

## Comprehensive Plan for Project: Transformation

### Fairfield County Board of Developmental Disabilities

**Our Mission:** To bring about a vibrant community where people lead fulfilling lives and make meaningful contributions.

**Our Goal:** To assist approximately 30% of current vocational rehabilitation participants with transitioning to competitive, community-based employment and approximately 16% from our adult day service program to integrated, community-based services by January or 2016. Our 5-year plan is to have all currently served individuals enjoying the benefits of community-based services.

**Our Message:** We are developing a comprehensive community strategy that will be shared with all stakeholders affected by this project. This is being crafted by a work group and will be approved by the senior leadership team and then the county board. We need to inform key audiences about the planned transformation while still respecting the current system for providing services. Those key audiences will include families, individuals served, the business community, and the general public. We have drafted a letter that will go out to all participants upon approval informing people of the benefits of providing community-based services over center-based. Marketing materials are also being developed by this work group that will be used to help spread our message.

**Our Customers:** People with developmental disabilities are individuals who possess unique and diverse talents and interests. The Fairfield County Board of DD is committed to delivering customized services that will enable every person to achieve the outcomes they have identified as important to them. Many individuals have been attending our sheltered workshop and adult day facility for many years. We want to help them build a life around their own aspirations and help educate them about options regarding community employment they may not have considered before. The key to our success is determining what supports each person needs to accomplish their outcomes and building a system around each one, rather than trying to fit people into segregated programs.

Our current customer base consists of persons on all four places on the path to employment. At the Opportunity Center, our Adult Day Service and Vocational Habilitation center, we are serving ten individuals who have a part-time job in the community and would like to advance or get a better job, 40 who say they want a community job and need help finding one, 28 who say they are not sure about community employment but would like to learn more about it, and 60 who say they are not interested at this time in community employment but may not know enough about it. We aspire to help everyone along this path one person at a time.

**Our Barriers:** Center around providing safe and meaningful inclusive options for people with developmental disabilities. We must analyze the current staffing patterns to identify the resources available to provide the necessary supports to people in the community while continuing to support people at the Opportunity Center. During this transformation, we must be careful not to jeopardize the health and safety of individuals who are receiving meaningful services in center-based settings.

Another challenge we face is to raise the Social Role Valorization level for people with developmental disabilities in the eyes of their communities. It seems the general population has always known about and supported the work we do in segregated settings. As we spread our message about the benefits of integrated services for people, we need to be sure we are focusing on the attitudes and acceptance levels of the members of a mainstream society. By raising this awareness, we can validate the transformation to the public and enhance the meaningful roles of all people of our communities.

**Our Staff:** Is a distinctive blend of people new to the field of adult services and those who have been providing services for many years. Their skills sets are rife with providing services such as personal hygiene and care, recreational opportunities, soft skill training, and job modifications. Some are excited about the transformation while others remain skeptical. They are all, however, very dedicated to supporting individuals with developmental disabilities to the best of their abilities. As we move into a future that provides supports for individuals in community-based settings, our staff will need retrained in many areas, including task analysis, customized employment, job coaching, career exploration, work adjustment, and natural supports, just to name a few. As we begin to identify best practices from working with our pilot group of individuals, we will be able to pinpoint which topics for training become manifest.

Once the training topics are identified, the plan for providing the professional development is to utilize our Professional Development Coordinator, Darrick Jackson, our national consultant, Dale DiLeo, and our local consultant, Katina Karoulis. Darrick is working on developing a Fairfield DD University concept that will provide learning opportunities utilizing multiple platforms. Dale will assist with sponsoring training for areas such as job development and natural supports and Katina is an expert on customized employment and Discovery services. These folks will provide training themselves or secure the services of seasoned professions to deliver the training.

Job Fusion, our supported employment services arm, is committed to providing training to direct care staff as well. Job Fusion is in the midst of transforming its services from doing everything job-related to providing oversight, training and support for those doing direct job placement, coaching, work adjustment, and follow-along services. Staff will focus on job development, career navigation and employment consulting.

**Our Plan:** is to use a one person, one job approach. Think of the story of the man who was walking along a shoreline littered with dying starfish. When he saw a young boy throwing a starfish back into the water, he asked, "What difference will it make?" The boy picked up another, threw it back and said, "It will make a difference to that one." We understand from what we have heard around the country that the only way to do transformation is one person at a time.

