

# **Moving Forward: Best Practices & Innovation for Systems Change in Ohio**

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# What is Systems Transformation?

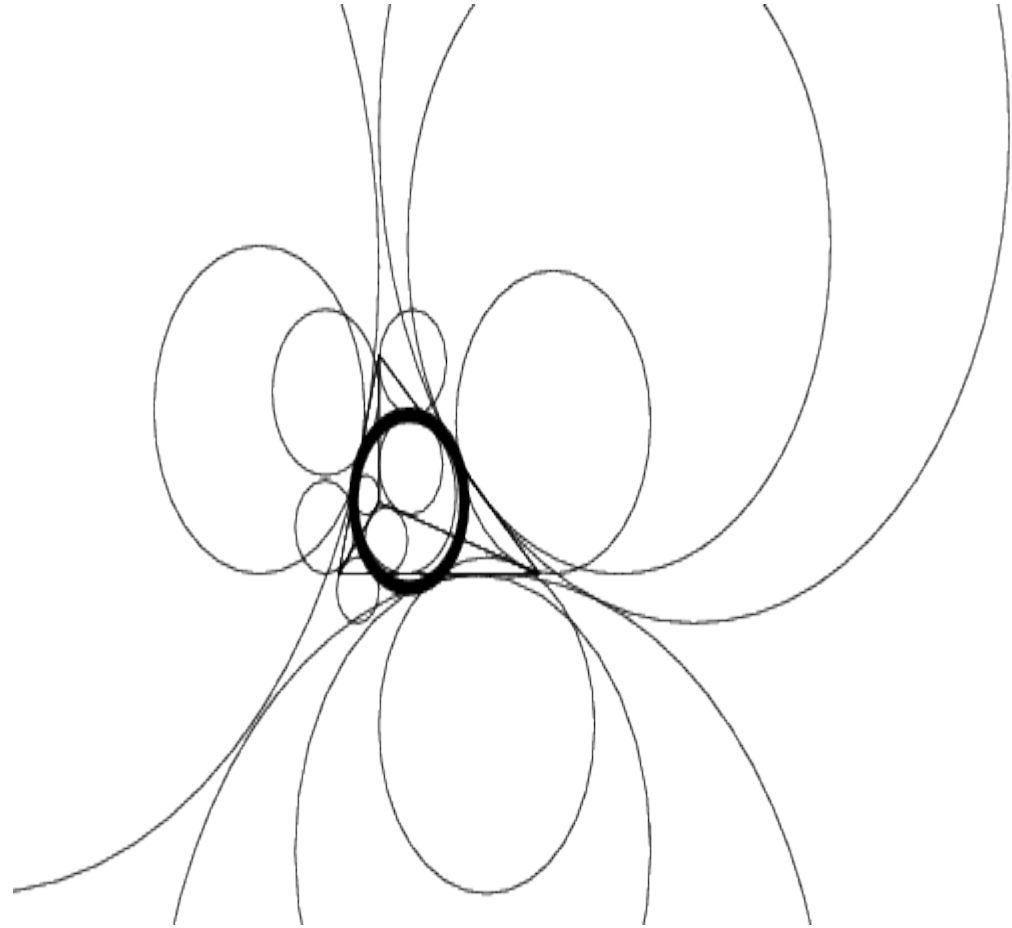
Systems Transformation:

Comprehensive, coordinative change in a set of connected things that form a complex, progressive whole

Changing current systems to support people in accessing and contributing to the greater community with an emphasis on personal choice and maximized opportunity

# Key, Common Elements:

- Belief System
- Collaboration
- Shifting Roles
- Training
- Communication
- A Gradual Approach
- Innovation
- Measuring and Assessing
- Funding



# Organizations:

- Koinonia, Summit County Bd of DD, Wood County, Starfire, Butler DD, Fairfield DD, Capabilities, Goodwill Columbus, Leap, St. Joseph's, Transcen, Griffin Hammis Associates, University of Cincinnati, Project Transformation and Project Transformation 2.0

