Building Full Lives

A Project of

Wisconsin BPDD

WISCONSIN BOARD FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

WI Employment First

Refresher: What are the BFL grants?

- Grants that **provide technical assistance (TA) from content experts** to support organizations who want to **shift from segregated to integrated community services.**

- **The TA assists** organizations to help people have **FULL Lives** by providing high quality **community employment** and **day services.**
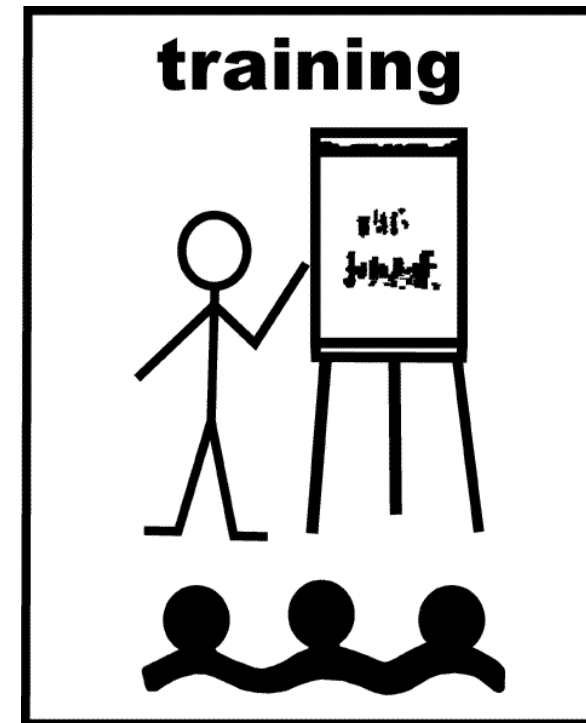
Why did we start doing Building FULL Lives (BFL) project?

- Interest expressed by many service providers when **Worklink** presented at **2015 EF Conference**

- Major need for **organizations to change the way they provide services** given **new rules** that all services must be provided in **community settings**

- Need for **training and technical assistance** to help organizations make the change.

What technical assistance is provided?

- **On Site and Remote TA** is provided for **one year** including:
  - **Two day on site visit** to help sites conduct an **organizational assessment** that leads to an **action/transformation plan**
  - **Remote coaching** (e.g., webinars, skype) to guide sites in **implementing the action plan**

Sticky notes (top):
- For Plan: streamline paperwork ●
- Linking in case notes & reporting
- Supports mobile workers
- Simple reports +

SERVICE DELIVERY

Primary Service Coordinator

(Prevoc 1:8 - varies)

- ISP & Summary goes to direct supervisor
- Start working on goals
  - daily data tracking
  - Modify supports as needed
- meet w/ Person to talk about options, progress, & job description
- 6 month review w/ MCO (ACES)
  - modify goals
  - Review/update ISP info
- Supervisor completes → Primary service Coordinator, Production supervisor (sometime attend MCO mtg)
- Review Client worker job description w/ person before 6 mo review mtg
- Tap into ACES services for community based opportunities Prevoc
- Annual Review (same as 6 mos) + transp. log
  - Meds, service agreement, new releases

TEAM Discussion/Agreement:
About meeting objectives
Performance review
DVR? Logistics/Transportation

- DAY SERVICES: volunteering, outings, reduce supports as independence increases
- MCO Behavior support plan Reviewed & updated @ 6 mo reviews
- Additional ISP for people who have BSPs
- Day services includes Fitness goal tracking & reporting
- case noting in all programs / Most people in Day services Don't plan on work

Red clouds / notes:
MCO OK to authorize SE for ACES
ACES 1-2 hours/wk 2-3 months
YES
DAY
ACES JOB
May be OR become blended Services w/ Prevoc
2 ISPS for Blended Services
Some goals on one plan and some on the other → Day services supports the work goals

