

## Meaningful Day Webinar Questions

If 70% of day services are volunteer work which is treated as regular work, how do people with more than 30% non-work needs fit?

*This is a rough estimate. The volunteer sites are usually once a week, three hours. People who are not employed usually are scheduled to volunteer at three or even 4 sites during the week. People are placed at sites based on their goals and interests. We offer a range of sites- and develop new sites based on expressed interests. The other 30% is spent in other activities such as community college classes (i.e. reading, computer, drama), gardening, working out at the gym, cooking group. If people are employed—they will not need to be scheduled for volunteer work. But some like to continue to volunteer a bit. Schedules and hours are again- based on each person's goals and needs.*

Who pays for your services?

*VR and DDS—we are vendored by VR for PVSA, Supported employment, and DDS pays for Hab services (follow-along support) and community-based day services.*

Many businesses in our area have stopped allowing "job-carving" or customizing jobs. Is that something you've run into as well? How do you convince employers who are just interested in making money to give a little?

*We must realize that businesses are in business to make money. Hiring anyone is a business decision. We cannot expect employers to hire someone out of the goodness of their hearts. We have had great success with Customized Employment methods. Customized Employment is not job-carving. It is NOT taking away tasks based on an individual's limitations or disability—but instead is about getting to know an employer's needs and creating positions as a solution that will benefit the business and are based on the strengths of our job seeker. We can provide TA on CE methods and how to use discovery to target businesses that will value the job seeker's skills—where they can add value—call for more information.*

If they work more 20 hours, does their Medicaid/SSI is affected?

*Yes— depending on their hours and wages. All people in our program are making at least minimum wage (\$10.78 in SF). but MediCAL has a threshold of \$36,000. So folks don't lose this benefit unless they are making a decent wage and working full time.*

What kind of qualifications do your community instructors need to be successful?

*We hire teachers, not care takers. They have to be unflappable, creative problem solvers, VERY organized, people focused. They become experts in logistics, they know every inch of SF, and every bus route, they know all the public resources- how to register for Community college, how to get a clipper card, how to address SSI issues, Internet research for volunteer opportunities,*

Can you explain a typical day of duties for a "Community Instructor"?

*Pick up individual who needs transport—meet the others who are scheduled for their first activity at a community site ( gym class, volunteer site, college class,...), facilitate/teach skills during the activity, travel to meeting site with the individual(s) who are not independent- switch/collect afternoon group – travel to afternoon activity site—travel train- or travel with individuals home. Office hour(s) to do planning, resource development and log notes.*

During the training with the different jobs do the individuals receive pay for this? If so, what is their pay rate?

*Volunteer work and Project SEARCH are considered training—they are not paid. People are paid once they have mastered the skills and find a job.*

What about individuals who have worked and are over the age of 65 and retired? Are there non-work day services available to those individuals?

*Our program is community-based. We don't offer any site based activities. As people get older- we have had some cut back on days or hours (partial attendance). We do not have anyone who is 65 in the program at this point. When this does*

*happen—I guess we would start to look at incorporating activities that seniors do- and tap senior programs in the community.*

How long has this program been in place? How many clients have been in the program since its inception?

*1998—we are serving 26 people in the braided services (Day/SE) and have another 16 in just SE (no Day services) at this point.*

How does scheduling small, heterogenous groups work with people working all different part time schedules?

*Yes, we have an hourly rate for day services- so people attend day services on days they do not work—our Employment Services team (1:1 job coaches) take care of the work supports needed. This is not the Community instructor's responsibility. We do not have to scramble our day program schedules to support people during their work hours.*

Do Instructors use own vehicles to transport? Agency vehicles?

*No- we use public transport- and help people to arrange private transport. We want people to know how to do things without having to rely on WorkLink to pick them up. So they learn to go from home to community locations—not in our cars.*

How do you measure success rate? on the job for 3 months? Year?

*VR says 90-days. We feel transferring to Long-term follow along support is the marker of success. Receiving support less than 30% of the hours worked. Independence is the marker of success for community activities and skills. Can they do this on the weekend- with their friends?*

How are individuals with profound disabilities or major medical needs (those requiring nursing such as g-tubes, catheters, etc) cared for in community settings?

*Answered during webinar—partial days to accommodate limited endurance, and/or establish sites in the community (i.e churches, satellite office) where people can be taken out of chairs to be changed or medical care can be provided. Mobil nursing staff.*

Do many school districts/LEAs have a Project SEARCH established and/or participate in a Bridges to Transition-like program for youth.

