



OAAS Annual Meeting
Project: Transformation
September 29, 2015

Overview

- Project Transformation is an opportunity for provider agencies to work with subject matter experts to transform their organization
- Transformation of services will promote:
 - Informed choice
 - Community integration
 - Competitive employment
- Participating agencies will become peer mentors after transformation is completed

Overview

- 7 organizations were selected from a competitive application process
 - 4 county boards: Shelby/Champaign, Darke, Fairfield
 - 3 private providers: CLW, Koinonia, and Viaquest
 - Originally 9 selected, 7 moved forward
- 5 subject matter experts worked with the agencies
 - Transformative Consulting Group
 - Dr. Bryan Dague, University of Vermont
 - Dale Dileo Consulting Group
 - Transcen
 - Gail Fanjoy and James Meehan, KFI

Overview

- Subject Matter Experts
 - Met with agency leadership up to five times
 - Assisted in creating a comprehensive transformation plan
 - Included financial and programmatic strategies
 - 60 hours of technical assistance
 - Support transformation plan implementation

COMMON THEMES

Themes in all of the plans

- Marketing and Communication
 - Emphasis on communicating changes to: individuals, families, and staff
- Staff training and agency accreditations
 - Ability for staff to be training on community employment services
 - Agency policies to reflect community based service delivery models
- Enhancing provider capacity
 - Internal changes
 - Building connections with other agencies
- Reorganizing physical structures
- Emphasis on transition age youth
 - Pilot programs to enhance services for youth exiting school

SUMMARY OF ACTION STEPS

CLW

Overarching vision: *“...ensure the provision of accessible, efficient and effective services that support the dignity and independence of those we serve”*

Communication/Marketing

- Enhance website to increase access to community employment information
- Rebrand Community Employment Services
- Provide information to individuals, families, and involved parties regarding community employment

Capacity building

- Employment and Community Wrap-Around Services for Transitioning Individuals
- Improved Transportation Options for Adults Working in Integrated Employment Settings
- Build Relationships with County SSAs, County Education Centers and Vocational Schools

CLW

Staff training

- Train all adult day staff in job coaching
- Specialized training in best practices for community employment service staff

Internal Evaluation

- Review and Update CLW Policies and Procedures
- Develop a Means of Tracking Community Employment Statistics Within the CLW Program
- Increase the number of individuals served by CLW in community options by 50% in two years

Darke County

Action Step 1:

Develop and complete a person centered planning process, with an emphasis on employment, with 35 identified individuals currently served in facility based settings

Action Step 2:

Conduct information meetings regarding systems change

- Small group meeting with individuals and families
- Large stakeholder meetings

Action Step 3:

Training and support for county board staff and advocates

- Attend external trainings
- Host internal trainings
- Opportunities for individuals to participate in Project STIR

Action Step 4:

Address infrastructure issues, with an emphasis on day and employment service providers and transportation

Action Step 5:

Rebrand the agency by developing a marketing strategy with a local marketing firm

Fairfield County

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

5 Areas of Focus

Communication to staff and stakeholders:

- Communication pieced drafted and sent to stakeholders
- Hold at least three public forums to discuss changes

Community Management Software

- Fully developed and implemented by June 2015
- Training for staff on how to use software

Staff Cross Trainings

- 30% of staff trained in career discovery
- 60 of staff trained in customized employment

Integrated day support pilot program

- Increase number of people in community based supports by 30%

Enhance support employment services

- Increase the number of people in supported employment settings
- Add 2 qualified employment providers in Fairfield

Koinonia

Action Step 1:

Increase the number of individuals who are employed in the community

- Goal of 20% of individuals served who are employed and have maintained employment for 90 days

Action Step 2:

Develop a communication and marketing plan to connect with stakeholders

Action Step 3:

Create and Establish relationships with businesses in the community

- At least 20 new contacts

Action Step 4:

Transition youth pilot programs

- Collaborate with local school districts
- At least 20% community employment and retention

Action Step 5:

Reorganize the physical structure of Koinonia offices

- Applying for grants and resolving transportation issues

Shelby/Champaign Counties

Transform internal policies and accreditations

- Collaborate with OOD
- Become CARF accredited
- Become an Employment Network for Ticket to Work

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Enhance community service options

- 100% community employment options for individuals seeking employment
- Opportunities for individuals not seeking employment to regularly engage with their community

Reorganize physical location of offices, including repurposing and potentially leasing space

ViaQuest

Transform internal policies and procedures

- Add community involvement
- Develop work experiences based on Positive Personal Profile
- Increase community connections

Review current marketing materials

- Improve communication
- Improve communication to families
- Build relationships with employers

Assess impact of moving to community-based services

- Evaluate resources, costs, and current building leases

Goal Setting

NEXT STEPS

Future Steps of Project: Transformation

- Agencies are completing their implementation plans
- Project: Transformation Summit in November 2015
- Spring 2016 EF Conference to showcase their progress
 - Reveal and mentor other agencies about best practices
 - “What works” and Best Practices in Ohio

Project: Transformation Agencies

- Koinonia
- Fairfield County Board of DD

Project: Transformation 2.0

- Similar to Project: Transformation
- Subject Matter Experts provided through the Office of Disability Employment Policy, Employment First State Leadership Mentoring Program
- 8 agencies participated

Project: Transformation 2.0

Sara Murphy	Dale Verstegen
Goodwill Columbus	UCP of Greater Cleveland
Butler County Board of DD	Tuscarawas County Board of DD
Capabilities	Medina County Board of DD
Wood County Board of DD	Hattie Larlham

Project: Transformation 2.0 Activity

- Applied “Lean” principles to evaluate:
 - Are we providing services in the most timely manner possible?
 - At the highest quality?
 - In a cost-effective way?
 - Can we identify the things that are not contributing to the process and eliminate (or minimize) them?

