#nowalls
Innovations in Community Based Day Services
Hello!

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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.

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, and maintaining competency in personal, social and community activities.

CBDS is not:

- A replacement for paid employment.
- 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 sites
- Job shadowing
- Situational assessments and job trials
- Internships
- Workplace Visits/Visors
- Informational interviews
- Job clubs

Additional Skill Building Activities
- Travel training
- Health and wellness programs
- Employment skill development for specific occupations
- Vocational training and certification (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, social interactions at work, schedule management, time management, etc.
- Managing public benefits and benefits issues

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 underpin 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.

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
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
Considering Geography

Mapping Locations of homes, home bases, and activity sites
# Community Mapping

<table>
<thead>
<tr>
<th>Employment Op</th>
<th>Address</th>
<th>Contact Name</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
<th>Volunteer Op</th>
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<tbody>
<tr>
<td>Market Basket</td>
<td>700 Boston Rd # 7 Billerica, MA 01821</td>
<td>Jay Renwal</td>
<td>(978) 669-2801</td>
<td></td>
<td></td>
<td>Banquet Public Library Association</td>
</tr>
<tr>
<td>Planet Fitness</td>
<td>480 Boston Rd # 120 Billerica, MA 01821</td>
<td>Lori Maroni</td>
<td>(978) 667-5900</td>
<td></td>
<td></td>
<td>Billerica Farmer's Market</td>
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<tr>
<td>Billerica Golf Course</td>
<td>51 Baldwin Rd Billerica, MA 01821</td>
<td>Laura Perkins</td>
<td>(978) 667-9121</td>
<td></td>
<td></td>
<td>Billerica Friends of Music</td>
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<tr>
<td>Altitude Trampoline Park</td>
<td>Towne Plaza, Route 3A 700 Boston Road Billerica, MA 01821</td>
<td></td>
<td>978-663-JUMP (5867)</td>
<td><a href="mailto:info@altitudeparkma.com">info@altitudeparkma.com</a></td>
<td><a href="https://www.altitudeparkma.com/commerce/login?sessionid=2200f0782e1ad3f9640289004c7d7935">https://www.altitudeparkma.com/commerce/login?sessionid=2200f0782e1ad3f9640289004c7d7935</a></td>
<td>Billerica Access Television</td>
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<tr>
<td>Xito Aid</td>
<td>467 Boston Rd Billerica, MA 01821</td>
<td></td>
<td>(978) 668-4400</td>
<td></td>
<td><a href="https://www.xitoad.com/">https://www.xitoad.com/</a></td>
<td>The Power of Flowers</td>
</tr>
<tr>
<td>Dunkin Donuts</td>
<td>647 Boston Rd, Billerica, MA 01821</td>
<td></td>
<td>(978) 667-9121</td>
<td></td>
<td><a href="https://www.dunkindonuts.com/content/dunkindonuts/locations.html?storeid=01821">https://www.dunkindonuts.com/content/dunkindonuts/locations.html?storeid=01821</a></td>
<td>Has multiple Billerica locations</td>
</tr>
</tbody>
</table>
ZeeMaps.com
Online Mapping Program

- **Free**ware
- 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

![Map Example](image-url)
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
CBDS Measurement in Benchmarking

Platinum
100% Community

Gold
<45m spent in building for transport

Silver
60-75% Community

Community Exploration
Any “trip”
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
CLE-Toolkit

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 service 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 Sulowski to learn more about technical assistance options from ICI Consulting: Jennifer.sulowski@umb.edu or (617) 287-4366.

The toolkit includes six topical sections:

1. 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.
5. Guidepost 3: Use human and social capital to decrease dependence on paid supports.
6. Guidepost 4: Provide supports that are outcome-oriented and regularly monitored.

View the Toolkit
Thanks!

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