create a job just for you, focusing on your strengths, skills, and interests. This job will meet both your needs and those of an employer.

5. How do I get this service?

If you are interested, talk to your regional center service coordinator. They will arrange an Individual Program Plan or IPP team meeting to discuss how this service can support you. If they refer you, a Career Pathway Navigator will meet with you and your family to discuss your goals.

6. Will I be able to share about my experience?

The Department of Developmental Services (DDS) wants to hear from you. DDS will ask you to fill out surveys when you begin the service, every 6 months during, and when you finish. Your feedback helps improve the service.

For more information, visit <https://www.dds.ca.gov/services/coordinated-career-pathways-ccp-services/>

COORDINATED CAREER PATHWAYS PROGRAM DESIGN GUIDANCE

The following is an outline of the program design elements for the purpose of becoming a Coordinated Career Pathways (CCP) vendor.

1. A program description which includes:
 - a. The purpose and goals of service
 - b. Anticipated participant outcomes resulting from participation in the program stated as measurable objectives
 - c. Program components that address two services.
 - i. Career Pathway Navigator (CPN) and the Person-Centered Career Plan (PCCP) (required)
 - ii. Customized Employment Specialist (CES) and customized employment (CE)
 - d. A statement outlining how the service is inclusive and efforts that will be made to effectively serve all populations, including underserved populations and those who have a primary language other than English.
 - e. Description of the location(s) in which services occur, community, office setting, the participant's place of residence or a natural environment.
 - f. Participant attendance policy which includes the following:
 - i. The requirement for the vendor to notify the regional center on or before a participant's fifth consecutive day of unplanned absence.
 - ii. The attendance requirements for participants to remain enrolled in the program.
 - iii. The efforts the service will make to assure attendance as consistently as determined necessary by the Individual Program Plan (IPP) Team.
 - g. Statement affirming the staffing ratio will be 1:1
 - h. Schedule of the vendor's direct service operating hours.
 - i. A staff training plan, that includes a plan for new staff orientation and on-going staff training.
2. A description of the entrance/exit criteria, including the intake procedure and any screening processes used by the vendor and procedures for transitioning participants out of services.
3. For CPN: A description of the process used to determine how the vendor will assist each participant served in achieving their IPP objectives specific to employment including:
 - a. Participant assessment procedures and timelines, including an explanation of how the following are used in assessing the participant's needs:

- i. Process for developing PCCP.
 - ii. The PCCP is used to inform the IPP objectives specific to employment.
 - iii. The PCCP is used to determine the path of further services: customized employment (working with the Customized Employment Specialist) or other employment path (working with the Career Pathway Navigator).
 - b. Utilization of assessment data for determining the specific activity and program services that participants receive.
 - c. Evaluation procedures used to determine the extent of a participant's progress toward achieving the specific outcomes in each IPP employment objective for which the vendor is responsible.
4. For CES: A description of the process used to determine how the vendor will assist each participant served in achieving their IPP objectives specific to employment for which the vendor is responsible including:
 - a. A description of the key steps for CE: discovery, job search planning, job development and negotiation, placement support and post-employment support.
 - b. Evaluation procedures used to determine the extent of a participant's progress toward achieving the specific outcomes in each IPP objective for which the vendor is responsible.
5. A description of the process to collect and complete required program reporting through the designated data entry method.
 - a. Participant entry survey, semiannual progress surveys, and exit survey.
 - b. Quarterly progress and outcomes reporting from CPN.
 - c. Quarterly progress and outcomes reporting from CES.
 - d. Annual program assessment (i.e., successes, barriers).
6. A description of the internal participant grievance procedures.

When modifications are made to the program design, which constitute a change in the type of services provided, the vendor must, at least 30 days prior to the change, notify the participants or their authorized participant representatives and submit to the vendoring regional center, a revised program design as described above. A revised program design is required when any of the following elements of the program design are changed:

1. Locations in which services occur
2. Program components
3. Approved service code
4. Entrance and/or exit criteria
5. Hours of operation

Department of Developmental Services

Coordinated Career Pathways

Service Code 956

Career Pathway Navigator (use subcode- NVG)

Effective April 1, 2024

Regional Center	Rate per Billable hour
Alta California	\$ 88.17
Central Valley	\$ 88.17
East Bay	\$ 102.32
Far Northern	\$ 88.17
Golden Gate	\$ 101.25
Inland	\$ 88.17
Kern	\$ 88.17
Eastern Los Angeles	\$ 89.49
Frank D. Lanterman	\$ 89.49
Harbor	\$ 90.47
North Los Angeles	\$ 90.47
San Gabriel/ Pomona	\$ 90.47
South Central Los Angeles	\$ 89.49
Westside	\$ 89.49
North Bay	\$ 90.47
Orange County	\$ 90.47
Redwood Coast	\$ 88.17
San Andreas	\$ 102.32
San Diego	\$ 90.47
Tri-Counties	\$ 92.18
Valley Mountain	\$ 88.17

These rates have been established for each regional center to account for geographic cost differences related to wages, travel, and nonresidential real estate.

Department of Developmental Services
Coordinated Career Pathways
Service Code 956
Customized Employment (use subcode- CES)
Effective April 1, 2024

Regional Center	Rate per Billable hour
Alta California	\$ 63.73
Central Valley	\$ 63.73
East Bay	\$ 73.68
Far Northern	\$ 63.73
Golden Gate	\$ 72.81
Inland	\$ 63.73
Kern	\$ 63.73
Eastern Los Angeles	\$ 64.70
Frank D. Lanterman	\$ 64.70
Harbor	\$ 65.51
North Los Angeles	\$ 65.51
San Gabriel/ Pomona	\$ 65.51
South Central Los Angeles	\$ 64.70
Westside	\$ 64.70
North Bay	\$ 65.51
Orange County	\$ 65.51
Redwood Coast	\$ 63.73
San Andreas	\$ 73.68
San Diego	\$ 65.51
Tri-Counties	\$ 66.47
Valley Mountain	\$ 63.73

These rates have been established for each regional center to account for geographic cost differences related to wages, travel, and nonresidential real estate.