

Provider Transformation from a Rural Perspective

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EFSLMP COMMUNITY OF PRACTICE WEBINAR

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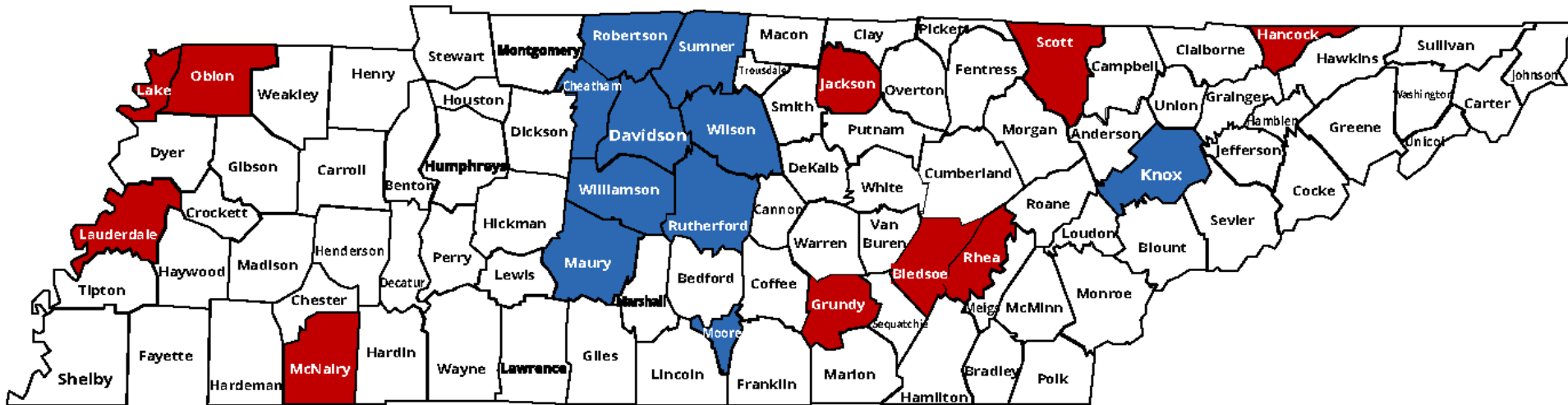


Driving Social Change for
148 Years

Washington, DC
Virginia
Pennsylvania
Tennessee
Delaware
Maryland

“advancing community support and
opportunities for people living with
disabilities”

State of Tennessee



Lowest County Unemployment Rates

November, 2016

Rank	County	Pre. Rate (%)
1	Williamson	3.4
2	Davidson	3.5
3	Rutherford	3.6
4	Wilson	3.7
5	Sumner	3.7
6	Moore	3.8
7	Cheatham	3.8
8	Robertson	3.9
9	Maury	3.9
10	Knox	3.9

Highest County Unemployment Rates

November, 2016

Rank	County	Pre. Rate (%)
95	Lake	8.3
94	Rhea	7.8
93	Scott	7.5
92	Hancock	7.1
91	McNairy	7.1
90	Jackson	7.1
89	Lauderdale	7.0
88	Obion	7.0
87	Grundy	6.9
86	Bledsoe	6.7

**“A journey of a thousand miles
begins with a single step”**

— Confucius



But You Have To Crawl Before You Can Walk



- 1) Gather Information
- 2) Set the Vision
- 3) Create a Plan
- 4) Bring Stakeholders Along
- 5) Implement the Plan
- 6) Collect the Data-Share
the Stories

Gathering The Information. Establishing Your Identity

- ➔ SJCS believes in community inclusion and involvement.
- ➔ Separating people from their community deprives them of the development of “natural support” from non-disabled peers and access to role models.
- ➔ People learn best in “real world” settings.
- ➔ At SJCS we would have a higher staff to individual ratios than “bricks and mortar”.



Set The Vision

The Cornerstone To System Transformation

The SJCS Core Values

- ➔ Have a career, have dreams for the future and make meaningful contributions. ***Employment First.***
- ➔ Be included, respected, and valued.
- ➔ Have on-going information, experiences, and expectations from which to make choices.
- ➔ Have a variety of relationships.
- ➔ Live and participate in the community of his or her choice.



