



PROVIDER EMPLOYMENT TRAINING

September 15, 2011

AGENDA

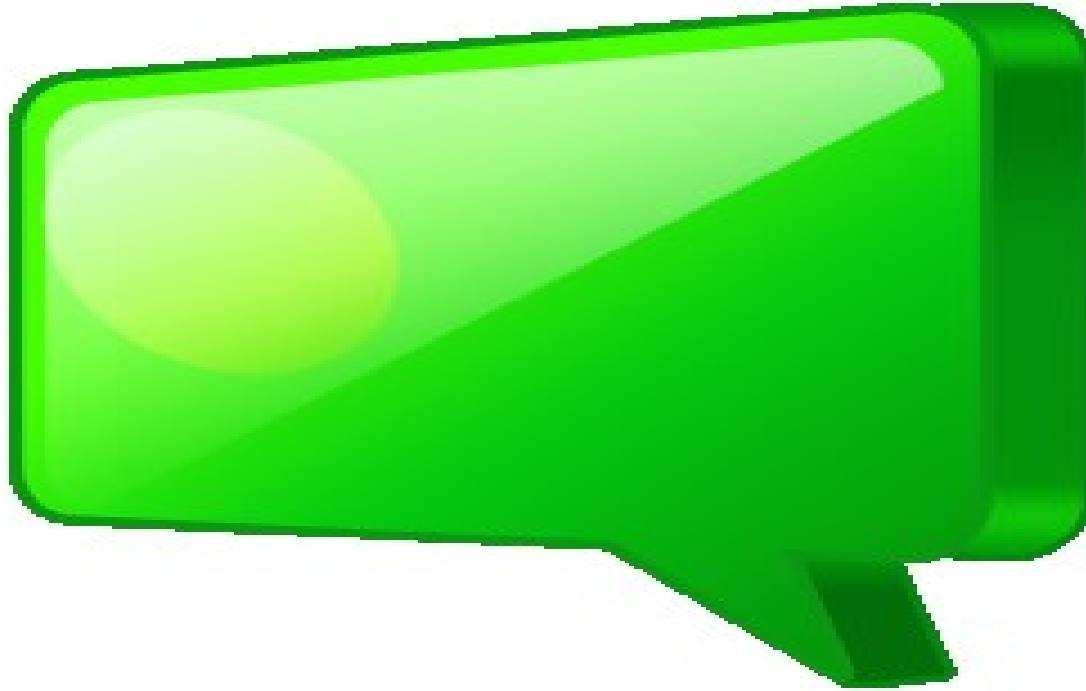
- Welcome and Opening Comments
- Self Advocates-Why is Employment Important?
- Employment-National Best Practice- John Butterworth, ICI
- CT Initiatives- Robin Wood and Pat Dillon
- CT Incentives-Pat Dillon
- Utilizing CQIP for Employment Goals-Pat Dillon
- Employment Consultants Role- Mickey Verno
- Provider Survey Results-Mickey Verno
- Questions/Wrap Up



Welcome!

Interim Deputy Commissioner's Remarks

- DDS Interim Deputy Commissioner Mary McKay



Self Advocates



WHAT'S SO IMPORTANT ABOUT HAVING A JOB?



EMPLOYMENT FIRST.....REAL WORK FOR REAL PAY

Presented by:

*The Connecticut Department of Developmental
Services Self Advocate Coordinators*

WHAT DOES REAL WORK FOR REAL PAY MEAN?

- It's a paid job - at least minimum wage.
- It's in the community in typical work places.
- The person is hired directly by the company and is part of their workforce.
- The job is matched to a person's abilities , career goals, and interests.
- Support and/or accommodations may be provided if needed.



WORK IS IMPORTANT BECAUSE:

- A good day is a pay day!
- Making money means that people can:
 - ▣ Earn a decent living.
 - ▣ Live in a nicer place and be able to buy things for their home.
 - ▣ Pay bills and buy groceries.
 - ▣ Save up for vacations.
 - ▣ Have more freedom to make choices.



