Project Transformation 2.0
Presenters: Mary Vail, Robyn Norman, Jayce Ashwill, Tiffany Mickley & Jessica Garrett
Overview

Project Transformation 2.0
TransCen/Sara Murphy
Lean Process
Mapping Process
Young Adult Services
Work & Community Services
Creative Employment Solutions
Overview

Goodwill as a Social Enterprise

- Retail
- Janitorial/Security Contracts
- DD Programs (ICF, SL and Adult Day)
- Workforce Development
- Creative Employment Solutions
Current State

Work & Community Services

• 175 Individuals
• 18 years and older
• Dual Diagnosis
• 54 individuals with BSP’s
• Sheltered Workshop
• Sub-Minimum Wages
• Work and/or Activities
Program Goal
People learning to manage their behaviors in order to lead more fulfilling lives, as well as provide work and activity options.

Employment Outcomes
- 60 people served in enclaves
- 9 competitive employment placements in 2 years
Current State

Young Adult Services

• 125 Individuals
• Age 18 - 44
• 4 locations in Franklin County
• Individuals not wanting to work.
• Smaller setting and staff ratio.
• Half day in-house activities and other half on community outing.
Current State

Young Adult Services

Program Goal
Provide opportunities to increase community access, recreation, socialization, and daily living skills.

Employment Outcomes
• 22 people served in workshop or enclaves
• 5 people in competitive employment placements
## Current State

### SWOT ANALYSIS

<table>
<thead>
<tr>
<th>CHARACTERISTIC</th>
<th>STRENGTH</th>
<th>WEAKNESS</th>
<th>OPPORTUNITY</th>
<th>THREAT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Large Size</strong></td>
<td>Many Resources</td>
<td>650 people to transition to new plan</td>
<td>Be an example to others in the community</td>
<td>Waiver funding, Co Board privatization</td>
</tr>
<tr>
<td><strong>Needed Supports</strong></td>
<td>Wide array of individuals</td>
<td>Many needs to be supported</td>
<td>Provide integration for many people</td>
<td>Support needs are too high for staffing ratios</td>
</tr>
<tr>
<td><strong>Legacy Programs</strong></td>
<td>Trust and reputation in community</td>
<td>Expectation to stay the same</td>
<td>Utilize trust to transform and pilot programs</td>
<td>Challenges from stakeholders, unmet needs</td>
</tr>
</tbody>
</table>
Future State

VISION

• 100% Community Based Services
• Person-Centered Services
• Employment
• Meaningful Life
• Safe inclusion opportunities
• Dignity of Risk
• Confidence and Competence
• Educated and Empowered
• New Messenger to Community
I. REFERRAL & INTAKE

Information collected during intake is utilized to determine community exploration opportunities and individual schedule.

1. Referral made by FCBDD
   An evaluation is completed to determine needed supports in program.

2. Identify team members
   Members important for individual’s growth and development.

3. Identify supports in program
   - DISCOVERY ZONE
     Individual has unknown vocational goal.
   - SKILL BUILDING
     Vocational goal identified, but experience needed.
   - JOB DEVELOPMENT
     Vocational goal identified and skills developed.

4. Develop initial schedule & hold team meeting
   Service objectives identified and individual schedule developed.
Future State

II. DISCOVERY ZONE

Discovery zone is the space where individuals explore their interests until a vocational goal is identified.

#5 Exploration through exposure

Individuals spend 100% of their time in the community exploring various hobbies, identifying skills and interests.

#6 Discovery Meeting

Staff's Role

Specialists will be educators in multiple community sites based on their interests and community knowledge. Staff will assess and record skill information.

3 Month Team Meeting

Discuss information gathered, vocational goal, skill assessment needed and schedule changes.
Future State

III. SKILL BUILDING

Skill building is used to enhance abilities specific to vocational goals desired by individual and to increase independence in the community. Job development begins when employment opportunities are identified and team agrees.

#7 Systematic Instruction

- Person-centered: Decisions are made with the individual's input, strength & desires.
- Community-based integration: Connected to others not receiving HCBS services in a naturally occurring setting.
- Goal focused skill building: Training specific to individual based on assessment of current abilities and needs for competitive employment.

Staff's Role

Specialists provide repetitive instruction in community sites to increase skills in social networking, stamina, community safety and problem solving.
Future State

IV. JOB PLACEMENT
Success is measured when individual maintains job for 60 days in a position they desire matching their interests and skills.