JOB DEV. or Comm Exploration

1:1 RAPID Engagement
- Discovery, Identify challenges & address barriers (soft skills) (shadows, tours)
- transportation arrangements
- May get a job OR Funded by MCO 1:1 SE [SET GOALS]
- DVR referral
- Benefits Analysis (Mostly DVR Funded) Some MCO funded
  - CASE noting

Job Developers

[JOB Development Plan w/ DVR]

DVR Funded Activities
- Work Experiences
- Benefits Analysis
- OJT
- DVR Reports: Multiple reports for each person for each service
- A lot of Stop-n-Start
- Communication

SE & JD Placement

Coaching & Follow Along

- Faded to 100% natural supports
- Continue prevoc as wrap around for socialization - long term follow along & check in this way
- START DATE Authorizations from DVR or MCO
- Job Coaching & Fading monthly Reports to DVR to MCO (email) sometimes
- Transition to LTS between 3-6 mos Meeting sometimes
- In the past not typical for MCO authorize SE services
- Now MCOs/IRIS authorize some supports
- Transportation arrangements for permanent job beyond the initial weeks/months
- Continue in DAY "Prevoc" services -or- Discontinue Facility based services completely
- Ongoing SE Coaching Job Coach
- 6 month Meeting w/ MCO Long term support "Staffing" or annual review - get new Authorizations modify goals

Job Dev & Job Coach

Sticky note (bottom): For Action Plan: Database, goal tracking Charting ●

Discovery (with a little "d")
"Deeper! And different!"

+ Skill Building

Employment Services
"treat Job dev. as a surgeon"

1:1 SE Placement

Ratio: 1 to 4 (ish)

funded by PreVoc or DayHab waivers.

Blur This line →

Discovery / Skill Building sticky notes (left side):

- Verifying Info. provided + goals
- Explore Try new things Social/Voc.
- Job Shadows / Vol. Sites — Voc. 1:4
- Revise + expand Profile + goals + schedule
- Collect data
- Caseload for Coaches ? DSP's ?
- Develop Work Ethic + Attitude — Social Skills — Voc Skills — Independence.
- Write A master resume
- Com. Services Coordinator 75% FTE
- Com. Life Coaches
- Brainstorm Voc. ideas. Venn mtg.
- Target Employers
- Update Profile, Skills assess. + goals Annually 6 mth?
- monitor + Conduct Annual Plans
- Evaluate Benefit Situation ?
- Bring in Employ. Services (call DVR)
- Where do they sparkle?

Triggers (bottom left, pink):
- Triggers: — Desire to work.
- Understanding of my skills + Interests
- Valued skills for targetted industry
- Some level of Independence

Employment Services sticky notes (right side):

- Referral for Place-ment from OVR
- Job dev.
- Career Profile / Job devo Plan
- Job development Progress Reports
- Write Career Profile + Job dev. Plan
- Tailor Resume
- Potential tasklists / Cost Savings Analysis ?
- Placement

Coaching / follow Along

- Job Coaches
- organize Jobtasks
- Travel Train new employ.
- Teach Skills Data
- Satisfaction Survey: · person · family · Employer

Bottom middle (pink/yellow):
- Refer back for social engagement
- 3's 4's + 5's

What technical assistance is provided?

- In person training on **Customized Employment**

- Training on **community mapping** and using **community connectors/ instructors**

- **Training/coaching** on the **business/fiscal** aspects of transformation

- Training with **organizational staff, leadership, families, board members**

What is the grant application process?

- **Request for Application** is distributed

- Open to **any organizations** that want to apply

- Includes a **list of expectations** for grantee

- Applicants respond to a **set of questions**

- A review team **score the applications** based upon a set of criteria

- The **highest scoring proposals** receive the Grant

BPDD and the Building Full Lives Project

- BFL Project started in **2016** with **4 service providers**

- Board decided to make it part of the **five year state plan (2017-2021)**

- Added **five more providers** in 2017

BFL Service Providers

Round 1 (2016)

- Goodwill of Southeast Wisconsin (Milwaukee)
- ODC Inc (WI Rapids and Marshfield)
- Headwaters Inc (Rhinelander)
- Bridge for Community Life (Hudson)