A PAYCHECK ALSO MEANS THAT PEOPLE CAN:

- Help support the rest of their family especially if they have their own children.
- Save up for something big, like a car or house.
- Become more independent and not have to always rely upon others and the “system”.
- Have extra money to do fun things.
- Have money for hobbies or school.
- Work towards a dream.
- Feel empowered and part of the community.



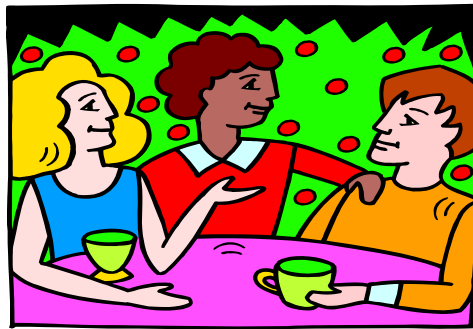
BUT WHY A REAL JOB IN THE COMMUNITY?

- ◉ Work is part of everyone's life and it's part of who we are as adults.
- ◉ A job helps to build self esteem and helps you to feel important.
- ◉ A job means you feel needed.
- ◉ You feel equal with others and you are seen as a real person.
- ◉ A job helps you to learn new skills and become more responsible.
- ◉ You learn that you are capable of doing a lot more than you thought.
- ◉ A regular paycheck is better than piece work.



WORKING IN THE COMMUNITY ALSO MEANS THAT:

- You get to meet more people and lots of different kinds of people.
- You're not always with people who have disabilities.
- You make more friends.
- You have more choices.
- You can learn from others on the job.
- You become a member of your local community and can give back to others.



WHAT ARE SOME OF THE FEARS THAT HOLD PEOPLE BACK?

- People are afraid of losing their benefits.



- *This does not have to happen and there are experts who can help! Your job coach or case manager can help you figure this out.*

WHAT ARE SOME OF THE FEARS THAT HOLD PEOPLE BACK?

- Some people are afraid that they will not get the help they need to do the job.



- *There are job coaches who can help you learn the job and get acquainted to a new place.*
- *Lots of bosses are also willing to help out and make sure people are successful on the job.*

WHAT ARE SOME OF THE FEARS THAT HOLD PEOPLE BACK?

- Some people are afraid they may get bullied by co-workers.



- *This may happen but there are ways to deal with it. Your boss will want to make sure it does not happen again.*

WHAT ARE SOME OF THE FEARS THAT HOLD PEOPLE BACK?

- Afraid of being discriminated against.



- This is illegal and there are people who can help you if you feel this is happening. You need to let somebody know.

LAST ONE.....

- Some people are afraid of failing.



- Your case manager and job coach will help you figure out what you want to do and what you are good at. Once you know that, there is less chance that you will fail.
- Most people go through quite a few jobs before they find one that is just right.

How can a Provider assist me? – Get to Know ME!

- What are my dreams?
- What do I like to do and what are the jobs/skills I have done well/have confidence in completing?
- What jobs have I held in the past?
- What jobs worked well for me and what ones didn't?



Getting Started – Get to Know ME!

- What are my job and volunteer experiences?
- What are my strengths – the tasks I like?
- What tasks are difficult for me?
- Develop a Career Plan with ME!
- Each of us will have responsibilities in my plan



Getting Started – Get to Know ME!

- Discuss with me what it means to be a good employee
- Help me develop my own resume
- Let's talk about what it means to be “professional” at my job
- Help me know what to do if I have a problem at my job – I want to learn how to be a good problem solver
- What resources do you have to support me in my job search?

Getting Started – Get to Know ME!

- I need to get to work and be on time – I need a steady form of transportation – Maybe a job on a bus route. . .
- Everyone supporting me needs to know my benefits to help me find a job to support me.
- Share with me all your knowledge about how to find, get and keep a job!



LISTENING!



- I need to know you are listening to me!
- Make eye contact with me
- Don't interrupt me when I am talking – be respectful
- Let me talk for myself – help me if I am not being clear
- Take time to talk with me
- Let's talk about what I really want in my career

LISTENING!

- Let's work together to make my dreams happen and find the right job for me!
- I need to work with someone who understands my form of communication
- Assist me in expressing myself – I want to be able to share my own thoughts and ideas at my job!
- Work with me to be heard!