#8 Initial Vocational Meeting
Specialists and Career Consultants meet with individual's team to identify employment preferences.

Staff's Role
Career Consultant: Job development & coaching.
Specialists: Informant & continued support in skill development.

#9 Job Attained
SUCCESS

FOLLOWING EMPLOYMENT
Once job is attained, individual remains connected to Community Services team to continue to support social connections and independence in integration.
## Future State

### Next Steps

100% Community-Based Services

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pilot Program</td>
<td>5 start pilot in April 16 by end of year</td>
<td>32 by end of the year</td>
<td>64 by end of the year</td>
</tr>
</tbody>
</table>

- Groups based on location
- Regional Managers
## Future State

### Outcomes

Create services that prepare and advance learners to employment outcomes.

<table>
<thead>
<tr>
<th>Skill Building Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2016</strong></td>
</tr>
<tr>
<td>6 referred to CES</td>
</tr>
<tr>
<td>Every individual has a skill assessment and PP Profile created by end of year.</td>
</tr>
</tbody>
</table>
Future State

Outcomes

Employment for 60 days in a position the individual desires and is based on their skills.

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Outcomes</td>
<td>15 Employed</td>
<td>25 Employed</td>
<td>25 Employed</td>
</tr>
</tbody>
</table>
Future State

**Calvin and Hobbes**

Wow, it really snowed last night! Isn’t it wonderful?

Everything familiar has disappeared! The world looks brand-new!

A new year... a fresh, clean start!

It’s like having a big white sheet of paper to draw on!

A day full of possibilities.

It’s a magical world, Hobbes, ol’ buddy...

...let’s go exploring!
Interim State

Communication Plan

• #1 Priority

• New message about services

• Internal and external stakeholders

• Constantly changing
Interim State

Assessing & Developing Tools

• Current tools vs. Future

• Data Collected vs. Needed

• Use tools from consultant

Needs
# Interim State

## Annual Review of Skills and Independence

<table>
<thead>
<tr>
<th>Community</th>
<th>Level of Independence</th>
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<tbody>
<tr>
<td></td>
<td>1 Total assistance &amp; instruction</td>
</tr>
<tr>
<td>Is punctual</td>
<td></td>
</tr>
<tr>
<td>Maintains consistent attendance</td>
<td></td>
</tr>
<tr>
<td>Crosses the street safely</td>
<td></td>
</tr>
<tr>
<td>Aware of safety in public and with strangers</td>
<td></td>
</tr>
<tr>
<td>Travels using public transportation</td>
<td></td>
</tr>
<tr>
<td>Problem solves effectively if lost</td>
<td></td>
</tr>
<tr>
<td>Carries ID card, Clipper Card and emergency info</td>
<td></td>
</tr>
<tr>
<td>Carries and uses cell phone appropriately</td>
<td></td>
</tr>
<tr>
<td>Can complete a transaction at a store (use dollar up)</td>
<td></td>
</tr>
<tr>
<td>Responsibly monitors spending/budget money</td>
<td></td>
</tr>
<tr>
<td>Social/Recreational</td>
<td></td>
</tr>
<tr>
<td>Interpersonal skills (greets others, eye contact, etc.)</td>
<td></td>
</tr>
<tr>
<td>Has hobbies &amp; interests</td>
<td></td>
</tr>
</tbody>
</table>
# Interim State

## Positive Personal Profile

<table>
<thead>
<tr>
<th>Name:</th>
<th>Dreams and Goals</th>
<th>Interests</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Talents, Skills and Knowledge</td>
<td>Learning Styles</td>
</tr>
<tr>
<td></td>
<td>Values</td>
<td>Positive Personality Traits</td>
</tr>
<tr>
<td></td>
<td>Environmental Preferences</td>
<td>Dislikes</td>
</tr>
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Interim State

Transformation in Current Programs

• Get staff involved early!
• Provide new tools
• Train staff
• Set new outcomes
Lessons To Share

1. Challenge status quo.
2. Make the time.
3. Involve staff from different levels.
4. Conflict is inevitable.

5. Use your team member's strengths.

6. Celebrate successes and don't stop!
7. Secure stakeholder buy-in early.

8. Work plan is flexible.

9. Use internal and external resources.
Questions

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