

# Service Model and Best Practices

The Wisconsin Board for People with Developmental Disabilities (BPDD) has been collaborating with organizations in Wisconsin to expand community-based services to support people to safely explore, connect, and contribute to their communities while developing specific life skills.

These “Building Full Life” services meet the new requirements of the Home and Community-Based Services (HCBS) Settings Rule and Workforce Innovation and Opportunity Act (WIOA) by providing a pathway to greater independence, meaningful connections and relationships, and employment. For people who are already employed in the community, Building Full Life services can provide people with opportunities to continue to learn and grow by building skills necessary to maintain healthy lives and relationships, and be involved in their communities.



## Key Components of the Building Full Lives Service Model

<p><b>Intake and Initial Discovery:</b></p> <p><i>To validate information provided, explore and learn about the person to establish purposeful goals</i></p>	<ul style="list-style-type: none"> <li>• Initial meeting in person’s home or community location</li> <li>• Gather information for Skills Assessment and Positive Personal Profile through observations in the community and interviews with family and team members</li> <li>• 30-day meeting to review initial discovery findings, establish 2-3 meaningful goals for skill building, and develop new schedule based on the goals</li> </ul>
<p><b>Skill Building &amp; Connecting:</b></p> <p><i>To build skills, find interests and potential, raise expectations, teach and fade</i></p>	<ul style="list-style-type: none"> <li>• Regularly track data on goals</li> <li>• Update Positive Personal Profile as new information is discovered and skills are learned</li> <li>• Use Skills Assessment tool every 3-6 months to assess progress</li> <li>• Maximize natural supports and independence</li> </ul>
<p><b>Customized Job Development:</b></p> <p><i>To use what has been learned through community-based services to find a successful job match in the community</i></p>	<ul style="list-style-type: none"> <li>• Brainstorm ideas for work with team and job developer</li> <li>• Up-to-date Positive Personal Profile, Skills Assessment and transferable skills list for the job developer</li> <li>• Coordinate with Division of Vocational Rehabilitation (DVR) services</li> <li>• Continue skill building &amp; connecting while job seeking with DVR</li> <li>• On-the-job skills instruction to increase independence (also called Systematic Instruction), maximize natural supports at work, fade paid supports</li> </ul>
<p><b>Long Term Support:</b></p> <p><i>To maintain employment and continue to learn, connect and contribute in personally meaningful ways</i></p>	<ul style="list-style-type: none"> <li>• Determine service needs and goals for “the rest of the week” once employed</li> <li>• Update Skills Assessment form, goals, schedule and Positive Personal Profile</li> <li>• Team review meetings every 6 months</li> </ul>

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Community CONNECT is a great way to get out and enjoy my free time. Gives me ideas of where to hang out with my friends.

*Demarlous Foster*



## Best Practices Used in Building Full Lives with Community-Based Services

- Services occur in integrated settings - in typical places other community members without disabilities use to learn, exercise, volunteer, socialize, recreate, and contribute to the community.
- Services are based on participant goals. Not program “offerings.”
- Services increase a person’s independence and participation in community life.
- Services are instructional and focused on skill development in a variety of areas including: routine daily activities, skills needed to access and use of community resources, money management, home care maintenance, food preparation, mobility training, and self-care skills.
- Services support informed decision making and create a pathway to employment through discovery and the development of a positive personal profile.
- Goals are individualized and specific to the member. Progress is tracked regularly and reported to the team every 6 months.
- Services are designed to support independence and are “built to fade” as much as possible.
- Resources are maximized through collaboration and braiding with other services and programs (i.e. schools, DVR, Work Incentives, etc.).

## Best Practices Used in Community-Based Employment Services

- Work experiences and employment occur in integrated settings and are paid at least minimum wage.
- Strengths-based assessment methods are utilized.
- People are supported to engage in community-based employment exploration to make informed choices.
- Employment goals are based on individuals’ interests, strengths and skills.
- Assistance is provided for the person to apply for and engage with services from the Division of Vocational Rehabilitation (DVR).
- DVR, school, and other available resources are braided into the person’s employment plan.
- The person and their support team receive Work Incentives Benefits Counseling.
- Job matches and customization are based on the person’s skills and ideal conditions for employment.
- Job opportunities are developed with sustainable transportation and support options in mind.
- Supported employees receive the same training and supervision that is typical for their coworkers without disabilities.
- Natural supports in the workplace are intentionally cultivated and maximized.
- Systematic Instruction techniques are used to foster success and fade job coaching support to the greatest extent possible.

