#nowalls

Innovations in Community Based Day Services

supporting your journey

NuPath Inc.

Hello!

Institute for Community Inclusion
PROMOTING THE INCLUSION OF PEOPLE WITH DISABILITIES

supporting your journey
NuPath Inc.

David
Hoff

James
Sanon

Elder
Soares

Michael
Edwards

Agenda

- Introductions
- CBDS in Massachusetts
- Best “Aspirational” Practices
- NuPath’s *No Walls*
- Benchmarking
- Community Mapping
- Purposeful Schedules: See for yourself!

Takeaways

- With recent RFR submittals, ideas to innovate your CBDS services
- A handbook on best “aspirational" practices
- Inspiration to try something new
- Increased appetite for risk
- A starting point

What is CBDS?

- This program of supports is designed to enable an individual to enrich his or her life and enjoy a full range of community activities by providing opportunities for developing, enhancing, and maintaining competency in personal, social and community activities.

- Community Based Day Supports is primarily a **community based program** and services will typically be **provided in an integrated community setting**.

EMPLOYMENT FIRST MASSACHUSETTS

ENSURING EXCELLENCE I
BASED DAY SUPPORTS: A
PROVIDERS AND STAFF

By David Hoff, Cori Di Biase, and Genni Sa

Introduction

A major component in the evolution of employment and day services and supports funded by the Massachusetts Department of Developmental Services (DDS) is the development and expansion of Community Based Day Supports (CBDS).

DDS defines CBDS as follows:

> *Community-Based Day Supports- (Activity Code 3163) - This program of supports is designed to enable an individual to enrich his or her life and enjoy a full range of community activities by providing opportunities for developing, enhancing,*

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CBDS is not:

- A replacement for pai
- A prerequisite for employment.
- Activities just to fill time.
- Activities that individuals are "plugged" into.

Aspire to Innovate

Examples of Employment-Driven CBDS Activities

As noted, a core component of CBDS, particularly for individuals not working, or who are underemployed, is participation in employment-focused activities. The following are examples of the types of CBDS activities that are employment focused.

Career Exploration Activities

- Volunteering in organizations connected to potential career interest
- Job tours
- Job shadowing
- Situational assessments and job trials
- Internships
- Workplace Visits/Tours
- Informational interviews
- Job clubs

Additional Skill Building Activities

- Travel training
- Health and wellness programs
- Employment skill development for specific occupations
- Vocational training and certifications (One-Stop Career Centers and similar organizations can provide guidance and connections)
- Classes/workshops on job seeking (interviewing, resume writing, etc.)
- Job preparation and soft skill development: dressing for work, social interactions at work, schedule management, time management, etc.
- Managing public benefits and benefits issues

Service options include:

- Career exploration: assessing of interests through volunteer experiences, internships, or situational assessments.
- Community integration experiences to support fuller participation in community life.
- Skill development and training.
- Development of Activities of Daily Living and Independent Living Skills.
- Socialization experiences and support to enhance interpersonal skills.
- Pursuit of personal interests and hobbies.

Integrating a pathway to employment is a core component of CBDS for individuals of working age. Activities should be designed that allow an individual to explore and discover interests, build skills, and develop connections, that will result in employment. A primary staff role is working with individuals on using CBDS activities to guide and inform an individual's decisions about employment options and the types of jobs to pursue. Also remember that CBDS is not a substitute for employment, and every effort should be made to maximize an individual's time in paid employment. See "Examples of Employment-Driven CBDS Activities" for ideas on how to integrate a pathway to employment within CBDS.

HAVING THE RIGHT VALUES

The success of CBDS is going to be dependent on both the agency and individual staff having the right set of values that underlies the development and implementation of CBDS. These include:

- A belief that individuals with intellectual and developmental disabilities can fully participate in typical valued societal roles, side-by-side with their fellow citizens without disabilities.
- Engaging and embracing the full diversity and richness of potential activities in the community.
- Using a mindset of how individuals without disabilities typically participate in the community as a core guide for development of CBDS.
- Using generic, typical resources in the community available to all.
- Using a person-centered planning process, and individual needs and preferences as the driver of all activities.

