

Employment First Transformation Grant Plan For CLW

Project Transformation Vision

Summarize the organization's overarching goals in the disability employment arena, including the principal reasons the organization decided to participate in the transformation project.

The vision of CLW's Project Transformation is to ensure the provision of accessible, efficient and effective services that support the dignity and independence of those we serve.

In regard to employment for people served at CLW, the philosophy CLW's Community Employment is the belief that every person with a developmental disability is capable of working competitively in the community, if the appropriate kind of job and work environment can be identified. Individuals are offered assistance in finding and maintaining jobs that capitalize on their personal strengths, interest and motivation.

The primary goal is to assist individuals find a natural fit between their strengths and experiences, and jobs in the community. CLW Community Employment will accomplish the stated goal through improvements to existing employment services, the development and implementation of new, non-work services, the development of new, employment-oriented work services, and the development and implementation of organizational policies and practices that support and promote the Employment First philosophy.

CLW Community Employment was motivated to participate in this grant project by its desire to improve employment outcomes for people served and in support of this vision.

Organization Mission, Goals and Operating Policies

Activity 1	Improve Access to Community Employment Marketing Information and CLW Image
Long Range Goal/Desired Outcome	Overhaul or complete a new website with all information, forms and contact information. It will include positive images of placements and employment locations. The website will provide information for individuals, as well as employers. Website will be an indicator of integrated settings with natural supports and will provide links and informational contacts to our services.
Perceived Barriers/Challenges	Financially not approved by Corporate at this time. Received estimates for \$11,000-\$13,000 from website designers/developers to provide service and maintenance. Currently discussing costs with Corporate and may negotiate some repayment of web costs from grant money. Costs and additional web providers being discussed.
Short-term Objectives/Specific activities	Currently reviewing website needs and "wish list" for mock-up site and costs for upgrading and overhauling current site as a temporary solution. Refabricating current verbiage and site information in order to provide more positive, correct images. Preparing development of site that will be maintained by CLW following set-up by web developer.
Responsible Person(s)	President, Community Employment Director, Assistant
Projected Start Date	2/15/15
Projected Completion Date	12/15/15, on- going maintenance, also
Status/Progress	Initial phase of development

Activity 2	Modifying Community Employment Services as Their Own Entity
Long Range Goal/Desired Outcome	Create CLW's community employment services to have its own identity. Ultimately, it would be a goal to have transitioning students or individuals who may be seeking integrated community services to seek out CLW's community employment without any preconception of being related to any previous services,.
Perceived Barriers/Challenges	Cost and expenses in changing signage, cards, stationary, website info, brochures, etc. There would be a period of time where we will be unknown because of a new identity and that may cause a decline in business or referrals. Ultimately, some will still associate the new identity with the previous services.
Short-term Objectives/Specific activities	Inform providers of coming change prior to the changing of identity. Market all previous vendors and contacts. Maintain previous contact information so that all providers still maintain communication.
Responsible Person(s)	Community Employment Staff
Projected Start Date	6/1/16
Projected Completion Date	12/31/16
Status/Progress	incomplete

Activity 3	Utilize CLW Day Support Staff for Job Coaching and Support of Individuals at Work Sites, When Needed.
Long Range Goal/Desired Outcome	CLW Adult Day Staff at each facility will be trained and prepared to be utilized, when needed, to provide on-going support and job coach services in order to ensure that job placements within the community are stable.
Perceived Barriers/Challenges	Ratios at the facility and staffing issues may be stressed by this service as the need for staff may vary based on absences and attendance.
Short-term Objectives/Specific activities	Train part-time, filler staff at each location who can provide job coaching and then increase, incrementally so that there is more than one available person to perform support in the community, when and if needed.
Responsible Person(s)	Administrators, Community Employment Director
Projected Start Date	1/15/15
Projected Completion Date	12/1/16
Status/Progress	Currently initiated at 3 locations