Creating the Plan

What Would Services Look Like And Why?

- ➔ All activities would be conducted 100% in the community. No SJCS facilities are operated that would separate people with disabilities from their communities.
- ➔ Staff would accompany individuals to *pre-planned* activities in the community to conduct skill training – no van therapy!
- ➔ Staff to individual ratios would be no greater than 1:3.
- ➔ Activities would be chosen by the individual's and reflective of their interests and choices.
- ➔ Activities would be close to individuals home community – no more long commutes on vans.

The Benefits to Individuals:

- ➔ Connections with the community for relationships social outlets;
- ➔ Opportunity to explore different types of community resources, build skills and develop a strong resume for future work;
- ➔ Chance to contribute to the community and build confidence , a sense of self worth and shared responsibility with other community members;
- ➔ Greater independence and interdependent relationships through the development of community access skills and cultural interests.

And In Turn What's The Benefits To The Community:

- ➔ Getting to know people with disabilities, often it's a first experience for community members.
- ➔ Increase in the pools of available people for non-profits who depend on volunteers and businesses looking for skilled labor.
- ➔ Opportunity for communities to see people with disabilities as contributors rather than often needing contributions.
- ➔ Chance for new generations to grow up with people with disabilities thereby increasing acceptance and understanding of diversity.

No Margin/No Mission

- ➔ Lean Management: Evaluate and reposition key personnel.
- ➔ Braiding current services and funding to support community based service delivery.
- ➔ Look at all potential funding sources available for untapped revenue pockets: Medicaid Waiver, VR, Ticket to Work, County funding, Fundraising, Grants, WIOA, ECF Choices, Supported Employment Services, Foundations.
- ➔ Lease/sell/repurpose buildings.

The Resistance To Change Bringing Stakeholders Along

- ➔ Creatures of habit
- ➔ Security blanket
- ➔ Fear of the unknown
- ➔ Concerns about competence
- ➔ Mindset: Individual, Family, Board and Employee
“How does this effect me.”
- ➔ Economic factors as they pertain to the company
and to Social Security benefits of the individuals.
- ➔ And the list goes on and on and.....



Conversations That Matter

Open And Honest Communication

- ➔ Set a clear image of service models and how they will be effectively carried out from staff activities, changes to transportation, timeframe of conversions. No smoke and mirrors.
- ➔ Listen to concerns and build trust by maintaining contact and disseminating information on an ongoing basis.
- ➔ Survey all stakeholders regularly to understand levels of satisfaction and areas needing improvement through professional development, person centered processes and overall support necessary to strengthen skill sets.

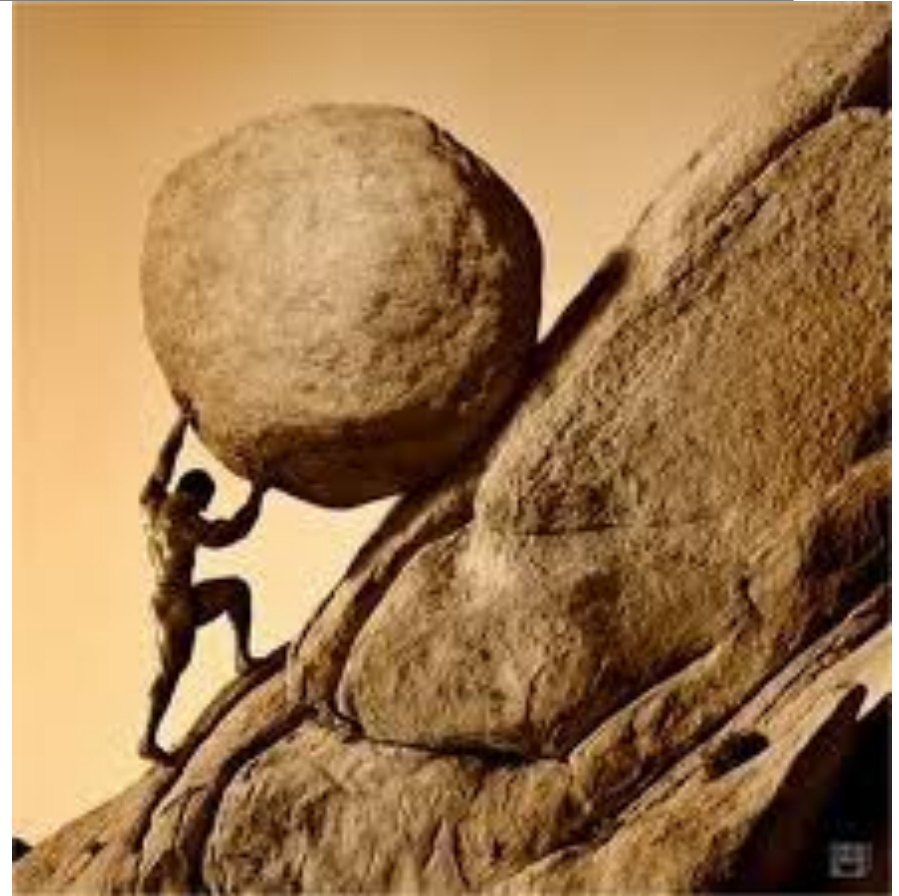
Overcoming Resistance Implementing The Plan