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- Using generic, typical resources in the community available to all.
- Using a person-centered planning process, and individual needs and preferences as the driver of all activities.
- Maximizing opportunities for the development of individual relationships with community members.

Best “Aspirational” Practices

- Person-Driven
- Purposeful
- Community-Based
- Facilities and Location
- Career-Driven

- Maximize Community and Natural Supports
- Maximize Time in Community
- Manage Staff and Ratios
- Scheduling: Avoid Global One Size Fits All

“

There is no “One Size Fits All” design to approaching CBDS. Many variables—including **agency size**, **geographic location**, and **the goals & needs of the people**—will determine CBDS program specs.

Core Value

Supporting individuals in individually-driven, typical and purposeful activities fully integrated within the community

Challenges

- Narrow set of activities; Not purposeful
- Lack of knowledge of community
- Lack of connection with employment
- “Plugging” people into staff-chosen activities
- Lack of self-advocacy and self determination by individuals
- “Special” activities that segregate
- Large groups
- Over-reliance on “the building”
- Staffing
- Transportation

How did we get here?

May 2015

After initial work with ICI, NuPath team travelled to Washington D.C. to learn from SJCS, an agency offering only “facility-free” day programming

Not in [Massachusetts] anymore…

Facility-Free?

What is No Walls?

- A CBDS program model in which people supported and their frontline staff **never** enter a day program facility
- Staff pick them up at their homes or meet them in the community and then begin their activity schedule

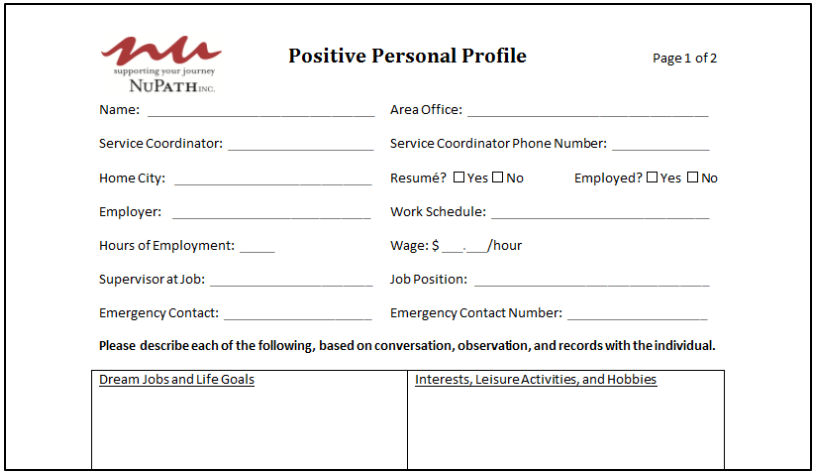
1

Person-Centered Planning

Positive Personal Profile (“PPP”)

The "PPP"

- **Elements:**
  - Goals
  - Work/Volunteer Experience
  - Interests
  - Preferences
  - Challenges
- **Protocol:**
  - Done upon entry to program with input from person and team
  - Living Document: Updated every 6mo



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Positive Personal Profile

Page 1 of 2

Name: _____ Area Office: _____

Service Coordinator: _____ Service Coordinator Phone Number: _____

Home City: _____ Resumé? ☐Yes ☐No Employed? ☐Yes ☐No

Employer: _____ Work Schedule: _____

Hours of Employment: ____ Wage: $ ___.___/hour

Supervisor at Job: _____ Job Position: _____

Emergency Contact: _____ Emergency Contact Number: _____

Please describe each of the following, based on conversation, observation, and records with the individual.

