TRANFORMATIVE CHANGE 2.0

competitive integrated employment, community-based pre-employment preparation and employment wrap-around supports, staff recruitment/retention, decentralization of services, teamwork & resource reallocation

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Introduction – Your Presenter

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Transformation

A thorough or dramatic change in form or appearance.
to an Employment First Agency

A framework for systems change that is centered on the premise that ALL citizens, including individuals with significant disabilities, are capable of full participation in competitive integrated employment and community life.

Employment 1st Agencies operate under this principal.
and a Full Community Inclusion Agency

Full participation in all aspects of community life.

*Employment 1st Agencies operate under this principal.*
How Is Your Transformation Going?

Employment Services Provision
• What services can you provide?
• Do you have staff to provide quality CIE?

Community-Based Pre-Employment Preparation/Wrap-Around Supports
• Are you providing effective CB learning experiences that prepare people for CIE and are they moving into work?
• Do you support others who work but benefit from additional community experience and inclusion support when not at work?

Decentralization of Services
• Are you decentralizing or considering it?
• Are you using teamwork to support decentralized service delivery?

Resource Reallocation
• Have we assessed our resources and projected our future needs?
• Are we using resources effectively?
• Are we identifying and pursuing other funds?
Employment

What services can you provide?
Is your agency able to provide these employment services?

- Competitive employment w/ no follow along required
- Supported Employment (Place and Train)
- Customized Employment (Discovery and Niche Job Placement)
- Pre-employment Training for Transitioning Youth
Employment

Do you have staff to provide quality CIE?
Activity 1

Answer the questions on the next two slides and prepare to discuss.
Staff and Staff Training

Have you:

• IDed competencies needed for success?

• IDed desired qualities/characteristics?

• Developed job descriptions w/ both?

• Developed effective recruitment strategies?

• Developed effective orientation/training for new staff?
Staff and Staff Training continued

• Retrained and provided new job descriptions to existing staff?

• Developed mentor/mentee relationships between staff?

• Ensured managers are trained in employment & management?

• Instituted strategies for field-based management support to staff?
Community-Based Pre-Employment Preparation/Wrap-Around Supports

Are you providing effective community-based learning experiences that prepare people for CIE and are they moving into work?
Reframing Community-Based Day Services

• Begin to think differently about this service

• Great preparation for future employment

• Good companion to employment (part-time workers)

• Retirement Support
A Quick Overview of What’s Important to Know for Job Development

• What kind of work the person would prefer? (informed choice)

• What skills does the person has or could acquire?

• What marketable attributes does the person have?

• What environments best suit the person?

• What support does the person require?

• What are the conditions the person must have to be successful?
Activity Schedule
Development for CBDS as a Pathway to Employment

- Learning about travel options and travel training
- Observing people doing various jobs and tasks
- Trying job tasks out through volunteerism or work trial
- Learning new skills through classes/exposure
- Doing things routinely, to learn commitment and to gain “a feel” for a task or job
- Learning new workplace expectations and behaviors
- Seeing positive role models
- Developing relationships
- Training on soft skills
- Pursuing specific interests
Activity 2

How does your agency create community schedules? Who is responsible? Is your system working or does it need improvement?
## Schedule – Pathway to Employment

**WEEKLY ACTIVITY SCHEDULE**

Instructions: This form will be completed by designated staff and the person receiving support. One form should be completed for each person receiving support. Information should be included regarding site, training activities at those sites, and alternative activities if a site or activity is not available.

### INDIVIDUALS NAME:  John Doe

<table>
<thead>
<tr>
<th>DAY</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
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<tbody>
<tr>
<td>DATE</td>
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<tr>
<td>TIME</td>
<td>9:00-9:15am Arrive @ meet-up (discuss plans for the day &amp;/or soft skills tips)</td>
<td>9:15-9:45am Travel to first activity Take bus M-5 to Logan Circle, walk to Red Cross (focus on travel skills, safety in the community, point out jobs and positive role models)</td>
<td>9:45-12noon Red Cross (focus on skills to complete tasks, soft skills, positive role models, social interactions and relationships)</td>
<td>12:00-12:30pm Lunch in Red Cross staff breakroom</td>
<td>12:00-12:30pm Lunch in Red Cross staff breakroom</td>
</tr>
</tbody>
</table>
# Data Collection Process & Form

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
<th>Activity</th>
<th>Staff</th>
<th>Staff to individual ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Genni Sasnett</td>
<td>5/30/18</td>
<td>Volunteering – Red Cross</td>
<td>Cindy Thomas</td>
<td>1:3</td>
</tr>
</tbody>
</table>

**Environmental Reaction** – briefly describe environment (noisy, quiet, few people, many people, bright lights, dim lights, high traffic, low traffic, etc.)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Comment:</th>
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<tbody>
<tr>
<td>Volunteering Red Cross</td>
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<tr>
<td>Preferred overall?</td>
<td>Yes</td>
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<tr>
<td></td>
<td>No</td>
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</tbody>
</table>

**Task 1 – Assembling informational packets**

**Skill successfully demonstrated (list)**

- Gathered materials independently
- Laid materials out correctly for assembling
- Selected items in correct order for packet

**Preferred task?** Enter below: Yes/ No/unsure

- Yes
- Yes
- Yes

**Skill emerging (list)**

- Loading information packet stand
- Remembering how often to check stand

**Comment:**

- Difficulty placing packets in correct slots. Trying to learn, training targeted to these skills. Could be distracted by increased traffic in lobby.