- ➔ Change is continuous. You have to be able to adapt.
- ➔ Empowerment leads to commitment at all levels.
- ➔ Lay a solid foundation. It's the groundwork to your success.
- ➔ Raise the bar of expectation.
- ➔ Have a backbone. Remain firm and committed.
- ➔ Remain positive. It's a marathon not a sprint.



Transformation Time Line

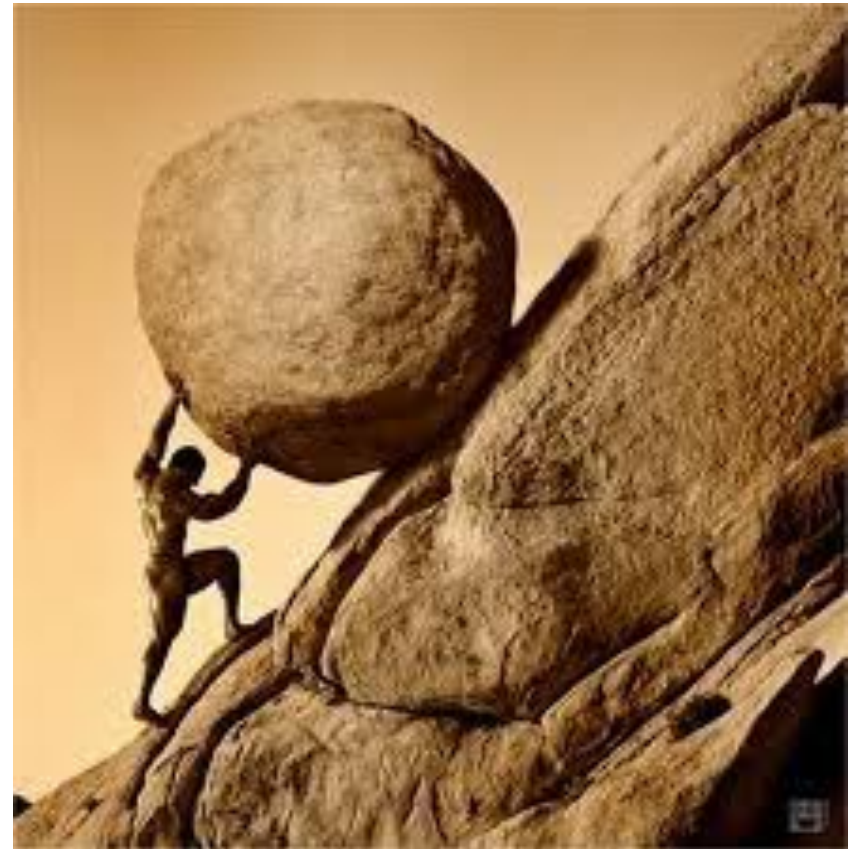
- ➔ Began the journey with 103 individuals on July 1st 2012.
- ➔ Immediately entered the budget season and began planning for the transformation of services in stages.
- ➔ Focused on training, reallocating current resources and establishing community recreation and non-profit volunteer sites.