There are five areas of focus for the strategic plan. They are described below:

1. Communication to Staff and Stakeholders – As with any change, it is important to involve stakeholders in the process to achieve buy-in and cooperation. We are working on this by developing an initial letter that will be sent to all stakeholders after it is approved by the Board. We will then hold a series of public forums to further explain the process and seek peoples’

input. The informational process will continue with our Individual Support Coordinators (ISCs) through the person-centered planning process. The ISCs will help individuals, families and team members better understand the ideals of the transformation. We will also be reaching out to residential provider staff and other providers of day and employment services so they will be on board as well.

2. Staff Cross Training – With the transition to community-based services comes a natural need to provide training to our staff in best practices available for providing supports in typical settings. We have identified two major areas of professional development that will be the focus for this project. The JobFusion staff and the Opportunity Center staff will both receive instruction on how to provide supported community employment services. Members of the OC staff will also be trained in using the Career Discovery process and person-centered planning. We will work in conjunction with our national expert and our local consultant to help us provide this training.
3. Community Connections Manager software – The Fairfield County Board of DD has developed application software that is a database containing the essential attributes of the individuals we serve, community organizations and area businesses. The application has many interesting features, but basically, the purpose is to track the thousands of community contacts and connect them in a variety of ways with the people we serve in Fairfield County. The real magic of this system is the ability to connect people with possibilities in the community. Using an algorithm that compares similar sets of attributes (think Match.com), we can assign attributes and then see which of our community contacts have similar characteristics. We will utilize this program to help us match peoples' personal preferences with appropriate jobs and social activities.
4. Enhanced Supported Employment Services – JobFusion is transforming the services it provides to create a greater focus on person-centered supports to facilitate the process of supported community employment. JobFusion staff will be responsible for employee and job development, career navigation, and supervision and training of direct service providers. They will utilize the services of providers who are affiliate partners of the County Board to perform the direct customer services such as job coaching, follow-along services, and work adjustment. The goal of this re-structuring is to streamline services and provide more efficiency around the county for area businesses and for individuals with developmental disabilities.
5. Integrated Day Supports Pilot – The goal of this pilot is to focus on integrated community employment for the participants and surround their day with meaningful, person-centered wrap-around supports that enable maximum independence. We will identify a pilot group of individuals who are willing to go through the process of obtaining community employment. We will select 4-6 people to be in the initial group and then expand those participating in phases along the way. As individuals progress through the phases, we will utilize a series of tools to assist these individuals with determining life goals, exploring possible careers related to their interests, matching their attributes to job opportunities, helping them learn job skills and use natural supports in and around the workplace, and setting up wrap-around services for non-work hours. Some of the tools include career exploration activities, abbreviated Discovery, Imagine System (IS) for person-centered planning, soft skills training programs, and Fairfield County Board of DD Community Connections Manager software. There will be five phases of

services available to participants; Discovering Personal Genius, Employee Development, Practicums, Customized Employment/Job Search, and Wrap-Around Supports. Keep in mind that which tools are used will be determined by what each person needs to achieve their outcomes. No one will likely need every service that will be available.

### Areas of Focus

Focus Area	Effect	Measurable Goal
Communication	Better informed stakeholders and constituents	Systems Change Letter crafted and sent to all FCBDD stakeholders
		At least three public forums held to discuss the systems change letter
Cross Training	Better trained and flexible workforce	30% of OC Staff trained in Career Discovery and 60% in customized employment.
		60% of JobFusion Staff trained in customized employment
Community Connections	More efficient job development and integrated support facilitation	CCM to be fully utilized by June 2015 Potential for licensing out to affiliates
Jobfusion, discovery	Increased Integrated Community Employment	24 additional people currently attending the OC employed in integrated community settings
		2 additional qualified employment providers in Fairfield County
Integrated Day Supports	Decreased Reliance on Facility Based Services	Increase by 30% the number of people who receive supports in community based settings by January 2016.

Our goal for this transformation is not to just get someone a job and leave them to fend for themselves, but to help people grow in their careers. We fully intend to help people secure more working hours at a current job, advance to upper level positions at a current job, or to find a new job that more closely fits their passion. No one starts out in their dream job. We understand that every work experience is a step toward achieving personal career goals. We want to remove the glass ceiling and help everyone climb the ladder of success!