**Support Required (list)**

- Properly interacting w/ co-workers
- Returning promptly from break

**Comment:**

- Reminded Genni to stay on task and to refrain from talking too much w/ others except for break times. Co-workers buy-in to chatting when she wants to. Will discuss privately with co-workers to enlist their help.
- Reminded her it was time to get back to work – pointed out all other workers were.
- An accommodation like a simple watch with alarms may be most effective in helping Genni with this issue.
Synthesizing data/Updating PPP

- Develop standard data collection schedules
- Ensure routine collection of data
- Determine how data will be transmitted and stored
- Identify who will update PPP, the procedures to be used and schedule for updates
Internal Mechanism for Prioritization for Employment

• Determine how people will move smoothly to referral for employment

• Departments can become siloed with little communication between

• Must have a body (reps from CBDS, employment services, case management, residential services) that considers prioritization

• Must have a process for prioritization
Community-Based Pre-Employment Preparation/Wrap-Around Supports

Do you support others who work but also benefit from additional community experience and inclusion support?
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<tr>
<th>DAY</th>
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<td>TIME ⇩</td>
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</tr>
<tr>
<td>9:00-9:15:am</td>
<td>Meet at meet-up location</td>
<td>Meet at meet-up location</td>
<td>Meet at meet-up location</td>
<td>Meet at meet-up location</td>
<td>Meet at meet-up location</td>
</tr>
<tr>
<td>9:15-10:30</td>
<td>Visit the art museum to see special exhibit</td>
<td>Tour botanical gardens</td>
<td>Volunteer at the nursing home</td>
<td>Attend art class</td>
<td>Attend health fair</td>
</tr>
<tr>
<td>10:30</td>
<td>GS leaves with coach for work (11-3)</td>
<td>GS leaves with coach for work (11-3)</td>
<td>GS leaves with coach for work (11-3)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:30-12noon</td>
<td>Visit G. St galleries to study paintings</td>
<td>Learn to use camera to take photos of the plants</td>
<td>Go to library to review art books and discuss museum visit</td>
<td>Volunteer at food bank</td>
<td>Go to $1 movie at the Bijoux</td>
</tr>
<tr>
<td>12:00-1:00pm</td>
<td>Lunch</td>
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<tr>
<td>1:00p</td>
<td>CT joins for the afternoon</td>
<td>CT joins for the afternoon</td>
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<tr>
<td>1:00-3:00pm</td>
<td>Volunteer @ Food Bank</td>
<td>Meet with volunteer photographer/learn about photography</td>
<td>Visit Gallery with photo exhibit – talk with director about photography</td>
<td>Attend free concert on the Mall</td>
<td>Join walking club for walk around Rock Creek Park</td>
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<td>Close out the week with discussion of activities and plans for next week</td>
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Decentralization of Services

Are you decentralizing or considering it?
Activity 3

What do you think we mean by decentralization of services? What are some possible benefits of decentralization?
Centralized Service Model

FACILITY (resources)
Fully Centralized
Approach to Decentralization

- Ided people’s home communities
- Ided staff home communities
- Ided community involvement opportunities/work options
- Ided transportation options
- Approached individuals and families re: the change
- Located “home base” for staff to do paperwork, etc.
- Established supervision
- Began roll-out w/ one community to be followed by the rest
First Stage of Decentralization
Implications for Staff

- Roles and responsibilities change
- Operate more independently and interdependently
- New roles emerge
- Management roles change
- Teamwork more essential
Decentralization of Services

Are you using teamwork to support decentralized service delivery?
Teamwork

- **Work Environment** - *dynamic* unanticipated opportunities arise, schedules change, everything is in motion

- **Response** – Teams form around common set of outcomes, conduct group problem-solving, share responsibility
Self Directed Teams

1. use their collective skill and knowledge to manage their area of responsibility
2. possess the skills to do their jobs independently
3. demonstrate willingness to coordinate and cooperate
4. receive managerial support more as coaching
Implications for Agencies

- Change in the culture of the organization
- Change in business structure
- Change in staff roles/ responsibilities

- Administrative support more centralized
- Change in the allocation of resources
Resource Reallocation

Have you assessed your resources and projected your future needs?
Impact of Change – Resources Stretched
Taking Stock

• What are your resources?

• What are your current costs for all areas of service delivery now?

• What are your assets?

• Where are your resources going?

knowing your resources and expenses
Forecasting

Identifying the type and amount of resources you will need & when you will need them
Assessing the Difference in Current Resources and Future Resource Requirements
Resource Reallocation

Are we using resources effectively?
What to Consider to Close the Gap?
Activity 4

Has your agency begun to look at resource reallocation? What are your ideas about how some resources could be shifted to better support the outcomes of employment first and meaningful community involvement?
Ideas

Technology
cloud-based data systems for field staff and business administration

Transportation
use of public transportation when possible, fewer vehicles
decentralization of services

Excess office and/or facility space
community-based employment/CBDS
field-based staff
administrative staff telecommuting
Resource Reallocation

Are we identifying and pursuing other funds?
- Individual giving
- Planned Giving
- Events
- Grant proposals
Diversification

• Research additional funding streams

• Assess core competencies and other populations to serve

• Evaluate partnerships, service in other geographical areas
Summary

• Deciding to transform is only the beginning.

• Agencies must focus on building capacity to support individuals with various challenges to employment – success depends on well-trained and well-supported staff.

• Teamwork is essential in our rapidly decentralizing world. Building strong community-based teams should be a goal.

• Resources must be directed toward achieving E1st outcomes – review resources and reallocate, accordingly.

• Transformation is an on-going process – it never ends but you are on the right path!
Contact Info.

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