*Project SEARCH has more than 145 sites in the US. Most are school based—our program is a hybrid- transition age youth and young adults.*

Who or which organization brings young folks to you

*Schools, self-referrals, DDS (regional Centers), DOR/VR*

How long did it take for your agency to become 100% community based?

*We started the program as a community-based program. On average, site-based programs that are transforming services report that they can effectively move 10-15 people out per year.*

Do the individuals go into these volunteer sites with any skill set, or are they blank slates?

*Both— 1/3, 1/3 and a 1/3. Those with more skills are expected to “A to Z” while those with less skills partially participate—and learn over time to go from “A to B – the A to K- then hopefully A to Z”*

Many agencies in our county are creating businesses to provide people with jobs and training. Such as a day site is a bakery. What are your thoughts on this and do you consider it integrated community based programming since it is a business.

*I am not a supporter of social enterprise model. These are not truly integrated in my book and often pay subminimum wages. What we also find is that the employees who do really well and become trained, continue to work in these special business long term—because they can do the work, service providers are reluctant to let go of them or encourage them to move on to an integrated job. Creating special businesses means the service provider spends a great deal of time, effort and money learning how to bake- and running a business. My program can instead spend this time placing people in individual, direct hire jobs. We use community resources and volunteer sites to build skills—this also gives us a greater degree of flexibility—we do not have to bake. We can develop sites based on individual's interests—and voc goals instead of locking them into what we have to offer.*

Are there any individuals who are not accepted into the WorkLink program due to level of need?

*Currently we have a 1:3 ratio—so supporting someone who consistently needs a 1:1 to be in the community safely would be difficult for us at this time. We are looking at getting approved to offer this level of support.*

Average length of time needed to have individuals become independent on sites? One year? 6 months

*The group is heterogenous--1/3, 1/3 and 1/3. It varies. We do not often fade the community instructors out completely—because they are supporting a group of people. Some learn to be very independent- but the instructor is still somewhere to be found. Employment sites are different- job coaches do fade out—this varies as well depending on the individual's skill and the employer's needs.*

During the training with different jobs, how are the individuals paid and what is their payrate?

*Not paid during training. Rates of pay for those employed vary from \$10.78 to \$22.86/hr.*

Average caseload size for Community Instructors?

*They may have to support everyone in the program—but are the primary for 6 people (participate in their annual plans-update quarterly). The individuals are assigned to the activities based on goals/objectives. Community instructors are assigned to the activities, not a specific group of people. This gives people the opportunity to meet lots of people and have different instructors—they are not stuck with the same 4 to 5 people and same instructor all week.*

Are you a residential provider as well? Billing HPC services outside of employment services?

No.

Is the Project Search limited to transition age youth (under age 22) or is it for adults too?

*Both, we partner with SFUSD, a small to mid sized district—They have an average of 20 graduates with I/DD per year. So they typically have 6 to 8 interns per year interested in the program —WorkLink then backfills the 4 to 6 slots with young adults who need an intensive internship experience.*

Can you explain more specifically, how the braiding of services is funded?

Here is an article that might answer the questions you have regarding how we braid services:

TransCen, Inc.'s WorkLink program: A new day for day services

[http://transcen.org/index.php?option=com\\_content&view=article&id=254:newday&catid=1:latest-news](http://transcen.org/index.php?option=com_content&view=article&id=254:newday&catid=1:latest-news)

What is the average time for the volunteer work sites? have there been any problems with people doing long term volunteer work without being paid

*It varies. When we have a good bead on what a person can do- what they like to do and where their limitations might be we start the placement process. They continue to do volunteer work—working on improving their skills until they are placed – or choose not to. Some continue to volunteer after finding a paid job. They make friends- and really enjoy it. We have never had anyone complain about not being paid.*

SE Services? Supported employment? Yes

Are internships paid? If so, by whom? No.

Can she give several examples of the type of places where she has these volunteer sites? *American Red cross, meals on wheels, Ronald McDonald House, MOMA, Forrests forever, Sierra Club, SF Parks and Rec, Environmental Traveling Companions (ETC).*

Living in a small community we have some fears of volunteering too much as the community tends to look at the individuals as working for free, why hire? we also have the problems of smaller businesses not hiring individual that cannot multitask.

