TRANSFORMATION 2.0
WOOD COUNTY BOARD OF DD’s PATH TO COMMUNITY

Where we have been, where we are now, and where we are going...
Wood County is home to over 129,000 residents.

It consists of approximately 617.21 square miles.

County Board serves over 900 individuals.

County Board provides Adult services to approximately 400 individuals.
Sheltered Workshop currently supports 104 individuals

- Various contracts
- Minimum and subminimum wage
- Piece rate
Community Employment

- Began in 1985
- Currently, over 250 individuals are being supported by CES
- Supported employment community
- Supported employment enclave
Non-vocational services

- Life Enhancement Options (LEO) Day Services
- LEO Day Habilitation Services
- LEO Older Adult Services
- Community Options Facilitation
Strategic Plan/Action Plans

- Reorganization of the structure of Wood Lane’s Adult Services department
- Development of a curriculum for teaching soft and hard skills needed for employment
- Active education and awareness building about the ability and desire of people who have developmental disabilities to successfully hold a wide range of jobs.
Team concept versus separate services

On June 29, 2015, two Ally Teams were launched as a pilot
Focus on Wrap Around Services

Current and Future State Mapping Process

Lean Systems
Current State Map

Refer to handout
Future State Mapping Process

- Current state of Day Habilitation
- Future state of all of Adult Services
Future State of Adult Services

- Six Basic Premises

- Nine Must Haves!
Transformation 2.0: The Process

- Current and future state of both work and non-work adult services provided
- Privatization process
Future State Mapping Process

- Intake
- Discovery (1-3 months)
- Adult Services Menu of Options
- End Result
Future State

- Vision
- Mission
- Values
SWOT Analysis

- Strengths
- Weaknesses
- Opportunities
- Threats
Core Strategies and Action Steps

- Strategic Issues
- Action Steps
- Targets, specifics, measures
- Intended outcome
- Members responsible
- Timeline
Core Strategies for Transformation of Wood Lane Adult Services

- Privatization
- Day services/Workshop community integration
- Ally Team service delivery pilot process efficiency
- Discovery process
- Customized employment methods to transition people from enclave work to direct hire employment
## Core Strategy: Privatization Precedent Diagram

<table>
<thead>
<tr>
<th>Action Steps</th>
<th>Targets</th>
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<tbody>
<tr>
<td>Adult services management team develops precedent diagram</td>
<td>Prioritize issues</td>
</tr>
<tr>
<td>Implementation team meets to discuss and revise diagram</td>
<td>Identify interrelationships</td>
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Desired Outcome:
Develop a functional plan to guide the privatization process complete with activities, timelines and responsible parties
Core Strategy: Community Integration of Day Services

**Action Steps**

- Develop team to revisit current state map of Day Habilitation services
- Conduct future state mapping of Day Habilitation services
- Develop plan to increase community integration based on future state map
- Develop plan to utilize Day Habilitation to support employment objectives of individuals
- Carry out the plan from the future state mapping

**Targets**

- Team will understand current state map
- Future state map of Day Habilitation is completed
- Focus is on increased opportunities for exposure to community
- Research other providers strategies for community integrated services
- Utilize information from Discovery to increase exposures related to people’s interests.
Core Strategy:
Community Integration of Day Services

Desired outcome:
Day Habilitation is no longer a place but a process in the opportunities for community life for individuals served.
## Core Strategy: Ally Team Efficiency

### Action steps
- Gather data....
- # number of hours of facility-based versus community-based services
- # of community employment job placements
- Identify revenue and expenses of team concept
- Identify the optimal ratio of staff and individuals served on a team

### Targets
- Decreased numbers of hours individuals are in facility-based settings
- Increased number of community-based hours
- Increased community employment placements
- Balance of expenses and revenue and identification of acceptable losses
- Identification of Ally Team composition
# Ally Team Outcomes

## Access
- Service to all 26 individuals on the Teams
- Move Facility-based services to Community-based

## Effectiveness
- Track hours of service pre and post Ally Team implementation
- Create new community-based opportunities
- Do not replicate community
- Track Ally Team job development outcomes
- Track Ally Team confidence
## Ally Team Outcomes

<table>
<thead>
<tr>
<th>Satisfaction</th>
<th>Efficiency</th>
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<tbody>
<tr>
<td>☐ Maximize the satisfaction of person served</td>
<td>☐ Track billable services by category</td>
</tr>
<tr>
<td>☐ Maximize the satisfaction of family/guardian</td>
<td>☐ Track unbillable time</td>
</tr>
<tr>
<td>☐ Maximize the satisfaction of employer</td>
<td>☐ Assign Ally team members as primary and secondary providers</td>
</tr>
</tbody>
</table>
Core Strategy:

Ally Team Efficiency

Desired outcome:
Team concept for delivery of services is viable both from a fiscal and programmatic standpoint
Employment First Adult Services
Redesign

Persons Served

Ally Teams

Job Placement

Supervisors

Coordinator

CAT Teams
Core Strategy: Discovery Process Expertise

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<tr>
<td>Identify training plans for staff to become certified in Discovery process</td>
<td>Increased number of staff certified in the Discovery process</td>
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<tr>
<td></td>
<td>Increased job satisfaction for individual</td>
</tr>
<tr>
<td></td>
<td>Increased successful closures of individuals involved in community employment services</td>
</tr>
<tr>
<td></td>
<td>Increased success in job placement and retention for individuals served</td>
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<td></td>
<td>Increased social capital and decreased reliance on paid staff</td>
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</table>
Core Strategy:
Discovery Process Expertise

Desired Outcome:
Increased community employment and integration of individuals served based on their interests, goals and dreams
Programmatic Outcomes

- Wood County Board of DD’s benchmarks
- Community integrated placements includes both work and non-work settings
- Outcome measurement plans of the Ally Teams
Projected CE Outcomes: Year One

- Increase community employment placements to 15%
- Decrease length of time spent in enclaves to less than 24 months by 15%
Projected CE Outcomes: Year Two

- Increase community employment placements to 20%
- Decrease length of time in enclaves to less than 24 months by 20%
Projected CE Outcomes: Year Three

- Increase community employment placements to 25%
- Decrease length of time in enclaves to less than 24 months by 25%
15% decrease in hours of facility based services (this equates to 4 hours less for an individual spending 27.5 hours/week in Day Habilitation Services)
Projected CI Outcomes: Year Two

20% decrease in hours of facility based services (this equates to 5.5 hours less for an individual spending 27.5 hours/week in Day Habilitation Services)
Projected CI Outcomes: Year Three

25% decrease in hours of facility based services (this equates to 8 hours less for an individual spending 27.5 hours/week in Day Habilitation Services)
Benefits of Transformation 2.0

- We acquired knowledge and experiences in the Current and Future State Mapping process
- We can replicate this process with any service or situation
- We improved collaboration among both administrative staff and direct care staff
- We developed a workable plan to guide community integration of both work and non-work areas of individual’s lives
- The process provided a way in which to organize the “Big Picture” of Community Integration
Future Implications

- Transformation 2.0 provided us a process we can replicate for future outcome measurement plans.

- Transformation 2.0 processes and lessons learned will be of great benefit once privatization occurs and will help assure our services are a Lean System, focused both fiscally and programmatically.
Questions???
Lunch Time...Woot, Woot!!!