Dream Jobs and Life Goals	Interests, Leisure Activities, and Hobbies

2

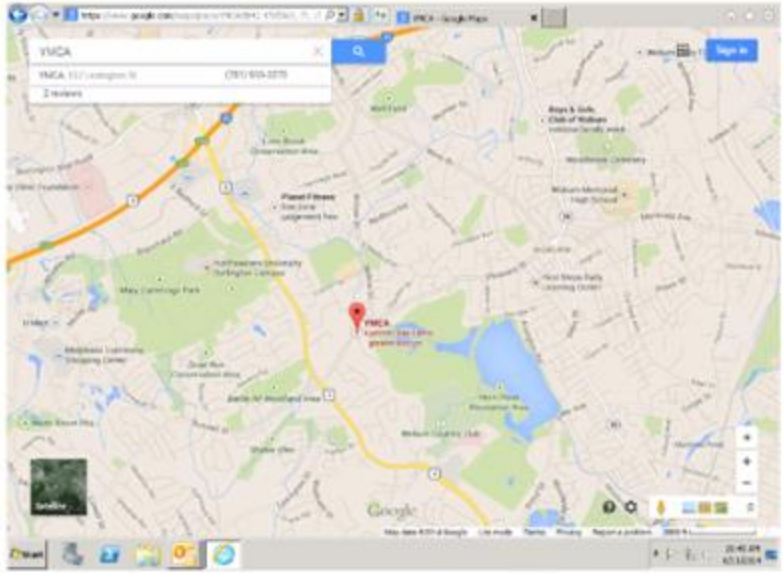
Considering Geography

Mapping Locations of homes, home bases, and activity sites

Community Mapping

	A	B	C	D	E	F	G	H
1	Employment Op	Address	Contact Name	Phone	Email	Website		Volunteer Op
2	Market Basket	700 Boston Rd # 7 Billerica, MA 01821	Jay Renval	(978) 663-2861				Bennet Public Library Association
3	Planet Fitness	480 Boston Rd # 128 Billerica, MA 01821	Lori Maroni	(978) 667-5900				Billerica Farmer's Market
4	Billerica Golf Course	51 Baldwin Rd Billerica, MA 01821	Laura Perkins	(978) 667-9121				Billerica Friends of Music
5	Altitude Trampoline Park	Towne Plaza- Route 3A 700 Boston Road Billerica, MA 01821		978-663-JUMP (5867)	info@altitudeparkma.com	http://www.altitudeparkma.com/page.cfm?pageid=Altitude-Trampoline-Park-Billerica-MA		Billerica Access Television
6	Courtyard Billerica	270 Concord Road Billerica, Massachusetts 01821 USA	Mary Nguguna	(978) 670-7500		http://www.marriott.com/hotels/travel/bosbb-courtyard-boston-billerica-bedford/		Boys and Girls Club of Greater Billerica
7	Rite Aid	467 Boston Rd Billerica, MA 01821		(978) 663-4900		https://www.riteaid.com/		The Power of Flowers
8	Dunkin Donuts	647 Boston Rd, Billerica, MA 01821		978-667-9152		http://www.dunkindonuts.com/content/dunkindonuts/en/stores.html?a=01821	Has multiple Billerica locations	

Master | Acton 01720 | Andover 01810 | Arlington 02174 & 02176 | Bedford 01730 | Beverly 01915 | **Billerica 01821** | Burlington 01803 | Malden 02148 | Wilmington 01876



ST. Barbara's – Volunteer/Kitchen/Class
Public Library – academic/education/volunteer
Lexington - excursions
4 Corner's Bus – Burlington - excursions
Park - Volunteer
Northeastern – Work?
Joyce School and Reeves School
Horn Pond – fitness/photography

ZeeMaps.com

Online Mapping Program

- Freeware
- Easily Label Maps
- Cuts time-wasting routes
- Helps in the creation of new groups
- Add color-coded markers
  - Label homes of staff & people supported
  - Label workplaces & activity sites

3

Identifying Staff

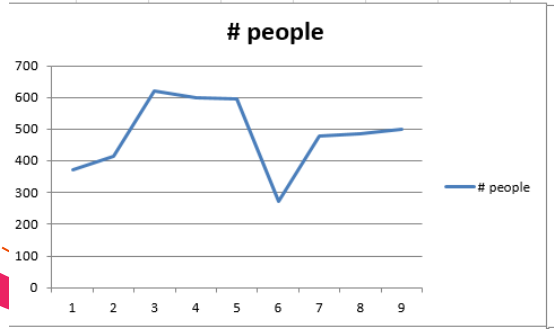
Selecting, training and supervising staff in “No Walls”