High Quality Services

- Integrated, connects people to their community
- Person-centered, individualized, customized, self-directed
- Purposeful, meaningful, goal-oriented
- Employment-focused
- Comprehensive, wrap around support
- Flexible, responsive to changing situations

Outcomes of Quality Services

- Increased independence
- Improved self-confidence and stamina
- Quick & lasting placements in jobs that match skills and interests
- Financial stability
- Connections & friendships (beyond paid staff)
- Happy, fulfilling lives

Value Adding vs. Non-Value Adding

- Non-value adding, but necessary
- Evaluated current state using the above “Lean” method. Did this from the customer perspective
- Attempted to evaluate waste and create a flow
- Outlined future state map
- Developed a Transformation Plan

Project: Transformation Reminder

*Not a quick process, never done. One step
at a time.*

Project: Transformation 2.0 Agencies

- Goodwill Columbus
- Wood County Board of DD

Employment First Updates:

Employment
Services as a
1st Option
for individuals
regardless of level of
disability

Employment First
Not
Employment Only

Every Person. Every Talent. Every Opportunity.

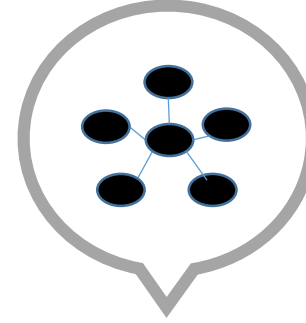
Mission, Vision, and Values



EMPOWER
STAKEHOLDERS



ALIGN POLICIES



ENHANCE
SUPPORTS



PROVIDER CAPACITY



ENGAGE
BUSINESSES



MEASURE SUCCESS

Every Person. Every Talent. Every Opportunity.

Internal Updates

Employment First Staff member	Role and Contact information
Stacy Collins	Employment First Project Lead stacy.collins@dodd.ohio.gov Office: (614) 466-6612 Cell: (614) 634-2241
Tom Hess	Employment First Project Manager, OOD-DODD Partnership thomas.hess@dodd.ohio.gov Office: (614)-466-7480
Courtney Mullin	Policy Intern Courtney.Frantz@dodd.ohio.gov Office: (614)-728-5811

Every Person. Every Talent. Every Opportunity.

Employment First Website



Every Person. Every Talent. Every Opportunity.

- About ▾
- State Policy ▾
- Local Information ▾
- Funding Re-alignment ▾
- Job Seekers and Families ▾
- Employers ▾
- Resources ▾
- Newsroom ▾


Transition
Planning

Supported
Employment
Web Course

Provider Support

 Job Seekers
Guide

Partnership with

 Opportunities for Ohioans
with Disabilities



Request For Proposals
Integrated Community Supports Start-Up
Pilots

Event Calendar 

 ACRE Certificate Training in Community



Search

Home

Calculators

Glossary

Working With a Disability

Disability Benefits 101 gives you tools and information on health coverage, benefits, and employment. You can plan ahead and learn how work and benefits go together.



Supplemental Security Income (SSI)

The federal Supplemental Security Income (SSI) program pays cash benefits to people who can't work, have no other sources of income, and have limited resources.

[More >](#)

Social Security Disability Insurance (SSDI)

Social Security Disability Insurance (SSDI) gives monthly cash benefits to people who have worked and now have a disability that prevents them from working. [More >](#)

How Health Benefits Work

Learn about the different ways you may be able to get health coverage. [More >](#)

Calculators

Benefits and Work Calculator

What will happen to your income, benefits, and health coverage if you go to work? You can use the Benefits and Work Calculator to find out how a job may affect your total income and your health coverage. [More >](#)

School and Work Calculator

Young people with disabilities can use the School and Work Calculator to find out how a job can affect their cash benefits and health coverage - and how staying in school can help. [More >](#)

Get Expert Help

SSI and SSDI +

How Work Affects SSI and SSDI +

Medicaid +

Medicare +

Work Preparation +

Other Benefits +

Print this page

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Give Feedback

FY' 16-17 Projects

Employment Navigation

Employment Navigation will connect individuals with developmental disabilities to support employment services and understand multiple systems, including Vocational Rehabilitation, Education and Workforce Development.

Professional Certification Grants- \$250,000

DODD will fund grants for professional staff to obtain Certified Employment Support Professional (CESP) certification, or Community Partner Work Incentives Counselors (CWICs), ACRE certification in customized employment, or additional approved certifications.

