

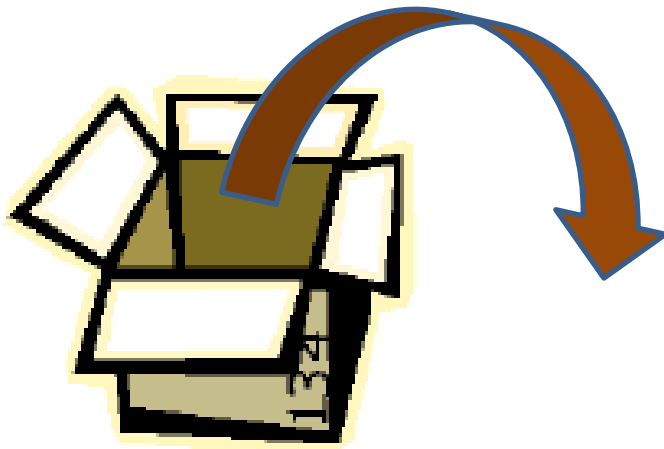


WISCONSIN EMPLOYMENT FIRST:

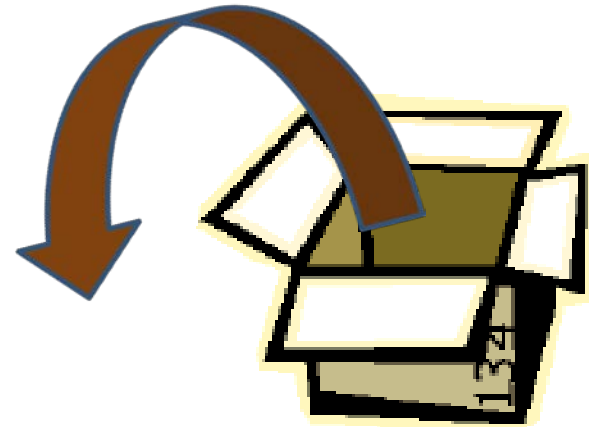
Building Full Lives in the community

Sara Murphy & Friends
April 4 , 2016

PEOPLE WITH MORE SIGNIFICANT DISABILITIES DON'T ALWAYS FIT IN A BOX.



Day Services



**Supported
Employment**

No single source of funds or resources can address all needs

- Goals are 1) integration and inclusion, 2) real jobs at minimum wage, 3) coordinated services for our common customer
- People with significant disabilities need more than one kind of support to lead meaningful lives and be employed
- Individualized, wrap around support needs to be the norm- not the exception

Barriers to Integrated Employment for People in Day Programs

- Mandatory attendance 6 hrs/day, 5 days/wk.
- High client: staff ratios
- Designated program hours (M-F, 9 to 3)
- Day Services focus on “non-work” activities
- Little training regarding job development/coaching
- Attendance-based, not outcome-based. No incentives for participants to work or gain independence- in fact it is a financial *disincentive*

Yet, Supported Employment is Not Seen as a Viable Option

- Discouraged from applying for VR services
- Complex support needs makes it hard to manage the “unpredictability” of work
- No access to customized employment services
- If work hours are limited, individual sits home the remainder of the week.
 - People need wrap around support, life is more than just work

Anna



- Graduated from Transition Program
- Placed in job at AMB, 3 hours a day
- Sat home with mom the rest of the time- no contact with friends
- Lost job because she would spend time socializing, not working

Benefits of Braiding Services

- Can tailor support for those with more significant disabilities- augment “work” and keep people connected to community and friends
- Improves person-centered planning & discovery
- Fills in gaps- makes *Employment* more manageable and viable for people with more significant support needs
- Fosters independence- services can fade as person gains skills and confidence
 - Maximizes use of limited resources (used for those who need them most).

Braiding Services Addresses Programmatic Issues with VR/SE

- Limited up front time- Can now afford to do an in-depth discovery, no more “blind” placements
- Unpredictability of work is difficult for programs to manage, budget and staff
- Can address barriers or skill deficits prior to placement
- Creates a specialty within teams
- Don't have to scramble day services to support individual job placements.

