

# COMMUNITY-BASED SERVICES:

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Managing the challenges and fostering inclusion

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# Session Agenda

- Identify what defines meaningful lives and ways to facilitate true inclusion through community-based services
- Discuss the challenges for providing community-based services and share ideas and potential solutions:
  - Transportation
  - Supporting individuals with medical needs
  - Supporting individuals with behavioral challenges
  - Weather/seasonal issues

Meaningful (adj.): full of meaning, significance, purpose, or value; purposeful; significant: *a meaningful wink; a meaningful choice*

- *Dictionary.com*

# What Makes Life Meaningful to Us?

- Employment (money & self-worth)
- Engagement in community & friends
- A happy home, a sanctuary
- Health
- Choices/options
- Freedom &  
Independence





*Community-based Services* help people with disabilities become productive, contributing members of their communities.



# Integration and Inclusion

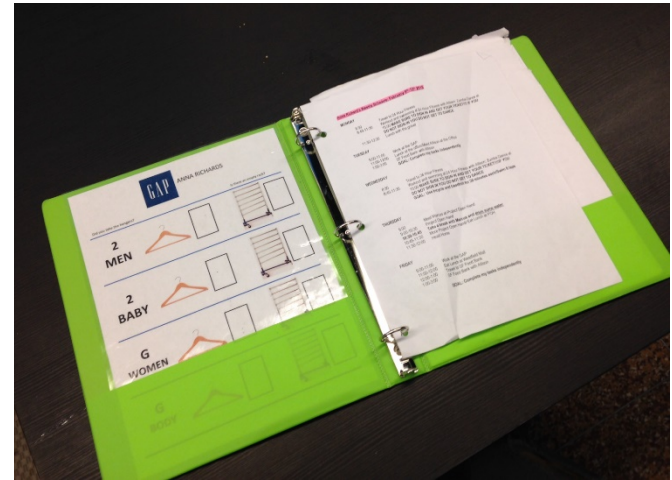
- Goals for community-based services are 1) to increase a person's independence and self-reliance, and 2) to build a village of support for the person to participate in the world
- Routine, opportunities to engage with others-- more than just field trips or being outside
- Opportunities to “give back” and add value
  - Working, volunteering and helping/mentoring/teaching others

# Building a Person's Village

- Individualized, person specific not a one size fits all answer
- Based on goals, preferences and needs
- Tap existing network and personal resources- augment where needed
- Create routine opportunities to engage with others in meaningful, productive ways
- Actively facilitate conversations and friendships
- Do not hover—step back

# Increasing Self-Reliance

- Taking control and responsibility for one's actions
- Checklists, printed schedules, white boards, binders
- Build-in *choice*, self-determination, & self-monitoring
- Teach problem-solving (aka cause trouble, *Let's get Lost*)





# Encouraging Independence

- The dignity of risk
  - *A ship in the harbor is safe- but that's not what ships are for.*  
(William GT Shedd)
- Collect data (hard numbers- not qualitative)
- When services fade -write into ISP- signed off by all
- Use technology as lifelines
  - Cell phones, GPS, facebook, e-mail
- Teach critical social skills
- Use peer mentors
- Celebrate “independence”

# THE WORLD IS A COMPLICATED PLACE

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Addressing the challenges of providing person-centered,  
community-based services

# #1 Challenge: Transportation

- Remember *Independence* is the goal
- Transportation “Planners” vs. “Providers”
- Start by minimizing need for transportation– centralize program sites with satellite locations, local meeting spots, walkable locations, cluster participants according to geographical locations
- Tap personal resources (family, neighbors, residential staff, co-workers)
- Create a “family carpool network”

# # 1 Challenge: Transportation (cont.)

- Teach people how to ride a bike
- Provide Drivers Education classes (Capabilities)
- “Share a car”
- Program vehicles (small – not large vans) or staff cars
- Shuddle, Uber, Lyft
- Move to a less isolated, more accessible location

## #2 Challenge: Scheduling and Staffing

- Individualized does not mean 1:1, group individuals according to objectives/activities
- Hourly rates- allows flexibility/responsiveness- you can fade services as person becomes more independent or needs less
- Consistent, weekly schedules (program manager)
- Look for clusters of community resources or sites with multiple uses
- *Floater*s for “quick trainings” and one-off needs

# More Challenges: Behavioral Needs

- Behaviors are a form of communication- are you listening?
- Safety may require 1:1 staffing or double staffing
- First focus is on interests and preferences- motivating activities in forgiving environments
- Develop an exit plan- prior to Day 1
  - “Service Navigators” on retainer
  - Quiet rooms located at community sites
  - Build a *quick response team*– family, friends and staff
- Start slowly- a couple hours, partial days
- Structure, structure and more structure
  - Schedules pre-determined, focused on preferences and routine/consistent
  - Behavioral plans in place and training for staff
  - Self-monitoring, daily feedback mechanism in place

# More Challenges: Medical Needs

- CMS is not requiring 100% integrated services- for medically fragile individuals we need to be build stamina, start with partial days
- Create a “respite” service location
- Inventory community and create community based “rest stops”
  - Community rooms or church basements
  - Satellite “offices”
- For daily medical needs, use hospice nursing services— individual’s insurance?
- CVS one-minute clinic

# More Challenges: Families say “no”

- Bring families on as a partner- engage from start and share progress (not just bad stuff)
- Work on goals that will lead to more independence at home and will impact care-givers
- Self-advocates and family advocates
- Share success stories in news letters/website
- Video the individual being independent, share with family
- Ask big- then settle for small step



# More Challenges: Really Rural Settings- Limited Public Resources

- Create opportunities- no gyms- aerobics or walking groups at work; plant a community garden; adopt a senior
- What are the social/cultural events in your community?  
Get involved
- Join the softball, soccer or bowling league
- Go to church
- Join Lions, Elks, Moose lodge
- Teach people to host friends at their houses, start a dinner club, watch football games
- Hobbies (ride a bike, play an instrument or video games, get a pet)

# ANY MORE CHALLENGES?

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# Lessons Learned

- Hire teachers with strong networking and interpersonal skills (not care takers)
- Structure, structure, structure
- It takes a village
- Inclusion is not just being in the vicinity of others. It is being valued by others.



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