

# Hello!





David Hoff





James Sanon



**Elder** Soares

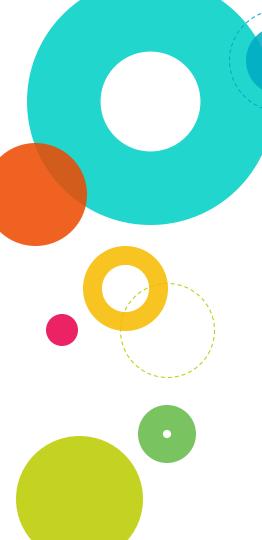


Michael Edwards



# Agenda

- Introductions
- CBDS in Massachusetts
- Best "Aspirational" Practices
- NuPath's No Walls
- Benchmarking
- Community Mapping
- O 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



# ENSURING EXCELLENCE IN BASED DAY SUPPORTS: 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,

# 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.

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

## CBDS is not:

- · A replacement for paid
- · 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 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







- O 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 GlobalOne Size Fits All





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





# 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...







# What is No Walls?

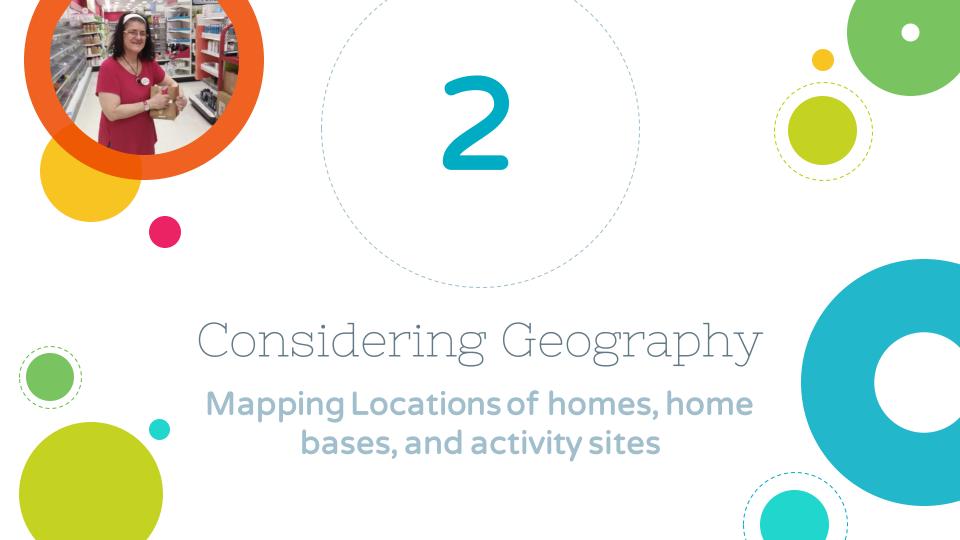
- A CBDS program model in which people supported and their frontline staff <u>never</u> enter a day program facility
- Staff pick them up at their homes or meet them in the community and then begin their activity schedule



# The "PPP"

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

NUPATH INC.		
Name:	Area Office:	
Service Coordinator:	Service Coordinator Phone Number:	
Home City:	Resumé? ☐ Yes ☐ No Employe	d? □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 followin	g, based on conversation, observation, and records with	the individual.
Dream Jobs and Life Goals	Interests, Leisure Activities, and Hob	<u>obies</u>



# Community Mapping

	4	Α	В	С	D	E	F	G	Н
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-		Billerica Access Television
6		Courtyard Billerica	270 Concord Road Billerica, Massachusetts 01821 USA	Mary Nguguna	(978) 670-7500		http://www.marriott.com/h otels/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.c om/content/dunkindonuts/ en/stores.html?a=01821	Has multiple Billerica locations	