# Belief System

- ✓ The underlying belief system of administration and staff is the foundation for transformation, necessary for culture shift
- ✓ Very difficult to engage in transformation that you don't support or see the value in
- ✓ Must be able to identify the goal (valued roles, belonging, etc) and commit yourself to it as a mission
- ✓ Mandates don't change culture-people do
- ✓ Expect Tension

# Belief System

## Key, Common Values:

- Community Inclusion and belonging is valuable
- Integration needs to be inclusive and interactive
- Person centered, not program based
- Anyone is on the Path to Employment
- Everyone has something to contribute
- “We aren’t doing this because we HAVE to; We are changing because we believe in it”

# Belief System

## Best Practices:

- Communicate belief and buy in of leadership often- change the conversation with internal and community partners, staff, families, people receiving services.
- Communication expectations and direction often and clearly
- Constantly assess
- Help people move on
- Find “early adopters” who have credibility
- Find the “cheerleader/ champion”
- Values based training
- Must create a system that is both philosophically great AND practical

# Collaboration

- ✓ The “System” is not just one organization, one department; it is the comprehensive network
- ✓ Collaboration within the organization and with the greater community is essential
- ✓ The best way to get great ideas is to get a lot of ideas, a lot of input
- ✓ Assist with identifying what needs to happen, action plans, communication, goal setting, etc





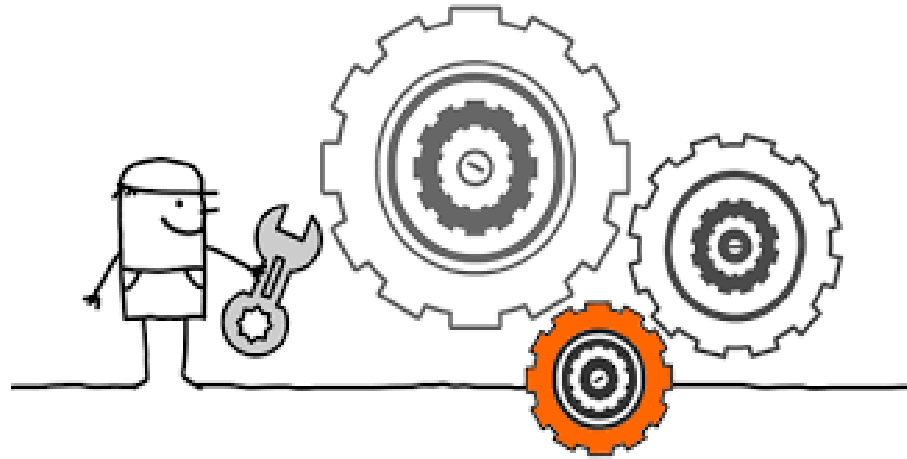
# Collaboration

## Best Practices:

- Very early on, create a cross-functional committee comprised of people receiving services, family members, key community members, staff and leadership at all levels
- Create work groups around specific action items: *communication, employment, training*
- Creating lasting collaborations
  - “Working Together Workgroup”
  - “Northeast Ohio Regional Employment Network”

# Shifting & Creating Roles

- Role of the whole organization may be shifting-  
“Our role in the future must continue to be the primary community resource, listening and connecting people to the supports they need to be successful.” John Trunk, Summit DD



# Shifting & Creating Roles

- Roles of team members
  - Restructure to reflect changes in values
    - Turning Fears and Worries into Happy Futures (Summit)
    - Life Coaches (Fairfield)
    - Community Connectors (Starfire)
  - Includes changing peoples' positions, all levels
  - Emphasis on highly qualified staff for interaction in community
  - May include changes in pay
  - Requires identifying strengths

# Shifting & Creating Roles

- Best Practices:
  - Important to have staff self assess- What are you good at? Where do you see yourself?
  - Create roles to meet new needs- new titles, new tasks, new job descriptions
  - Assess and reassess, make changes as needed
  - Likely includes mgmt. changes
  - Train people on new tasks
    - Discovery
    - Person Centered Planning
    - Community Engagement