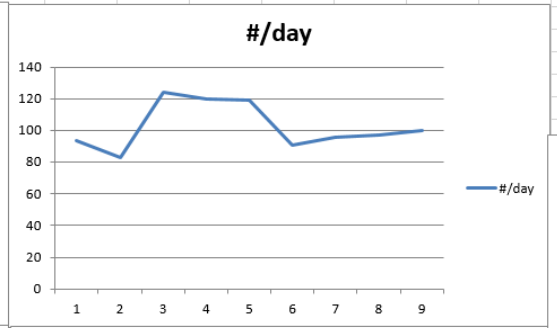
Identifying Staff

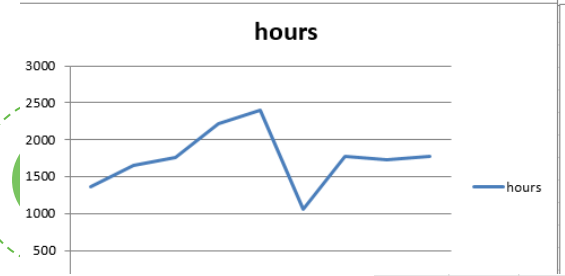
- Staff Expectation:
  Community is Key
  - Staff Recruitment
  - Interviewing
  - Training
  - Oversight

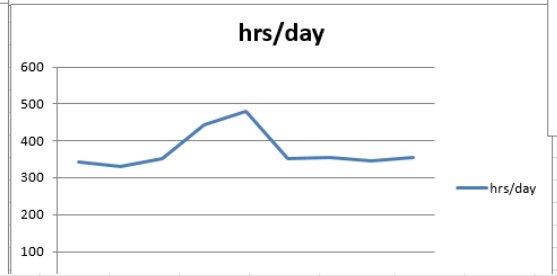
- Supervision:
  - Community-Based
  - Spot-checking Activities
  - Using technology for mobile oversight