Job Exploration – Learning about Work

- Volunteer – Help me find a volunteer job that matches my interests
- Set up a working interview in a company that I might be interested in working in – I need experience interviewing
- Work with me to find a job that might not be perfect but it could be the first step on a career path to something better!



Networking

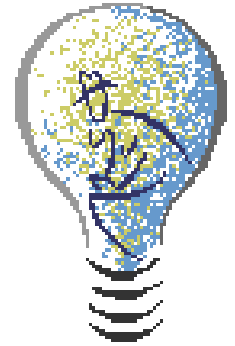


- Help me make a list - friends, family, and other people who might be able to help me find a job and be my network
- The more people I know the more contacts I will have to help me find a job I want - networking
- Help me set up new contacts that might make my network larger
- Work with me on how to ask others for help with a job search
- Help me get connected and comfortable in asking for support

Creativity – Thinking Outside the Box



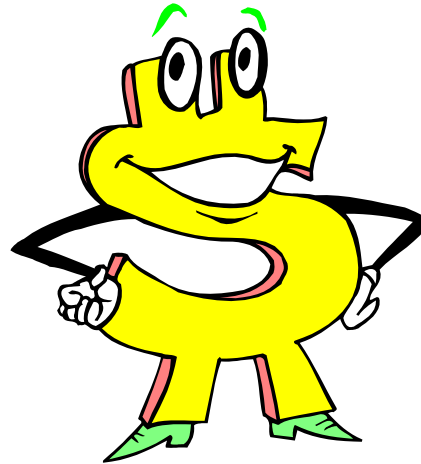
- Think about education/training that might help prepare me for a new job.
- Explore local community college programs- Gateway, Manchester Community College.
- Set up mentoring opportunities for me.
- Get involved in the National Mentoring Day in October.
- Help me explore a small business start up – my own business.
- Look for jobs in unusual places – I can try anything!



IN CONCLUSION

AS YOU CAN SEE:

- People's fears about working are real but there are ways and people who can help
- There are a lot of really important reasons to work
- Everyone has something to contribute
- We believe that everyone can work and there is a job for everyone



National Employment Picture

Examples of Best Practice

- **John Butterworth , Institute for Community Inclusion**



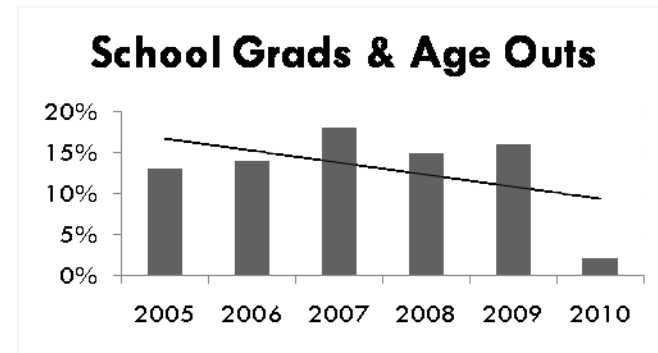
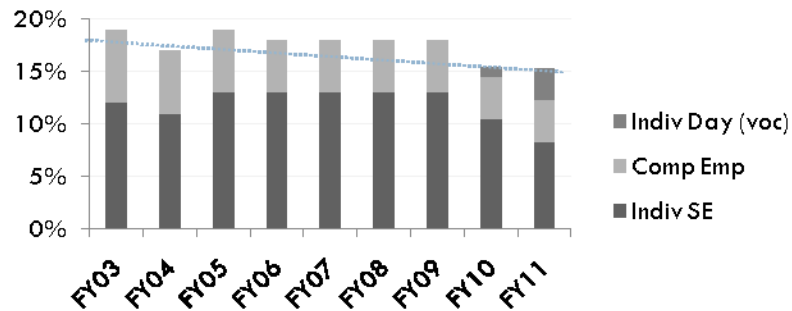
Connecticut Initiatives