# Training

- Discovery
- Customized Employment/ Supported Employment
- Person Centered Planning
- Asset Based Community Development
- Social Role Valorization
- Gentle Teaching
- Culture/ Belief system (Koinonia University)
- Experiential (Go Do It- Leap)
- Mindfulness
- 5 Valued Principles (O'Brien)

# Communication

- Need Comprehensive, System-wide plan and action
- With staff, people who receive services, family, stakeholders, public
- Communicate on macro/ micro level
- Involves sharing big picture/ belief system as well as practical efforts



# Communication

## Best Practices:

- Website- reflects beliefs, priorities, and efforts
- Social media- facebook, twitter, etc.
- Newsletters
- Marketing materials
- FAQ that address macro/ micro
- Face to face- community forums, open houses, small group sessions, peer mentors, ISP meetings, parent groups
- Two way- receive feedback
- “Communicate, communicate, communicate; plan, plan, plan; follow up, follow up, follow up” (Karen Blumhorst, Capabilities)

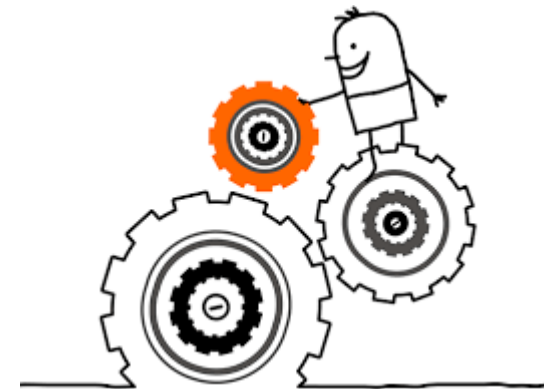
# Gradual & Systematic Change

- Evolution NOT Revolution (Fairfield DD)
- Tendency to overcorrect, “knee jerk reactions”
- Too much too soon and not much gets done
- Real change takes time
- Real relationships in the community take time - grow naturally, cant be forced- they develop through repeated, sometimes random, interactions around shared interests, beliefs.
- May include “deconstruction” / “undoing”



# Gradual & Systematic Change

- Best Practices
  - Prioritize- use collaboration to action plan, pick focus areas
    - Communication? Training? Employment?
  - Get started- takes time
  - Practical- what makes sense
    - Lease expiring on a building- is it a good time to close?
    - Start with a few people who are eager for change in services
    - Start small- pilots, etc.



# Innovation

- Try new things- unfamiliar, untried, bold, curious
- Try ideas others are using – “reinventing the wheel” – but add local flavor
- Value iterations, continuous improvement
- Start small (prototypes)- if it works and adds value, grow it; if it doesn't work, move on

# Innovation

- Examples:
  - Community Connections Management program (Fairfield)
  - Integrated Day Supports Pilot- 12 people (Fairfield)
  - Closing a building (Summit)
  - Renting out building (various)
  - Switching to only one-on-one (Starfire)
  - New partnerships – colleges, community centers (Capabilities, various)

# Measure & Assess

Need a way to know if you are “transforming”

What is and isn't working

Assess effectiveness of action plan

Will be measuring new things:

how many unpaid/unrelated/non-disabled people do people with disabilities have in their lives- and what is the quality of those relationships

# Measure & Assess

## Examples:

- Out of 24 people who left to explore other options, none has come back, even though they were welcome to if needed (Summit)
- 30 % of people will receive one-on-one in community (St. Joseph)
- Throughout 1 year, each person will interview and begin to get to know 15 people with goal of having 4 new unpaid/unrelated/non-disabled people who will be in relationship (Starfire)

# Funding

- Must be blended and braided
- Often can not do what needs to be done on fees alone
- Change efforts may need additional funds for initiation
- Example:
  - 16 different funding streams that include waiver, grants, VR, WIOA, self-pay, etc.

What else is important?



# Resources

[Ohioemploymentfirst.org](http://Ohioemploymentfirst.org)

Community of Practice

Fairfield County Bd of DD

Summit County Bd of DD



Thank you!  
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