

Project: Transformation 1.0 Web Series

Questions from the First Installment, "Meaningful Day."

1. Who pays for the staff working with the 6 Wal-Mart individuals?
 - a. The staff is paid through our Medicaid Waiver Supports. All of the persons directly hired by Wal-Mart were in our Day Training and Habilitation Services.
2. For community living, how do you address personal care needs for individuals, such as need for changing tables/lifts?
 - a. We have specially designed changing rooms and electronic lift changing tables, as we are a no lift environment. We schedule community engagement and volunteer activities at different times of the day to allow changing to be accomplished at our site in a private restroom. It can be accomplished in the community sometimes but must be in a large restroom with appropriate facilities. This is one of the critical reasons our sites need to be centrally located in the community.
3. How long will those individuals be at the Walmart site before moving and is there an expectation of a job at the end with Wal-Mart?
 - a. The individuals were directly hired by Wal-Mart as of their first day on the job. Our experience with our scattered site models as the employer takes over the supervision in a natural manner. We don't set a timeframe but allow the employer and the employee to make the decision on fading and the need for additional training or supervision.
4. Does the individual pay any amount for their transportation?
 - a. It depends on the service the client is enrolled in.
 - b. Supported Employment services utilize all community based transportation options. Which is regular public transit, ADA transportation system, or flow through billings to Medicaid Waiver.
 - c. Medicaid Waiver Work Teams transportation is paid through the daily rate for services.
5. Do you provide a full day of services for each individual in your behavioral services and community living programs? (6hrs/day - 5days per week)
 - a. Yes, we provide a full day of service 6 hours per day- 5 days per week in Minnesota.
6. For individuals who only work part-time, do you arrange other wrap around activities to fill the day?
 - a. Yes, for the most part we provide a full day of services due to the way transportation is provided in Minnesota.
 - b. In Florida and Massachusetts we only provide SE services and we don't provide additional services other than Job Clubs.
7. How many people do you serve, agency-wide or within just your adult services program?
 - a. We serve adults only, about 1400 annually.
8. What are your staffing ratios in community settings?
 - a. Our staffing ratios are customized for each service and waiver requirements for the particular individual. The ratios range from 1-1 to 1-6.
9. What is your retention rate for supported employment?

- a. Retention rate is not a scorecard measure we measure because it is so high. We lose very few jobs in the community. I would guess our retention rate is 95% across our service areas. It is also difficult to track the clients that gain independence and leave services.
10. Without provided transportation how do they get there?
- a. You can't work if you can't get to work. We have many ways we arrange for transportation in rural areas and many times we pay a co-worker, a family member, or a community volunteer to provide rides. This is a common practice in very rural areas where there are not defined transportation systems.
11. What do you suggest for a Walmart which will not allow a job coach?
- a. That is how the model evolved as Wal-Mart wouldn't allow enclaves. Just keep working at it and problem solving. We have never had any issues with them not allowing job coaches.
12. Without available public transportation in an area how do they get to their job sites?
- a. Refer to #11.
13. Is there a place where we can find a model to use to build our own Business "Walmart" model?
- a. Just to clarify, the model that we used as an example at Wal-Mart is called Direct Hire Teams. Think progressively. We develop these models internally to meet the needs of business and our customer. Our @jobs model for SE is one we will explain in another webinar.
14. What would be the large medical needs that training is provided to the staff?
- a. We have a consulting nursing service that provides the training to our staff on tube feedings, certain seizure protocols, and supervises our staff. Medical needs is not an area of expertise for us. The outsourced trainings are provided when a person in our services needs it.
15. How many of the community employment jobs are in the evenings and weekends what we are seeing with our clients they do not want to work in the evenings and weekends?
- a. This was a major problem in our St. Cloud conversion in 1999. This is a 365 day a year work area all times of the day. In order to change the behavior of the residential support staff we used our county leadership which wanted the conversion to be successful. We can show the video on the St. Cloud Conversion at a future Webinar.
 - b. For client change we developed a cash tip reinforcement program for evenings and week-end shifts. It worked to change the behavior and expectations that work was similar to a school day. It is not easy for people to change their habits and supports. We have a strong belief that we serve the individual and that service providers must be just that "serving the person" not the convenience of the systems.
16. In the community living program, how do you transport from the hub throughout the day?
- a. We use the same vehicles we provide daily pick-ups from the residential services. Our fleet is busy and used all day with multiple trips every day.
17. What is the Wal-Mart Model? Can you provide more detail on the scattered site model?
- a. We will be happy to put the direct hire team model into one the following webinars for the State of Ohio.