Arlington 02174 & 02176

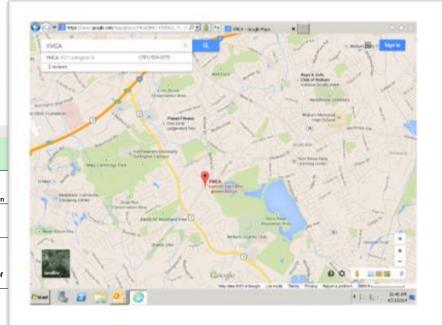
Bedford 01730

Beverly 01915

Billerica 01821

Acton 01720

Andover 01810



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

Burlington 01803 Malden 02148

Wilmington 01876



# 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



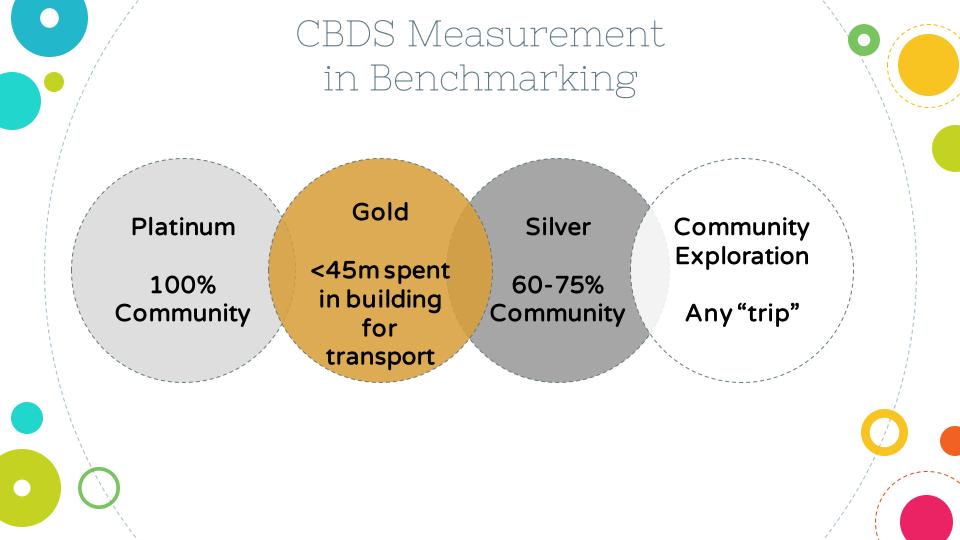


# Identifying Staff

- Staff Expectation:
  - **Community is Key**
  - Staff Recruitment
  - Interviewing
  - Training
  - Oversight
- Supervision:
  - Community-Based
  - Spot-checking Activities
  - Using technology for mobile oversight











# Assessed Values & Set Standards

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

# Employment as the End Game





- CBDS as a "training ground" for competitive employment
- Oldeal: 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!







# 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





Topics \* Projects \* About

Home / CLE toolkit

# ThinkWork!

## Presents the Community Life Engagement Toolkit!

Looking to increase community life engagement of the people you support? Not sure where to begin? This toolkit was developed to help <u>service</u> providers develop and improve high quality supports for community life engagement (CLE). Inside you will find guideposts for success, a self-assessment tool, real-world examples of service providers making CLE happen, and other helpful resources and tools.

Not sure where to begin? Looking for more individualized guidance? Contact Jennifer Sulewski to learn more about technical assistance options from ICI Consulting: Jennifer.sulewski@umb.edu or (617) 287-4356.

## The toolkit includes six topical sections:

- Background information on Community Life Engagement.
- 2. Self-assessment materials to get you started thinking about your own CLE policies and services.
- 3. Guidepost 1: Individualize supports for each person.
- 4. Guidepost 2: Promote community membership and contribution.
- 5. Guidepost 3: Use human and social capital to decrease dependence on paid supports.
- Guidepost 4: Provide supports that are outcome-oriented and regularly monitored.

## View the Toolkit





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

David Nort Carl D Hose, and Gares Samery

#### Introduction

A region contemplant in the pure, true or prophymers

#### 2004 derives CBMS as follows:

Community Annual Disp Systems (Addisordepartment to mentions otherwise more and in terminal professional

Not assistant as it is poster for section seen than th developming and operating CROH sensors in a

#### **Guiding Principles in the Design** of a Successful CBDS Service

Description CSCS began with understanding its activities to fit a personal day 19905 is probable.