*We are volunteering for non-profits. They are working 2-3 hours a pop not all day. It is usually a small job- that would not warrant hiring someone. Or for an organization that utilizes a volunteer workforce (meals on wheels, churches). Small*

*businesses are great candidates for using a Customized Employment approach —taking care of the small but essential things that are not getting the attention needed- that will allow a business's core staff to focus on critical aspects of their positions.*

Another question is how do you make the sheltered providers buy in to this as less people in the day hab less money for them.. Tends to be a cycle. I have several day habs that try to give the appearance of work but they are actually creating an environment that is fun, and acceptable to not work.

*The CMS definition of Integration is not met by facility-based services....in the future these may not be funded through the Medicaid waiver. The federal government is being encouraged to do away with subminimum wage. Shelter work sites are untenable if this happens. Executive Directors need to diversify their services—and move to community-based, integrated settings—or be faced with losing funding. The sites that I have seen tend to be very unrealistic settings for teaching “professionalism” and “employability”. Expectations are very low- and people are given the choice not to participate. My boss never asks me if I want to do my job today....*

The skill development you mentioned - hygiene, social cues, proper dress, etc... How do you train those areas while in the community?

*We find a place where those kinds of skills occur naturally (aka the gym- to wash hair/take a shower, doing laundry for Ronald McDonald house, different social settings—going to the library to teach “inside voice”, volunteer jobs that have a customer service aspect,...)*

How are you able to support individuals with significant personal care needs if they go directly to their community site? Are there accessible restrooms/lifts/other equipment at each site?

*Accessibility would have to be a consideration for that person— we have lots of sites that are wheelchair accessible—and some that are not so much. Also I mentioned that the program can set up a community site or a satellite office with a table— i.e. at a church or such so the individual can be toileted- or changed.*

Braided "Hybrid" Services sounds awesome! Certainly would make a difference in what we are able to do. Have you found it difficult to fund the new approach to day services and making it meaningful?

*Yes- the rates in California have been cut back over the past 4 years to the rate we were paid in 1999. There is no differential for living in urban areas—so San Francisco gets the same rates as Fresno—This is making it very difficult to recruit staff. And No, we do not have trouble making services meaningful—we have a world of opportunities outside our door.*

Are there people in the program who do not have Waivers or other government funding?

*No, we do not have any individuals other than those through DDS and VR—no private pay.*

How long can a person be involved in Volunteer opportunity? Time limited-capped at 3 months?

*When they gain the skills they are there to learn—or they are employed in a paid job- and their hours/schedule are revised, or they get tired of volunteering there or decided they do not like it.*

Who are the members of your community support team? *Not sure what is being asked. But we have one manager who is 50% administrative duties,50% direct services and three full time Community instructors. This staff is augmented as needed by Job coaches from Employment Services. So when someone is on vacation, or there is a 1:1 need for a specific event...*

Ohio pays at a rate of 1:12, 1:6, or 1:3 (for people with the most severe needs). Did CA start with this kind of restriction? How was the move to all 1:3 or 1:4 made?

*No--For community-based programs the rate is 1:4 or 1:5—with a 1:3 if you can justify it. Facility-based, adult day hab programs with a community-based element have a 1:8 ratio*

What is the plan for people who are not motivated by money, are unable to understand the abstract concept of a paycheck and the delayed reinforcement of a paycheck? Also, what about people who have high rates of challenging behavior and/or very low cognitive abilities and/or people who have dual diagnoses of intellectual or developmental disabilities and a mentalhealth disorder? Or people who have such a communication delay that they are unable to even ask for their basic wants/needs? Can you please speak to some strategies for those folks? These are great ideas/strategies but our agency works with many folks who fit these profiles and have been involved with years of intensive intervention to lower their rates

of aggression and have been in many different settings and the high rates of aggression continue. Can you please discuss how these strategies could work with those folks?

*Many of the people in our program do not know the difference between a \$5 bill and a \$20 when we start with them. Many do not understand the connection between work and money. Some are non-verbal. Some have been booted from other programs due to behavioral issues. What we see again and again is that if you listen to them and help them to do things they are interested in—these behaviors disappear. We also see “unmotivated” people become very excited about work. Many people have had bad experiences or jobs that they hated. Showing them that there are other things they can do- and things that they are good at can make a world of difference. Remember: Exposure precedes Interest.*

Is there any financial incentive for positive outcomes for the providers/individuals?

*Not for the providers- we are advocating for a bonus system in CA for placing people in jobs that provide benefits or offer full time hours.*

*For the individuals they get a paycheck for working hard and getting a job. We build in incentives—trips that require people to pay in “earned dollars” or volunteer hours. We celebrate work anniversaries, and advocate for raises when people go above and beyond- or their responsibilities increase.*