Staffing Qualifications, Knowledge and Service Techniques

Activity 1	Technical and Specialist Training for all CLW and Community Employment Staff
Long Range Goal/Desired Outcome	Provision of more extensive, technical training of techniques related to all aspects of job development, such as person centered planning, customized employment, employer communication, accommodations, tax information, vocational rehabilitation guidelines, etc. This will ensure and enhance services and outcomes. In addition, further training for employees to understand Ohio's movement to community supports and the larger context of assisting people with disabilities to lead regular lives.
Perceived Barriers/Challenges	Obtaining specialists to provide current information and training may be time consuming, needs coordination and funds. In addition, employees' value individuals in different ways; the outcomes occur in different timeframes.
Short-term Objectives/Specific activities	The Community Employment staff will continue with the state training and seminars through TRN, in addition, the CLW employee will receive several webinars and on-site trainings via the consultants from KFI. The community Employment Director will provide numerous in-service training sessions at least once per year at each location.
Responsible Person(s)	Community Employment Director will obtain sign-in sheets of all staff following completion.
Projected Start Date	2/1/15
Projected Completion Date	12/31/16
Status/Progress	Scheduled

Training and Technical Assistance

Activity 1	Community Information for Families and Involved Parties of Individuals Attending CLW Services
Long Range Goal/Desired Outcome	Provide employment and community based information to families and other pertinent parties related to individuals attending CLW about supported employment and other integrated services and available supports.
Perceived Barriers/Challenges	Lack of interest and no follow through from those related to individuals.
Short-term Objectives/Specific activities	Send out personal letters and emails on a quarterly basis.
Responsible Person(s)	Community Employment Director and Community Employment Staff
Projected Start Date	4/1/15
Projected Completion Date	Ongoing, first step completed 5/1/15
Status/Progress	Currently in development

Collaboration, Engagement and Outreach

Activity 1	Employment and Community Wrap-Around Services for Transitioning Individuals
Long Range Goal/Desired Outcome	Provide a fully integrated service that allows a transitioning young person (18-24) to have meaningful day services that are completely involved in the person's community and are self-directed and interest oriented towards their personal and employment goals. This will be a unique service that utilizes various day service monies, VR, and other funding. The service may be activity, social or employment oriented.
Perceived Barriers/Challenges	This is a pilot project type process. This has not yet been done in Ohio; therefore, we would perform this service, one person at a time and grow the service, accordingly. This may need to begin as a 2 on one or a 3 on one service, in order to assess the financial feasibility through Ohio Waiver billing. However, if at all possible, the details and effectiveness of providing it to one individual would be the most effective.
Short-term Objectives/Specific activities	This service would be marketed to start very small with one client at only 1 or 2 CLW locations to ensure the services are full and complete without complication. Billing would be provided to waiver clients as day services for activities and social experiences in the community. The services could also include various job shadowing and exploration activities, as well as educational exploration activities. Funding would be provided via waivers and VR.
Responsible Person(s)	Community Employment Director, Community Employment Specialists, Job Coaches, Active Treatment Associate
Projected Start Date	4/1/15 to identify individual
Projected	6/1/15, one individual in services and 8/1/15, another individual in services

Completion Date	
Status/Progress	In development

Activity 2	Build Relationships with County SSAs, County Education Centers and Vocational Schools to Enhance Relationships with Potential Candidates and to Increase Referrals for Community Services.
Long Range Goal/Desired Outcome	Develop partnership relationships with SSAs, numerous County Education Centers and Vocational Schools in order to stream line candidates' process directly into integrated community services. This will serve as CLW's resource for a new line of referrals and also to provide services that individuals and families desire but have not been able to locate.
Perceived Barriers/Challenges	The process of identifying contacts within the county and providing marketing information about services will be time consuming and will require thorough communication. Relationships will have to be developed. In addition, education about available services and appropriate referrals reasons for services will need developed, as well.
Short-term Objectives/Specific activities	Initial contact with Education Centers in local counties to discuss implementation of the community wrap- around services. Provide resource information and referral process information. Provide family references and client examples to demonstrate the creative options for individuals.
Responsible Person(s)	Community Employment Director, Community Employment Specialists
Projected Start Date	10/1/15
Projected Completion Date	12/31/17
Status/Progress	Development phase