- Robin Wood and Pat Dillon



Employment in Connecticut

- Employment numbers in CT were decreasing



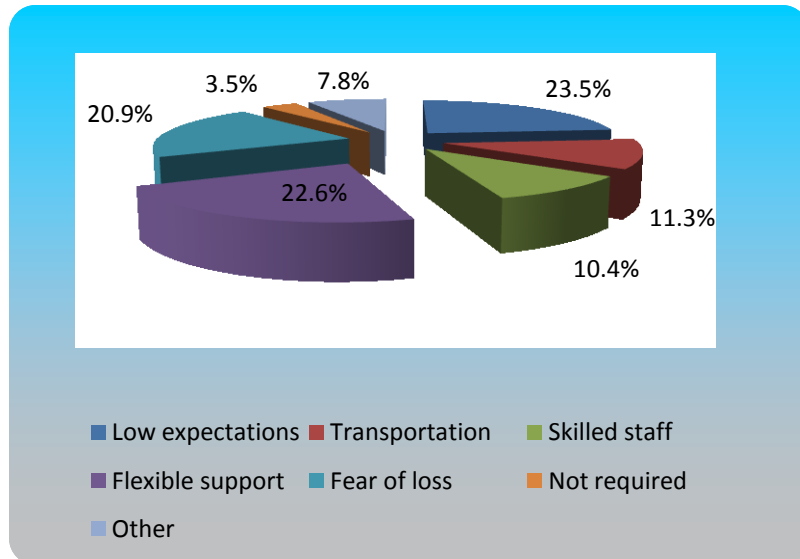
- Re-focusing our efforts
- Employment Initiative Committee formed to guide these efforts.

We Listened!

1.) Biggest barrier preventing people getting a paid job?		Responses	
Low expectations	27	23.48%	
Transportation	13	11.30%	
Skilled staff	12	10.43%	
Flexible support	26	22.61%	
Fear of loss	24	20.87%	
Not required	4	3.48%	
Other	9	7.83%	
Totals	115	100%	

What we did...

- Employment Idol 3
- Lisa Ellis Poster/Ads
- ICI Group to Individual Employment
- Benefits Project
- DDS Marketing Committee
- Walgreen's Project



Coming Soon!

- Employment Idol 4
- ICI Success Story Booklet
- Group to Individual Employment Report
- Benefits Manual

We Listened!

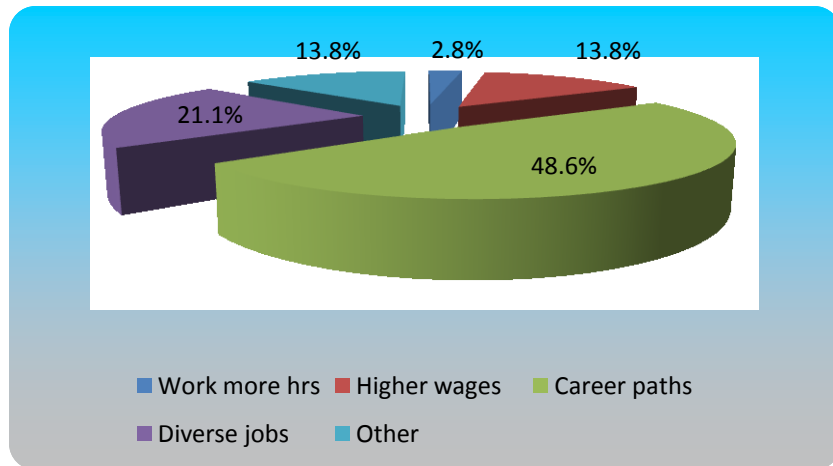
2.) Most important goal DDS could set to improve quality?					Responses	
Work more hrs					3	2.75%
Higher wages					15	13.76%
Career paths					53	48.62%
Diverse jobs					23	21.10%
Other					15	13.76%
Totals					109	100%

What we did...

- Waiver Service Re-Writes
- DDS Marketing Committee

Coming Soon!

- Career Plan Document & New Rate Structure



We Listened!

