

# Getting Started: Where Are We Going? How Do We Get There?

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PENNSYLVANIA EMPLOYMENT FIRST  
BOOT CAMP TRAINING  
MARCH 3-4, 2016

# The Big Picture of Transformation

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WHY DOES THIS MATTER SO MUCH?

# The importance of Income and Assets

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Annette works at the **Shake Shack** in the Battery Park neighborhood of New York City.

She is responsible for bussing and cleaning tables, replenishing condiment stations, and organizing the chairs.

Annette greets each customer, answers any questions about the menu, and organizes the long lunch lines!

Annette will also make their signature milkshakes on occasion. Her favorite is peanut butter.

Her supervisor is thrilled with her tenacity and positive attitude.

# How work helps someone like Annette financially....

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SSI before working = \$810

Wages plus SSI = \$1200 after taxes

**\$400 extra per month!!!**

# Civil Rights –The Pursuit of Equality

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RESPECT

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# In a society of workers .. Community Integrated Employment is the key to inclusion

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Works at a film studio / café / artist space called "**Brooklyn Fire Proof.**"

Began work as an unpaid intern, expanded his responsibilities using the Employee Training Program Internship, then was hired.

Alex's primary responsibility is to perform the weekly inventory of their film supplies, which was a need that was previously unmet.

In addition, he runs errands to the local hardware store, keeps the inventory room organized, files documents for their HR department, maintains a database of their receipts, and recently starred in the Brooklyn Fire Proof short film "Habanero Moonshine."

# The Behind the Vision (1)

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**Integrated employment** refers to work paid directly to the employee by employers at the greater of minimum or prevailing wages with commensurate benefits, occurring in a typical work setting where the employee with a disability interacts or has the opportunity to interact continuously with co-workers without disabilities, has an opportunity for advancement and mobility, and is preferably engaged full time. ***From ODEP Criteria for Performance Excellence***

# The Goals Behind the Vision (2)

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***All Day Services*** Setting is integrated in and supports full access of individuals receiving Medicaid HCBS to the greater community, including opportunities to seek employment and work in competitive integrated settings, engage in community life, control personal resources and receive services in the community, to the same degree of access as individuals not receiving Medicaid HCBS. ***From CMS Final Rule***



# The New Regulatory Environment – Mandates and Opportunities

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## WIOA

- Funding mandates – 15% of VR Title I dollars for youth with disabilities
- Restrictions on youth entry into non-integrated work settings
- Definition of competitive integrated employment

## CMS Final Rule and Priorities

- HCBS settings must be integrated in and support full access to greater community including opportunities to seek employment and work in competitive integrated settings
- Potential new HCBS funding opportunities to support employment outcomes

## (OFCCP Section 503 Regulations) Federal Contractor Requirements

- 7% hiring goal for individuals with disabilities

# Where are you in the transformation process?

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## TAKING STOCK

# Self-assessment: Why is this a good first step?

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- You and your team collectively know your agency the best
- Step back from the day to day needs to see how you can better support people
- Provides a new lens to analyze what you already think you know

# Self-assessment: Why is this a good first step?<sub>2</sub>

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- Organizes information about your agency into components that experience demonstrates are key to transformation
- Launching off point for your team for strategic planning
- Can help you break your long term goals into short term manageable steps and specified timeframes

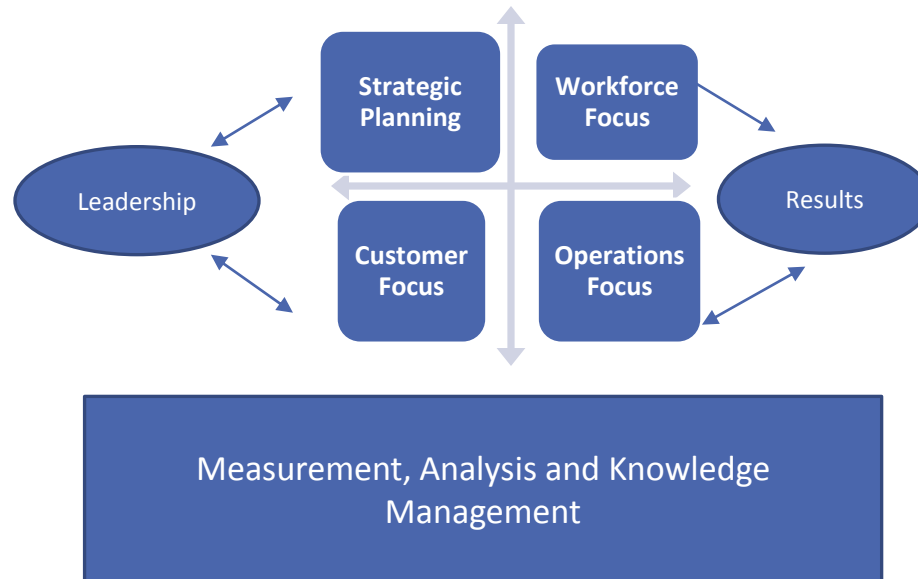
# Documents to look at as you perform your assessment