Anna's Life Today



- Employed at GAP 9 hrs a week. Earns \$12.53/hr. plus stock options
- Learning to cook at *Project Open Hand*
- Swimming & Zumba @ 24 Hour Fitness
- Volunteers for *Food Bank*
- Independently travels on bus/Metro
- Loves singing Karaoke



BUILDING MEANINGFUL LIVES

We must get rid of the boxes. Blur the lines.

Meaningful (adj.): full of meaning, significance, purpose, or value; purposeful; significant: *a meaningful wink; a meaningful choice*

- *Dictionary.com*

Individualized, Community-based Services are Different Ball Game

- A blank slate
 - “What is meaningful for me?”
 - Objectives are not determined by the program
- Real-world teaching environments
 - Must create structure
 - Must learn to teach in the moment
- Teachers, not caretakers
- Services must be goal-oriented, person-centered and valued to be meaningful

WISCONSIN'S SERVICE TRANSFORMATION EFFORTS

What we are learning...the good, the bad and the ugly

WI/BPDD

Building Full Lives Project

- 4 WI providers given support and TA to pilot braided, community-based service models:
 - *ODC, Wisconsin Rapids/ Marshfield*
 - *Bridge for Community Life, Inc., Hudson*
 - *Goodwill South East Region, Milwaukee*
 - *Headwaters, Inc., Rhinelander*

Pilot New Service Models

Program Goals

- 1) Integrated, direct hire employment
- 2) Inclusion, meaningful community participation
- 3) Maximize self-reliance and/or independence

Seeks to:

- Explore braided services/funding (Medicaid waiver services, VR/SE services, SSA/Tickets,...)
- Use waiver services to identify interests, explore employment options, build skills and address non-work needs
- Braid in VR/SE services when employment goal has been identified

PROVIDER PANEL

Headwaters, Inc.

Goodwill South East Region

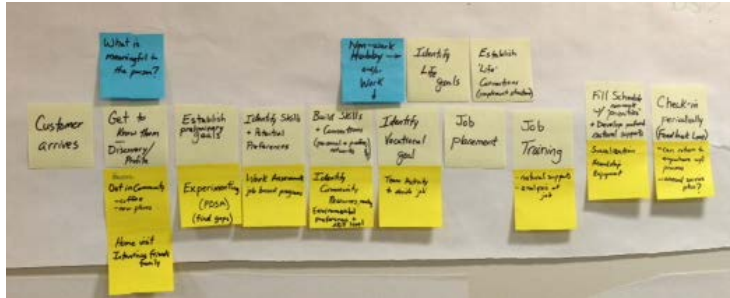
ODC, Inc.

Bridge for Community Lives, Inc.

First step:

MAPPING PROCESS

VALUE STREAM MAPPING



Using *Value Stream Mapping* for set stage for service transformation

- Shifts focus: What does our customer want?
- Focused on process (50” level, not 5,000”)
- Outlines current service processes/methods
- Analyze situation/discuss new ideas/goals
- Develop a **Future State** map to guide planning

Next Steps

ACTION PLANS & PILOT IDEAS

The Good

**LESSONS LEARNED. CHANGES
MADE. WHAT IS WORKING?**

The Bad and The Ugly

**THE CHALLENGES AND MISTAKES
WE'VE MADE**

Lessons Learned So Far

- Employment is *the anchor of a meaningful life*
- Community-based day services can be used to **encourage, support** and **augment** employment
- The question is not whether a person can work, but where.
- Services must be *significant, purposeful* and *valued*. We must focus on inclusion, employment and independence.
- Integrated, person centered services and *Customized Employment* methods are essential.

For More Information

Headwaters, Inc., Rhinelander
ODC, Marshfield & Wisconsin Rapids
Goodwill SE region, Milwaukee
Bridge for Community Life, Inc. , Hudson

For More Information:

Sara Murphy

TransCen, Inc. / WorkLink

785 Market Street, Suite 670

San Francisco, CA 94103

415.979.9520

smurphy@transcen.org