Transformation Time Line

Phase Two

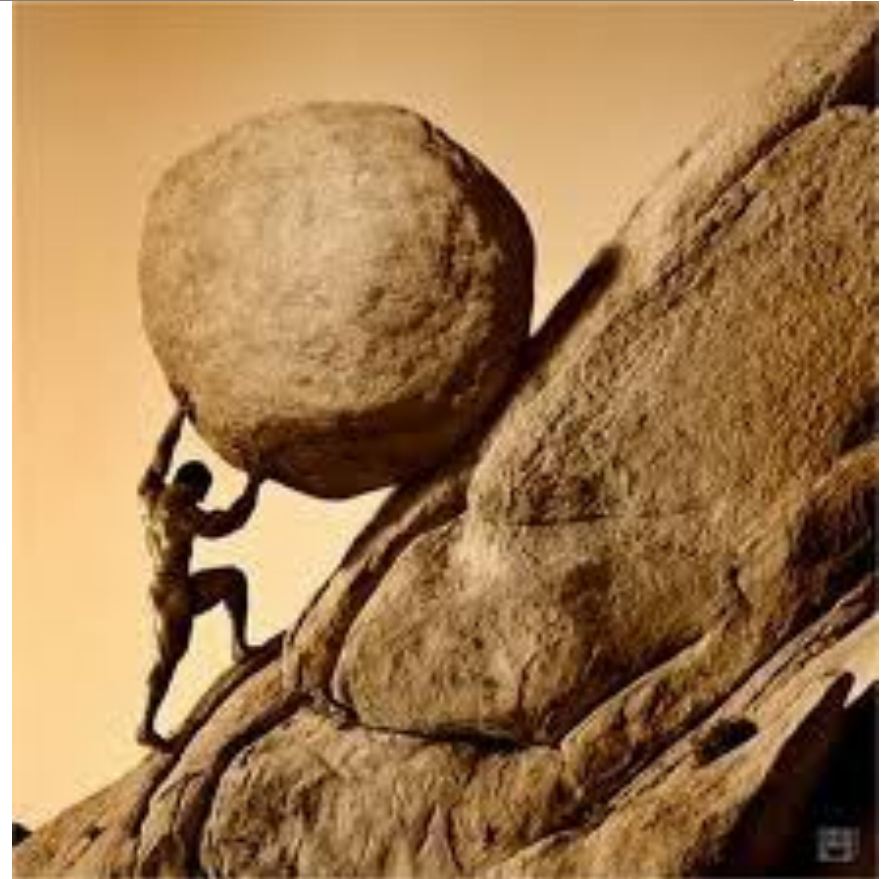
- ➔ 2014 was the first full transition of services to 100% community inclusion. Established a pilot program “without walls” in two pre-selected counties.
- ➔ August 2015 closed the day habilitation center transitioning 33 individuals to 100% community integrated services.



Transformation Time Line

Phase Three

- ➔ From 2014 to 2016 we began removing individuals from the sheltered workshop as we established new pilot programs focused on employment and wrap around services in 100% community settings.
- ➔ Set target date and provided piece work contract vendors a 60 day notice of ending contracts.



Share the Stories

- ➔ July 1st 2016 closed the sheltered workshop facility after 31 years of operation.
- ➔ Currently support 47 individuals through our Supported Employment/VR programs.



— *If a* —

PICTURE IS WORTH
a thousand words

A VIDEO
is worth

A MILLION

TN DIDD Employment First Videos

Out of the Workshop

<https://www.youtube.com/watch?v=dWeDOThK9s4>

Why Work Matters

<https://www.youtube.com/watch?v=LJrBBOr2DAU>

Charlie's story

<https://www.youtube.com/watch?v=h3sAB6kFXTM&feature=youtu.be>

More Than a Job

<https://www.youtube.com/watch?v=R1uojkVB5II&feature=youtu.be>

Additional Partnerships And Resources

2016 Expect Employment Report

http://www.tennesseeworks.org/wp-content/uploads/2016_Expect_Employment_Report.pdf

Breaking Ground Magazine

https://www.tn.gov/assets/entities/cdd/attachments/Breaking_Ground_82_-_April_2016.pdf

When the Workshop Closes

<http://www.tennesseeworks.org/when-the-sheltered-workshop-closes/>

Contact Information

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