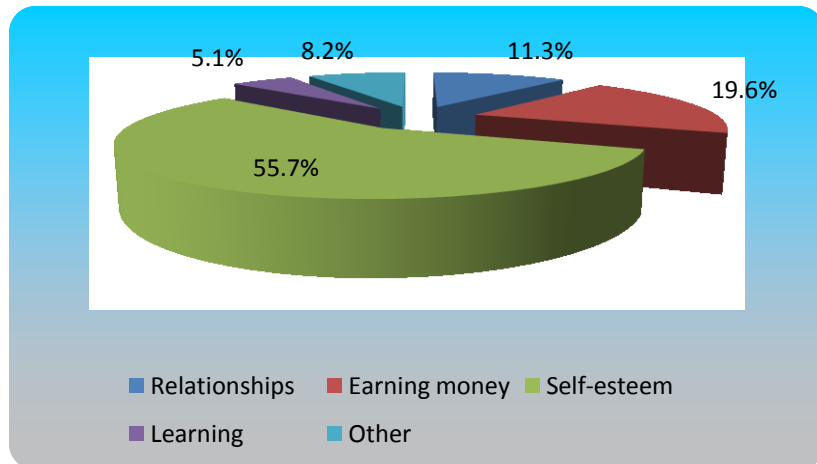
3.) The most important outcome of working is?					Responses	
Relationships					11	11.34%
Earning money					19	19.59%
Self-esteem					54	55.67%
Learning					5	5.15%
Other					8	8.25%
Totals					97	100%

What we did...

- Self Advocate Coordinator
- Employment First! Advocacy

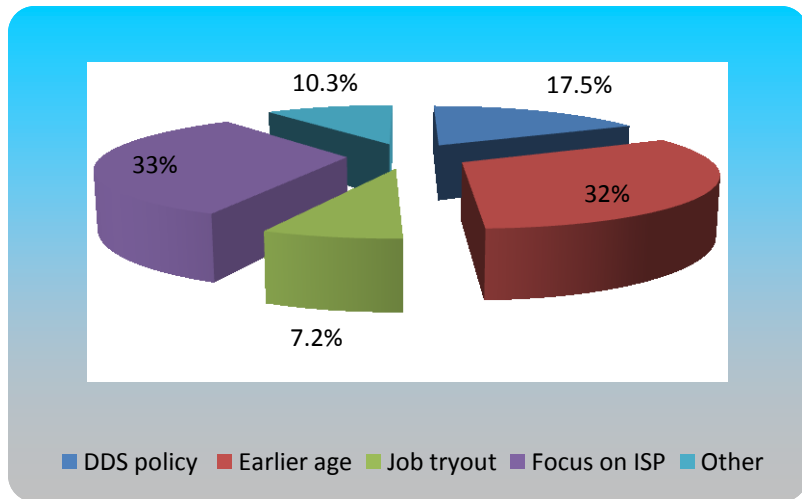
Coming Soon!

- Self Advocate Presentations



We Listened!

4.) Stronger expectation for work in integrated employment?					Responses	
DDS policy					17	17.53%
Earlier age					31	31.96%
Job tryout					7	7.22%
Focus on IP					32	32.99%
Other					10	10.31%
Totals					97	100%



What we did...

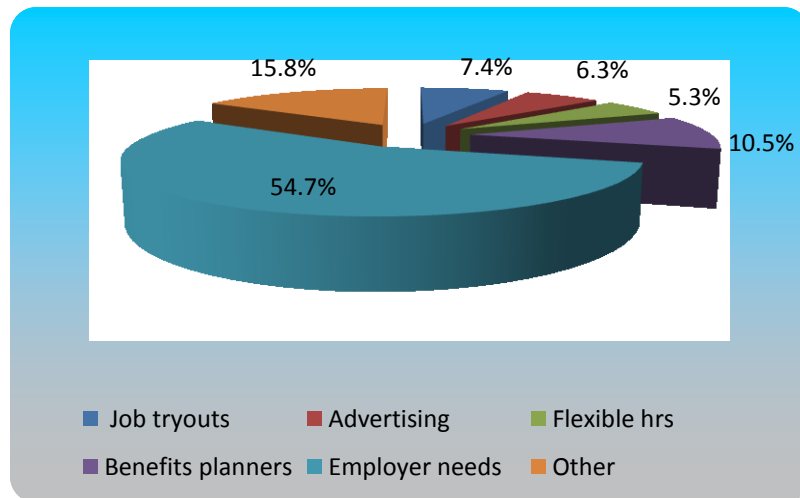
- New Employment Policy
- School Days to Pay Days Conference
- Virginia DOE Transition Conference

Coming Soon!