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FY' 16-17 Projects

Integrated Community Supports Grants- \$475,000

DODD will fund grants for providers to start/expand community employment and meaningful day services to take place in integrated community-based settings.

ICF Employment Pilots Grants- \$400,000

DODD will fund grants for pilots at ICF/IIDs to demonstrate how people with complex needs can be served in integrated, community-based settings. Each site will receive training in person-centered discover and customized employment, and ICF residents will be supported to explore and participate in community employment and meaningful day activities.

Community of Practice

This will be an interactive forum for stakeholders to connect with experts and peers through training, discussion boards, webinars, and mentor relationships.

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FY' 16-17 Projects

Multi-Agency Planning (MAP) To Employment: Skills to Facilitate Transition Youth Planning Teams

MAP to Employment is an intensive professional development experience. The MAP to Employment intensive design is based on research about professional development that provides participants a multi-faceted experience that results in new skills and practices. The series consists of four in-person day-long sessions, five 90-minute web-based meetings, and coaching and mentoring as needed.

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Funding Redesign

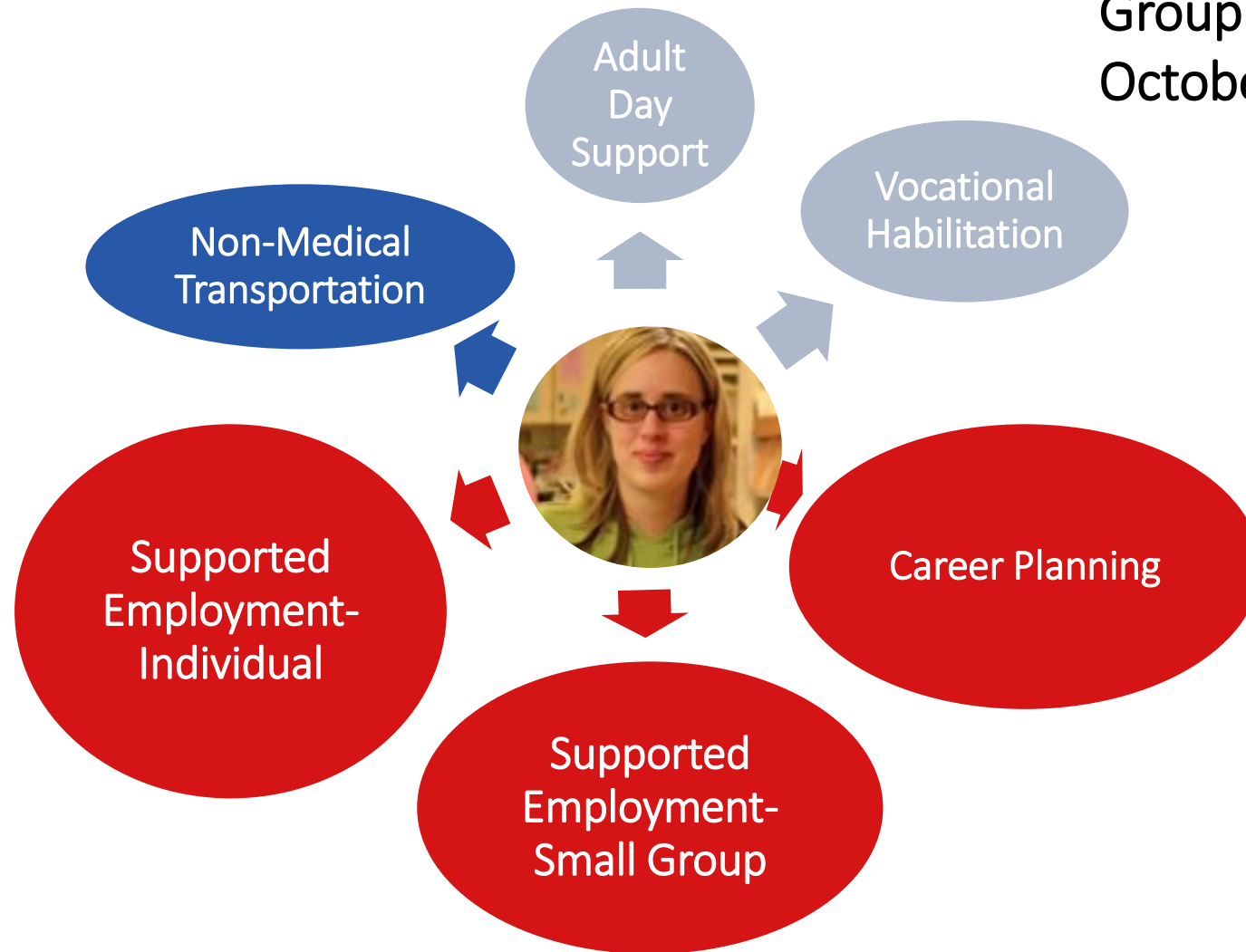
Feedback and Consultation

- OAAS-OACB-OPRA-PSG
- Budget Testimony
- SELN
- ODM/CMS

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Funding Redesign

Funding Realignment Work Group scheduled to meet October 13, 2015



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Questions?

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