

# TRANSFORMATION CHANGE



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DAN MITCHELL- VENTURE PRODUCTIONS- ADAMS COUNTY

# VENTURE DEMOGRAPHICS- PRIVATIZED 1/1/18

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- Serve 59 individuals in Rural Community.
  - 30- VocHab under 50.
  - 11- VocHab over 50. 2 want a job
  - 18- ADS- 8 C's. 10 new and split time with Voc and ADS. More moving to ADS.
- NMT for all to Venture
- We began drop in HPC services in 2018. NEW
- Employment First- 6 Clients
- We are the only provider in county. 8 Independent providers and 4 work at Venture.
- Sort work, labeling, packaging, and shredding are the majority of our production

# ASSESSMENT PHASE

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- Our assessment methodology leveraged a four step process that included interviews and roundtables with key leadership, individuals served, family members, and board member, discussions and site visits including Ventures Production facility and Venture Production leadership to Hopewell Industries and LICCO- Newark program sites within the Fuse Network.

# SUSPECTED, FOUND, IDENTIFIED

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- Outcomes of persons served reflect programs. Venture Production team members express lack of direction and understanding from outcomes. Team members express a desire to “do the right thing” but don’t have a clear vision of what service delivery changes would look like and how people would stay engaged. ISP written to Production.
- Current outcomes were themed to identify program design needs. Further discovery is encouraged to assess individualization of outcomes. Programing with a purpose is needed to support progress on outcomes ensuring DSP have the knowledge and resources to engage people.

# SUSPECTED, FOUND, IDENTIFIED

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- Job Descriptions were updated however we were still operating as production.
- Push people out to do activities in the places in the community that people are doing the things traditionally done in the segregated facility.
- Develop a system that allows for decision making by person served daily.
- Recognizing the difference in value between fun, food, and shopping experiences and community participation with presence.

# OPPORTUNITIES

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- CARF accreditation is planned to support OOD employment services to include individuals without IDD. Diversify revenue streams.
- There is ample space within the building. The building design could support separation of space through different entrances and restroom access. Venture Production has a solid well respected reputation within the community. Community collaboration could potentially occur within the facility.

# CULTURAL CHANGE

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- Some success has been experienced by individuals served and they are spotlighted in the front entrance of the program. A process of small step by step wins of helping people be connected into their community reinforces the vision. The vision of innovative community engagement isn't seen clearly by leadership, staff, persons served nor families. As people started leaving the program into meaningful experiences, particularly community jobs, it fostered further growth into the vision of community based services. **Those who are ready for change should be the first people targeted!**

# THE BUSINESS PLAN CONCEPTS IN NUTSHELL



- Focus on training employees for new vision and community when possible. Drink the Kool Aid. We got very busy and sometimes feels chaotic.
- Educate the families and stakeholders of the changes. Struggle, they don't understand or want change. Shoot the messenger. Want loved ones to make money at Venture.
- Right size, right venue, how does it fit the ISP outcome. "Why's" and document it.
- Focus on the small wins.





# BRAIDED FUNDING

- USE A BRAIDED FUNDING APPROACH UTILIZING HPC FUNDING FOR SMALLER GROUP EXPERIENCES OF COMMUNITY ENGAGEMENT.
- IDENTIFY INDIVIDUALS THAT PARTICIPATE IN SPECIAL OLYMPICS, INDIVIDUAL ART CLASSES AND OTHER CUSTOMIZED SERVICES AND REQUEST HPC FUNDING TO SUPPORT THESE EXPERIENCES.

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- SPECIAL COMMUNITY EVENTS SUCH AS SATURDAY WRESTLING, CONCERTS AND EVENING EVENTS SHOULD BE INCORPORATED INTO THE ISP SUPPORTED BY HPC RATHER THAN ADULT DAY ARRAY SERVICE ALLOCATION SO THAT THE FUNDING SUPPORTS THE COST OF SERVICE DELIVERY AS WELL AS CONTAINS MILEAGE REIMBURSEMENT.
- INDIVIDUAL EMPLOYMENT SUPPORTS FOR FOLLOW ALONG WHEN NEEDED.

Too comfortable!!  
What???

# MANAGEMENT AND ORGANIZATION

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- Increase guiding team's competency with outcomes, action items, methods of support and seeing potential/vision. Develop team competency that can assess what makes sense or what doesn't make sense regarding outcomes within the individual service plans.
- **Create dissatisfaction of people receiving vocational habilitation services that utilize sheltered employment. Individuals are happy within the walls of Venture Productions' facility.**
- Within the walls of Venture Production they receive a "non-typical" amount of praise, encouragement and support. Staff fulfill the need for unpaid relationships (adult day services) diminishing the desire to create and connect with friends within the community/unpaid relationships.
- People like to be comfortable and will naturally make choices to keep themselves comfortable which typically means the status quo. People make choices for something different when they become dissatisfied with the current status or when **they believe that an alternative will be more satisfying.**

# STAFF

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**Changing expectation of job duties  
may result in staff resignation!  
Seasoned staff struggle.**

- Some team members express a higher level of reluctance of supporting individuals within the community. They are most familiar and comfortable with the current service delivery model. Establishing consistency that ALL team members will support people within the community begins the process of helping staff visualize the future. Opportunities for successful experiences can be established for reluctant staff focusing on easier locations with people with less significant needs. As competencies of staff and individuals served grow more robust experiences can be scheduled. **Changing expectation of job duties may result in staff resignation.** Staff that are unwilling to support people within the community through ADS and HPC services may not be retained in the future model.

# ROAD MAP THUS FAR SINCE AUGUST OVERVIEW

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- Very detailed timeline in our Roadmap to get where we need to be.
- Covered all aspects of our business.
- Small steps and slow down for others to have time to catch up and internalize the change.
- I:I conversations. Educate the family, staff, and stakeholders to the change. Some good some bad.

# KIM



## Outcome:

Kim enjoys completing pencil drawings and painting with acrylic paint. Kim would like to work on her artwork, complete more pieces and sell artwork completed.

- Connected to Community Art Class 35 min away 1 day a week
- Business plan assistance with OMJ.
- Sales discussion, pricing paintings
- Build an inventory
- Set up at community festivals
- Sold 9 of 22 paintings at her first festival in Sept.
- It's a start!



QUESTIONS?

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