- December School Conference
- September Transition Panel
- Transition Conference Follow-Up
- BRS/ School/DDS Pilot
- Great Expectations Guide
- New Fact Sheets

We Listened!

5.) Most important thing to improve job development is?					Responses	
Job tryouts					7	7.37%
Advertising					6	6.32%
Flexible hrs					5	5.26%
Benefits planners					10	10.53%
Employer needs					52	54.74%
Other					15	15.79%
Totals					95	100%



What we did...

- **Connect-Ability Committee**

Coming Soon!

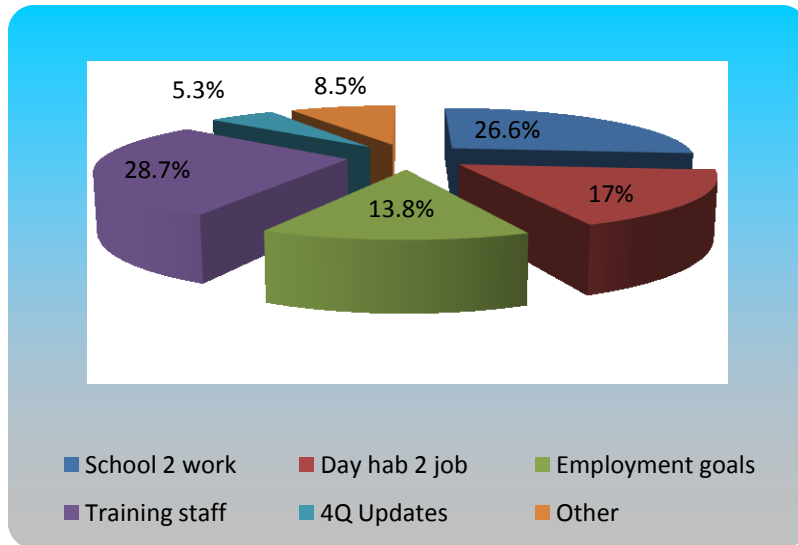
- **Industry Specific Projects**

We Listened!

6.) Where should DDS place its resources and focus?					Responses	
School 2 work					25	26.60%
Day hab 2 job					16	17.02%
Employment goals					13	13.83%
Training staff					27	28.72%
4Q Updates					5	5.32%
Other					8	8.51%
Totals					94	100%

What we did...

- ICI Job Develop Training & Network
- APSE Board & Trainings
- SELN Webinars

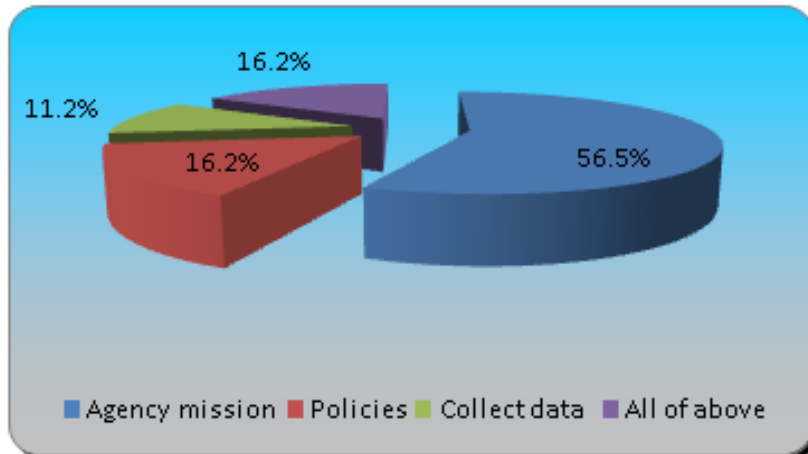


Coming Soon!

- Job Develop Network

We Listened!

7.) Most effective strategy agencies can use to help consumers find, get and keep a job?					Responses	
Agency Policy					91	56.52%
Agency Procedures					26	16.15%
Collect data					18	11.18%
All of the Above					26	16.15%
Totals					161	100%



What we did...

- Policy Research

Coming Soon!

- ICI Report & Recommendations

We Listened!