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- Mission statement
- Strategic plans now in place
- Organizational chart or structure
- Job Descriptions
- Training materials and curriculum
- Financial documents
- Data already collected about outcomes

# ODEP Criteria for Performance Excellence

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# Leadership

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- What is your mission and vision?
- Have you reviewed job descriptions for your management team and assessed specific skills?
- Do you have a strategic plan that includes specific goals for employment and wrap around day services in the community?
- What kind of team building have you done, or need to do?
- Review your marketing and communication tools and strategies?

# Strategic Plan

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- Is our mission compatible with Employment First/Community Services?
- Does our agency name and identity reflect our vision and mission?
- Do we have a fiscal and fundraising plan to support our transformation vision?
- Do we have marketing and communication strategies designed to move forward your transformation plans?
- Do we have an operational plan based on an assessment of our current services, restructuring of staffing, proposed outcomes with benchmarks for short and long term goals, and plans for pilot programs?



# Customer Focus

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- Review services to see if they reflect our vision and goals
- Survey customers and stakeholders regularly to understand level of satisfaction and areas of need.
- Review processes to determine key steps to be strengthened: person-centered, individual strategies and informed choice.
- Do we have effective assessment processes to collect data on the individual's strengths, gifts and preferences.

# Workforce Focus

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- Do we have the right staff to do our transformational work and do we need to restructure our staffing to do this work?
- Do our job descriptions accurately describe the qualities we need in community based and employment?
- How do we ensure that staff receive the training and mentoring they need to provide individualized services to our customers in the following areas?
  - Core values & Mission
  - Relationship building
  - Identifying Community Resources
  - Public relation skills
  - Benefits management
  - Job development, supported and customized employment

# Operation Focus

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- Do we need written community procedural guides for staff, including emergency and communication protocols?
- Have we tapped into every available funding source for employment and community based services?
- Do we need to develop transportation options, community locations and partners to help us put community supports in place?
- How can we braid employment efforts with housing, transportation, natural supports and benefits planning/work incentives?
- What kind of technology do we have in place to document time and services and to facilitate communication?

# Results

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Develop tools to:

- Measure integrated employment placements over time and capture length of time from start of service to placement.
- Survey customers and stakeholders regularly for satisfaction and areas of improvement.
- Demonstrate cost-effectiveness of integrated employment supports through maximization of natural workplace supports, assistive technology and job customization.

## Results<sub>2</sub>

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- Align policies, operational procedures and funding to reflect adoption of effective practices and integrated employment service delivery.
- Track staff development milestones, including training/TA received, credentials/certification completed, etc.
- Track impact of applying effective practices to internal daily operations and service approaches.

# Measurement, Analysis and Knowledge Management

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Prepare to:

- Share outcomes
- Link data collection systems to track at individual level over time.
- Develop relevant data to help reform operational practice updates, and funding alignment strategies.
- Disseminate knowledge through training, technical assistance and professional development.

## *Other assessments – specific to particular agency's needs or culture*

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- Team of evaluators to assess your organization
- Agency wide assessment with facilitator
- Intensive analysis of budget and funding
- Assessment of individuals customer's needs and goals

## Small Group Discussion: What needs did your self-assessment so far highlight for you?

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- Need to educate and inspire your board?
- Revision of mission and vision to guide your staff and work?
- Enhanced messaging and marketing, particularly to families?
- Need to revise and update website to include integrated employment?
- Need for clear employment goals and outcomes?
- Staffing and training needs to accomplish transformation?
- Funding issues – understanding how funding could be used?
- Outreach to families and stakeholders?
- Relationship with VR?
- Partnerships with business community?