Round 2 (2017)

- VIP Inc (Elkhorn)
- Threshold (Westbend)
- Easterseals Southeast Wisconsin (Waukesha)
- Green Valley Enterprises (Beaver Dam)
- Bethesda (Watertown)

BFL Project Goals

For the Organizations Involved:

- **Shift business models** from s**egregated** to **integrated** supports and services

- **Increase in number of people** moving from **segregated** to **integrated** services

- **Increase** capacity to provide high quality, **community- based day** and **employment services**

- **Increase** integrated **employment rates**

For the Individuals Involved:

- **Increase** in the amount of time spent in the community connecting with people who are **not paid supports**

- **Increase** in skills and level of **independence**

- **Increase** in time spent **working in a paid job**

What have been some of the challenges?

- **Shifting the culture** of organizations/staff attitude

- Huge **organizational change**—re-writing job descriptions, re-training staff

- **Family fear**/opposition

- Understanding the **business/fiscal piece** of making such a huge transformation

- Developing solid, consistent **service agreements** with funders/MCO's and DVR

BFL Outcomes So Far

BFL Impact – Service Provider Responses

All sites report that <u>BFL pilot participants</u> are:

- Significantly **increasing their skills** and ability to be more **independent** in the community;
- Spending significantly **more time in paid employment** in the community;
- Expressing **more happiness/satisfaction** while participating in the program;
- Making more **choices** about how they **spend their day**;
- Significantly **increasing** the number of **unpaid connections** they have in the community.

BFL Impact – Service Provider Responses

All sites report as a result of participating in the BFL grant their organization is:

- Experiencing significant **changes in philosophy, culture and values;**
- **Increasing expectations for paid** work in the community for individuals with disabilities;
- **Increasing** the number of **policies/practices** that **support integrated employment** in the community;
- Better supporting individuals with disabilities to **develop connections** in the community;
- Better supporting individuals to **make informed choices**;
- Better supporting individuals to **develop skills** to be more **independent** in the community.

BFL Impact – IE Outcomes

Out of 46 individuals with disabilities in the pilot, 26 now have paid work in the community.

Organizational Outcomes Achieved

- **Shutting doors** to **work centers**-no new entries

- **Organizational restructuring-**-Creation of new job descriptions/duties that focused on **community based services**

- Increase in staff skills level in developing community connections, finding jobs

Reported Project Highlights:

- "Decreased in house/center based prevocational hours by 4500."

- "Increased community connections for 77 individuals."

- "We have utilized the tools provided by the grant to build the foundation for our transformation from 100% facility based to community"

- "Decreased the number of hours people are participating in sub minimum wage."

- "Staff are more skilled in developing community connections for individuals with disabilities."

More Highlights…

- "My organization is now having significant open conversations about the difference between community "outings" and community engagement and life skills training."

- "We have been having meaningful conversations with all individuals participating in our program about how they want to spend their day."

- "We have had an organizational mind shift that has people thinking and talking about getting more involved in the community through work and non-work connections."

- "The work we have done with our current pilot participants is already getting other folks we serve (i.e., that are not in the pilot) excited about what they might be able to do in the community."

More…

- "We are working with all staff who work for us, and everyone who participates in our program/families to understand that community integrated employment is an expectation for everyone we serve."

- "Our biggest accomplishment is seeing the growth in self-confidence of all of the individuals in the pilot and the positive results of each person getting a job along the way."

- "The pilot has been a catalyst for change—people are supporting breaking down silos."

And More!

- "There has been a change in staff attitude. They are seeing things/people changing in a positive way and actually hearing it from the people they serve."

- "Staff listening skills have improved dramatically –they are listening, threading and making change happen for individuals."

- "Staff are working with the whole person—not separate silos—i.e., one for work and one for community day services."

- "We are seeing major changes in people's lives—whole different kind of life—whole different conversations. Other people are saying 'I want to do that'."