Services and Service Innovation

Activity 1	Improved Transportation Options for Adults Working in Integrated Employment Settings.
Long Range Goal/Desired Outcome	Full utilization of employee vehicles, CLW vehicles, and collaboration with providers for use of their vehicles to provide non-medical transportation to individuals, as needed, for their work schedules. This may include having a CLW employee as a driver/job coach/day service provider.
Perceived Barriers/Challenges	Although some employees do transport and some individuals are transported to work in CLW vehicles, there are many limitations due to liabilities and insurance. Further exploration into these services would be necessary. No transportation of clients without \$100,000/\$300,000 coverage. This may be a financial hindrance to come employees.
Short-term Objectives/Specific activities	We can provide transportation as much as possible on a case to case basis, at this time. Each traveling situation is reviewed when the individual is not being privately transported or transported on a CLW vehicle.
Responsible Person(s)	Corporate oversight, Community Employment Director
Projected Start Date	Currently providing on case by case basis since 6/1/14
Projected Completion Date	12/3/17

Status/Progress	Currently in progress.
Activity 2	Improving Community Employment Outcome Goals
Long Range Goal/Desired Outcome	Increase the number of individuals in community employment by 50% within 2 years from the ICF and waiver population at the CLW day services, in addition to providing other integrated options that promote community experiences.
Perceived Barriers/Challenges	Transportation at ICF locations will be difficult due to limited staff and vehicles. Limited staff for “eyes on” individuals will limit work schedules, hours and staff.
Short-term Objectives/Specific activities	Initially will limit the amount of hours that individuals work in order to allow for staffing for requirements of ISPs and to allow for coordination of transportation. In addition, individuals will continue to increase work schedules while reducing adult day services. Will continue to seek to increase individuals above 10 hours per week as work skills improve.
Responsible Person(s)	Community Employment Director, Community Employment Staff
Projected Start Date	12/1/14
Projected Completion Date	12/1/16
Status/Progress	Currently in progress.

Performance Measurement, QA and Program Oversight

Activity 1	Review and Update CLW Policies and Procedures
Long Range Goal/Desired Outcome	Annually review and assure that the agency policy and procedures do not hinder supported employment but aid efforts to enhance community employment and promote supports in the community. CLW must fully congruent and compatible policies and procedures within each department which would allow for the enhancement of community employment and integrated services.
Perceived Barriers/Challenges	There is previous conflict in perceptions from staff currently providing the day services and prior to implementing community services. Therefore, careful overview of previous procedures may indicate the need for new policies and training to prevent conflict. In addition, current transportation and client supervision policies may cause difficulties in enhancing individual independence.
Short-term Objectives/Specific activities	Begin reviewing written policies and procedures of each department. Discuss the inconsistencies with each Director and develop compromises that will be reviewed with the Administrators and all Community Employment staff.
Responsible Person(s)	Directors and President
Projected Start Date	5/1/15
Projected Completion Date	Annually review
Status/Progress	Initial phase of review

Activity 2	Develop a Means of Tracking Community Employment Statistics Within the CLW Program
Long Range Goal/Desired Outcome	Develop a tracking system and spread sheet to document the job titles, placements, responsibilities, number of hours worked, wages, job coaching hours, revenue, etc. The tracking system will document the information at each location, as well as maintain the state wide totals and information.
Perceived Barriers/Challenges	Due to the newness of our program and lack of staff to develop and monitor this information, this will be difficult and delayed due to the priority of providing superior services. The tracking system and completion of all information will need enforced at all 9 CE locations and forwarded to the CE Director on a bi-weekly to monthly basis.
Short-term Objectives/Specific activities	Develop a simple spreadsheet system to initiate documenting the information. Utilize the CE staff to input the initial documentation. The CE Director will complete the statewide tally spreadsheet.
Responsible Person(s)	Community Employment Director, Assistant
Projected Start Date	1/15/15
Projected Completion Date	3/1/15
Status/Progress	In development, nearly complete