18. Please describe "scattered" model.
 - a. Scattered site model is direct hire placements with a job coach present for a negotiated limited time period to provide extensive on-site training for the consumers. This is usually negotiated with a large business that has multiple business needs. The referrals are usually from Vocational Rehabilitation.
19. Speak to the issue of benefit analysis and potential loss of benefits.
 - a. OS is an employment network for Ticket to Work. We encourage persons to reach SGA and become independent financially from the welfare system. We refer persons to independent benefits counseling services so that they have a clear plan to maintain Medicare benefits under 1619b. Many people are afraid that if they work enough to lose SSI cash payments, they will also lose their Medicaid. This is NOT the case due to a special provision known as "1619(b) Extended Medicaid Coverage" The 1619(b) provision allows certain SSI recipients to keep their Medicaid after their countable income earned is too high to allow SSI cash payments as long as they meet certain requirements. **It is best to have each person receive benefits counseling so that they are aware of all that impacts THEM. Benefits Counseling will provide a written report explaining all benefits to going to work and meeting SGA (Substantial Gainful Activity).**
20. How difficult was it to find integrated settings that meet the needs of individuals with high needs including personal care services, medical treatments and behavior support?
 - a. It has not been that difficult we started small and have increased our sites and relationships.
 - b. You do need to develop the value base that community integration is what your services are going to be and start in small steps moving towards that. Work is the easiest place to find success and buy-in for the changes. Because work is so powerful. We can share some of our shared stories of success in another webinar. Both work and our community living program.
21. Are you willing to share your discovery sheet?
 - a. I will look in my archives to see if I have an old one. It would not be difficult to recreate it for a community in Ohio.
22. We have individuals who are not ready for Crew Employment or Supported Employment that are being served in our sheltered work environments. We are looking at beginning career exploration at different sites in our community as a means of progressing them in their employment path. Do these career exploration experiences need to be paid under DOL?
 - a. No, career exploration would not need to be paid work experiences. When we transformed the St. Cloud sheltered workshop we played the "wheel of fortune" to try new job sites. You can provide training under DOL without pay until the person learns the skill and once that occurs they need to be paid commensurate wages. We find it easier to pay consumers to avoid any issues with DOL standards for non-payment of wages.
23. Do people progress from work crews to supported employment? Describe how that happens.

Yes, we moved 26 consumers from crews to SE in 2014.
24. How many individuals do you serve? What are your staff ratios? What are your hours of operation?

- a. See above.
25. Did you ever have county board transportation? Yellow buses? If so, how long did it take to change the direction of not using buses for transportation?
- a. Yes, we had yellow bus transportation provided by the school district. We just moved to smaller vans with each new job and never went back. The acceptance of work and positive publicity surrounding what we were doing made the transportation part a non-issue. Civic clubs donated money for vans so that persons with disabilities could work. Veterans were also very supportive (VFW's).
26. Is it fair to say that your community integration services recipients spend a percentage of their time at the hub and in the community? If so, what are those percentages?
- a. I would say that for our work hubs they are at the hub only to take a break or are just waiting for their route to go to work or home. There is some socialization time in there. This is when we are at 100% employment. When we are not at 100% employment there would be community volunteer work or some skills training happening at the center. We measure our under employment rates and employment rates for each service area each month to keep them within the goal range we desire.
27. Are you able to link to the Target and Walmart media coverage that was mentioned? I would like to share this with job developers.
- a. I will have our PR Manager make sure they are linked to our website for you to view.
28. You asked the audience a question early in the presentation, ' Does my son or daughter have the choice to attend a sheltered workshop', Could you answer this question?
- a. Yes, your son and daughter would have the option to attend a sheltered workshop if it is private pay. You will not be able to use public funds to pay for sheltered work as it is a violation of Title II of the ADA.