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- Advanced that expendent are fall asset from
- Rendom active has part to level window home.
- Outer have perform placed by hearing in product home. a trimming! "If the II" prespage structure, so this. recognition that people from any and paint path, in

### THE POLE OF CEOR

The role of ESSE, series department on the particular

- . Telephone age adjusts to hearth on a superfector for
- · Tudamenates supports for infertibute arterioset. part title who relect a structured and outservised

# Resources



When it comes to volundering, come of the greatest challenges are to find volunteer apportunities that match commended value forces in the community, and that appear in the extension's medicanal. This tip short additionable on reconsentations to overcome these common diatheraps.

#### Challenger 1: Matchine between

Don't flow Reference of National Places. The "Rich Michaeles Mone" document are held the sensor or people

Brandom \* Bold a brandom section with the people you rever who are interested in volunteering. All the group questions to identify what types of activities they might be interested. Question you may want to ask

- · What types of things do yes like to do in the community? - National Manager Association of State of State
- Are there problems that you see in the community that you want to help fin?
- What phospilosop like to go to in the community? . Who do you want to get to know better in the community?

MICD up people with center intereds. Byou are supporting a people with divene intereds, review comments from the fireinsterming review and "Volunteer Vision" form to identify people who would anjury observationing

Soil our multiple appropriate with expenients or Functions a group of reluntation with discretization and preference, and and organization that often a seriety of volunteer rate. This may you can also your limit to identify tasks and activate that It is many of your volunteers as possible.

### Challenge 2: Finding Veloper Voluntaer Apportunities with USD

Call pheat of the game. Sometimes, volunteers with 6000 flock to the same locations because of good word of mosth about a boston. Since one purpose of relatitating is to primite seculi inclusion, get alread of the game and smile resulting segregated valuetiest publics by continuously setting-new and unique valuetiesting appartunities. The supportant in large rate left you led their appartunities.

- Check out the newspaper and local weet. Beep an eye out for local weets in your community. Charity events, concert halfs, theaters, political offices or companies, proposits, and hethals offen except many coloniess.
- Broker-volunter database for non-passe tention. Many consertations cont a mide variety of community reductive apparelunities, unline

laberts, and cleengths of people with IDD. When you outleach to volunteer programs, give concrete-example of how-solution—with EOD have served the community in the past and other to support valueties in their activities. Help the collection combinates and program-shortup, a plan for engaging solutions with EOD, and offer recommendations and our to texterned this price.

HIGH-QUALITY COMMUNITY LIFE ENGAGEMENT SUPPORTS: FOUR GUIDEPOSTS FOR SUCCESS

### INTRODUCTION

community Life Engagement refers to augurating shadolities ICDI to access and perficients in their services of individuals with SIO in Community Life appets, or community singular arcine. Engagement, yet the role of services related to gayament and porticipation in community life has to-date been largely undefined.

Partnerson, the Department of Autisa's political arroand the provision of day and employment passons in integrated selfings (U.S. Department of Autor, 2006 United Water of Water of Misch. tulants, 207(s) has illustrated the massifts define and provide high results Community Life Engagement supports. Placing additional pressure on dialon and provides, the caster for Medicara and Medicaid antialized form and community based within equirements assorbling maximum apportunities in the most integrated artiflings stranter for Medical d

#### The purpose of this ledel is but 1. Propaget Studies a from 13 appart interviews recognition expended edenously of high-country

community Life Engagement, organized into four 3. Complete Home publishments as a set of key.

principles states and providers can use to more Best: Conveyably Life Engagement efforts forward

### Where this information came from: expert Interviews A series of 45° to 45° minute seminatruntered

alaphore interview nere conducted with II aspects. Empayment acquires.

### WHAT IS COMMUNITY LIFE ENGAGEMENT?

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autocades add, a communication a cocord communic extremel a serie orbition, and applies discomply with an inclinal Autobios booker of subties.

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in the field of Community Life Engagement, Experts shareby of paraparties. These Topathicparts included meanthers, state and incalculing makers management, self-advocates, and family members

Engagement, evidence of offentive implementation of Community Life Engagement, barriers encounterest and strategies used and the role of community Life Engagement as a support to other naturement including amplityment

scape to into Your main quideposts to inform state their Community Life Empayament artistries. expendial elements in order to cesale a rooderas for those warring to improve their community Life.





# Thanks!



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