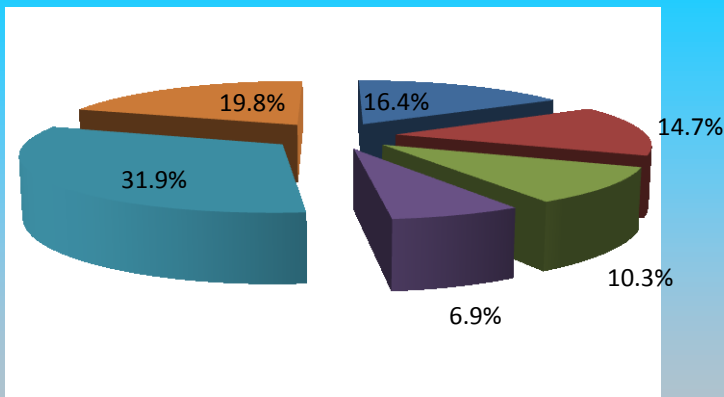
8.) What will you do in the next 2 weeks?					Responses	
Career plan					19	16.38%
Increase time					17	14.66%
Training					12	10.34%
Talk with 5					8	6.90%
Brainstorm					37	31.90%
Other					23	19.83%
Totals					116	100%

What we did...

- New Funding Incentives

Coming Soon!

- Your Ideas????



- Career plan
- Increase time
- Training
- Talk with 5
- Brainstorm
- Other

DDS Employment Initiative

- Committee Formed January 2011
- Representatives from Public, Private, IFS, Case Management, Operations Center, SD Directors and PRAT Managers.
- Coordinate marketing and education strategies to promote and support Real Work for Real Pay.
- First meeting held February 14 to develop action plan.

GOAL

- To refocus and re-energize our Departmental efforts around employment for individuals with intellectual disabilities.



Action Plan

- Develop Policy Statement on Employment
- Design Website for Consumers with Resources around employment.
- Survey Stakeholders to determine what resources would be helpful for them to support employment.
- Develop a guidebook for families based on NJ Great Expectations model.
- Provide trainings for Providers and Resource Management around Employment.

Policy Statement

- In order for individuals with an intellectual disability to achieve full citizenship, employment opportunities in fully integrated work settings **are the first priority.**
- This shall be the **first option explored** in the service planning for working age adults. This process will begin during the child's school aged years and may even begin prior to school.

Policy Statement (cont)

- While all options are important and valued, integrated employment is more valued than non-employment, segregated employment, facility-based employment, or day habilitation in terms of outcomes for individuals.

Policy Statement (cont)

- For those individuals who successfully achieve the goal of employment in an integrated setting, future service planning will focus on maintaining employment as well as the consideration of additional career or advancement opportunities.
- For those individuals not yet achieving employment, annual service planning will include and reflect employment opportunities.

CONSUMER CORNER



- Launched July 13, 2011

**[http://www.dds.ct.gov/consumercorner/
site/default.asp](http://www.dds.ct.gov/consumercorner/site/default.asp)**

EMPLOYMENT



- Benefits Planning
- Calendar
- DOL Job Search
- Employment Videos
- Job Education
- Job Leads
- Links
- Publications

Highlight of Tasks

- Surveys to establish what tools and information would be helpful.
 - Case Managers
 - Consumers and Families
 - Providers
 - Resource Managers

Tasks (cont)

- Develop a Fact Sheet and Flow Chart around fiscal incentives to promote employment.
- Provide Training to Resource Managers and Providers around employment.
- Employment consultants in each region to develop curriculum and train employment specialists.
- Began sending Training announcements and resources guide to Providers via email.

Employment Trainings

- Employment Refresher –Phase 1
 - ▣ DOL Regulations
 - ▣ Ticket to Work
 - ▣ DDS InitiativesCompleted March 4, 2011
- More In depth Employment Training for Resource Managers – Phase 2
Completed June 2, 2011
- More In depth Employment Training for Providers – Phase 2.1
Completed September 15, 2011

Connecticut Incentives

□ Pat Dillon



Employment Incentives

- Training Funds
- SEI Funds
- Working Interview Funding
- Enhanced Funds for GSE and DSO

Training Funds

- Agencies can contact their Resource Manager to request funds for registration to employment training sessions and payment of substitute staff so that employees can participate in these trainings.
- One-Time form should be electronically submitted to Resource Manager prior to date of training. If approved, Resource Manager would develop a One-Time contract service authorization and send to provider.
- These **do not need** PRAT review but would need Resource Administrator approval.