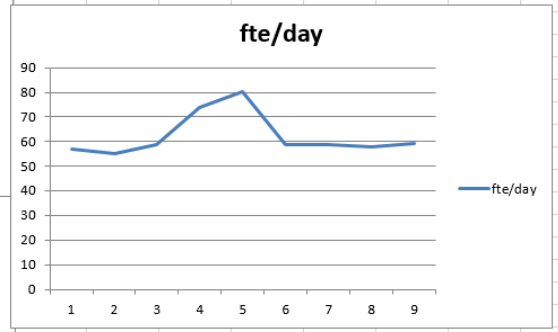
Benchmarking











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ilver	2.45	4.9
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ilver	2.45	17.15
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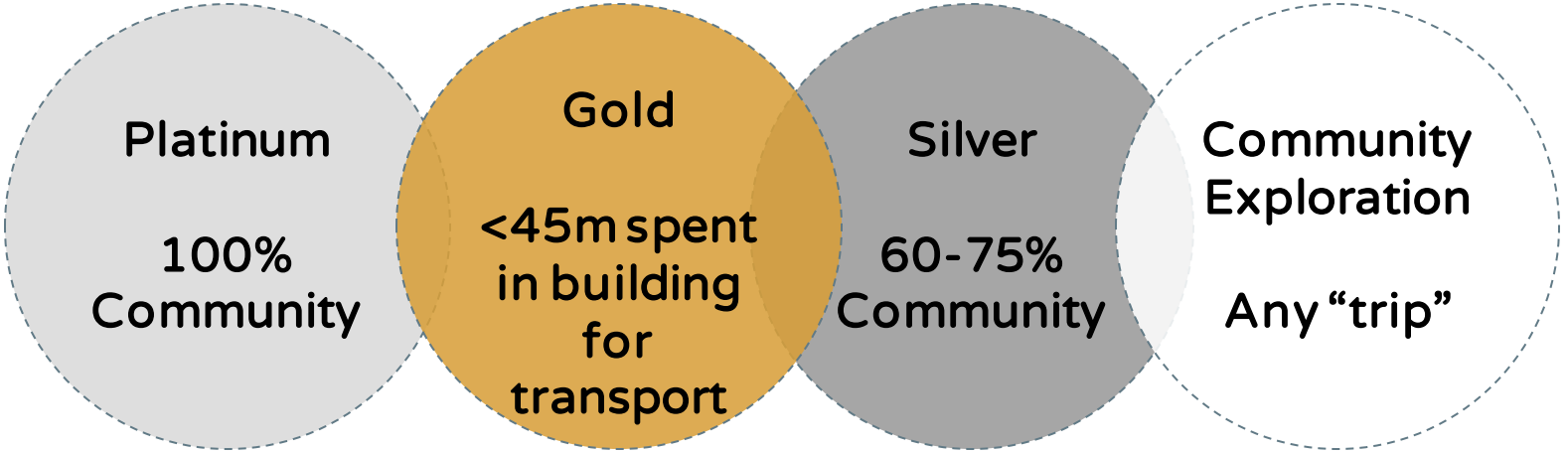
4/9/2019	No Walls	Fenway	4	Platium	6	24	4/18/2019	Clubs East	nature Wa	6	Silver	3	18	4/23/2019	Clubs East	Home Dep	1	Silver	5	5
4/9/2019	No Walls	Cleveland	4	Platium	6	24	4/18/2019	Clubs East	Nature Wa	4	Silver	2.3	9.2	4/22/2019	No Walls	Fenway	4	Platium	6	24
4/9/2019	No Walls	Engelwooc	4	Platium	6	24	4/18/2019	Clubs East	MOW/Sho	4	Silver	3	12	4/22/2019	No Walls	Cleveland	4	Platium	6	24
4/9/2019	No Walls	Coolidge	2	Platium	6	12	4/18/2019	Clubs East	Salvation A	2	Silver	2.3	4.6	4/22/2019	No Walls	Engelwooc	4	Platium	6	24
4/9/2019	Group Emp	Painting	5	Gold	4	20	4/18/2019	Clubs East	Woburn Se	1	Silver	1.25	1.25	4/22/2019	No Walls	Coolidge	2	Platium	6	12
4/9/2019	Group Emp	Lawn Care	2	Gold	5	10	4/18/2019	Clubs East	Arlington M	7	Silver	3	21	4/22/2019	Group Emp	Painting	5	Gold	2	10
4/9/2019	Group Emp	House Clea	3	Gold	5	15	4/18/2019	Clubs East	MOW/Nat	4	Silver	3	12	4/22/2019	Group Emp	Lawn Care	2	Gold	5	10
4/9/2019	Communit	Communit	5	Exploratior	2	10	4/18/2019	Clubs East	Arlington M	5	Silver	2.45	12.25	4/22/2019	Group Emp	House Clea	3	Gold	5	15
4/9/2019	Group Emp	GE	5	Platium	6	30	4/18/2019	Clubs East	Home Dep	1	Silver	5	5	4/22/2019	Communit	Communit	5	Exploratior	2	10
4/9/2019	Clubs East	Library/Jor	6	Silver	3	18	4/19/2019	Clubs East	Home Dep	1	Silver	5	5	4/22/2019	Group Emp	GE	5	Platium	6	30
4/9/2019	Clubs East	Salvation Army		Silver	2	0	4/19/2019	Clubs East	MOW/Lun	6	Silver	3	18	4/23/2019	No Walls	Fenway	4	Platium	6	24
4/9/2019	Clubs East	MOW/com	4	Silver	3	12	4/19/2019	Clubs East	Lunch out	5	Silver	3	15	4/23/2019	No Walls	Cleveland	4	Platium	6	24

CBDS Measurement in Benchmarking



Assessed Values & Set Standards

- A meaningful activity: productive and/or engaging
- Opportunity to try something new
- Interactions with non-disabled peers
- Purposeful: Person Centered (PPP)
- Considers *Employment 1st*

Employment as the End Game

- CBDS as a “training ground” for competitive employment
- Ideal: One person; one job
- Exposure -> employment opportunities
- CBDS volunteerism instills both technical & “soft” work skills

NuPath Takeaways

Results

- 9 No Walls Groups
- 40 people completely facility free (Platinum)
- Average 90 FTE slots in the community on a daily basis (Gold and Silver)
- 85 people employed in the community

NuPath Takeaways

Lessons

- It's ok to build a boat on the water.
- Find the right type of staff, support them, let them run…
  - "Trust but verify"
  - Know when to step back and when to step in
- Have a healthy appetite for risk.
- Be ready for unexpected outcomes!

"Don't just be in the community, be part of the community!"

Gennie Sasnett, ICI

Questions & Conversation

Handouts & Collateral

How and Why to Embrace “No Walls”

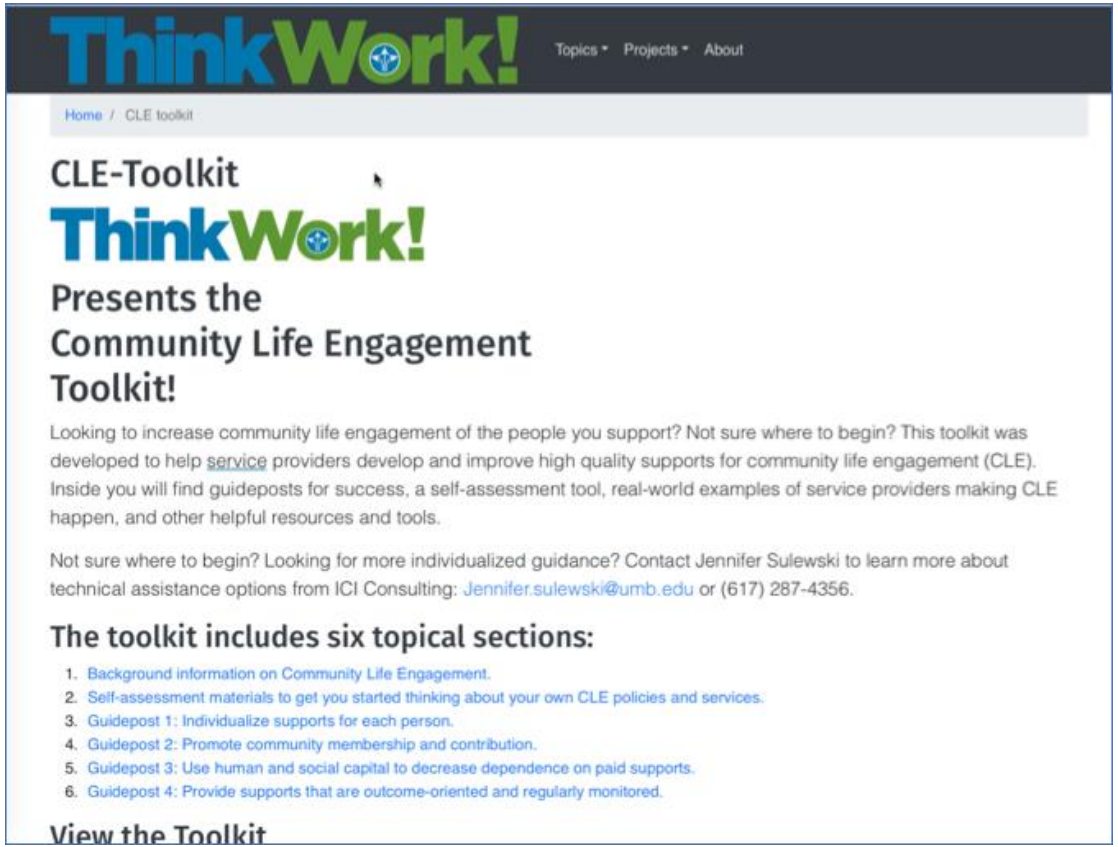
- Community-based benefits
- Facilities and location advice
- Positive Personal Profiles
- Community Mapping
- Measuring Benchmarks
- Roadmap laid out in the documents

Handouts & Collateral

Something to Take Home

- Where to start
- Core activities to build schedules around
- Outcomes seen so far

URL: www.thinkwork.org/CLE-toolkit



ENSURING EXCELLENCE IN COMMUNITY-BASED DAY SUPPORTS: A GUIDE FOR SERVICE PROVIDERS AND STAFF

Introduction

Guiding Principles in the Design of a Successful CBDS Service

The Arc

Inclusive Volunteering Opportunities

ENGAGE...

INTRODUCTION

WHAT IS COMMUNITY LIFE ENGAGEMENT?

ThinkWork!

Resources

Thanks!

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