SEI Funds

- SEI One-Time funds are available to assist individuals who want to work in competitive jobs.
- One-Time form should be electronically submitted to Resource Manager prior to date of training. PRAT would review request. If approved by PRAT, Resource Manager would develop a One-Time contract service authorization and send to provider.
- For IP6 budgets, if One-Time is approved, amendment would be completed to add as SEI One Time.

Working Interview Funds

- The regions may fund up to 40 hours of wages for a person in a group setting if part of a “working Interview”. A “working interview” is defined when a person works with an employer to demonstrate his/her skills and competencies and there is potential to obtain a competitive job. The provider will be paid \$9.00 for each hour of the working interview to cover the costs of paying individual his/her wages for the working interview.

Working Interview (cont)

- One-Time form should be electronically submitted to Resource Manager prior to date of training. PRAT would review request. If approved by PRAT, Resource Manager would develop a One-Time contract service authorization and send to provider.
- For IP6 budgets if One-Time is approved, amendment would be completed to add as Other State Funded line.

Enhanced Funds for DSO or GSE

- **One-Time funds are available to assist providers to help individuals move from GSE or DSO to individual competitive jobs.** The time spent away from the regular group activities on career development, job search, interviews, etc. will be funded as enhanced staffing beyond the normal group funding. The enhanced funding will be paid at a rate of **\$42.00** an hour for the **face to face time spent on activities related to obtaining competitive employment**, in addition to the normal per diem. However, **the provider must make available to the participant a full 5 and a half hour day of service**, including lunch in order to bill the per diem rate. The day of service can include the group activities of the respective service and /or activities relating to the attainment of a competitive job. **The number of enhanced staffing hours should be authorized through the One-Time process, and the period of this activity should be typically three months and may not exceed 6 months. Activities should not begin before PRAT authorizes the funding.**

Enhanced Funds for DSO or GSE(cont)

- One-Time form should be electronically submitted to Resource Manager prior to date of training. PRAT would review request. If approved by PRAT, Resource Manager would develop a One-Time contract service authorization and send to provider.
- For IP6 budgets if One-Time is approved, amendment would be completed to add as SEI One-Time. Providers can only bill the GSE or DSO for the time they are providing that service. All job development activities should be billed through the one time line separately. **Providers can't bill both services at the same time through a budget.**

Role of Provider

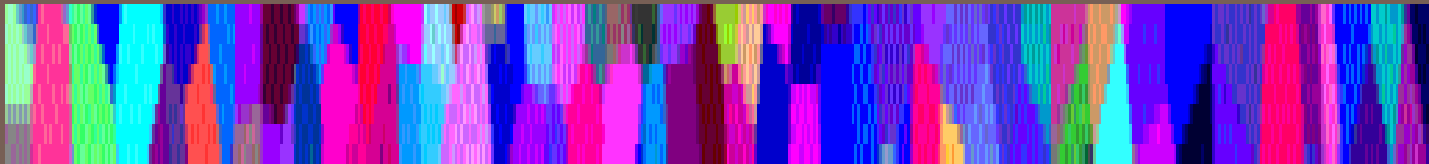
- Promote, educate and support employment for individuals they provide support to.
- Raise the Bar. Increase Expectations around Employment.
- Utilize Continuous Quality Improvement Plan to develop specific agency goals to increase employment options and move toward more individual employment opportunities.
- Communicate Successes.

Employment Consultants Role

- Michael Verno



DDS EMPLOYMENT INITIATIVE



Provider Employment Survey



Topics

- ❑ **Role of ICI Consultants**
- ❑ **Provider Survey -
Summary of Results**
- ❑ **Themes from All
Surveys**
- ❑ **Consultant Follow Up**

Role of ICI Consultants

- DDS Contracted with ICI for four part time consultants through Connect –Ability a Medicaid Infrastructure Grant
- Consultants are supporting the following DDS' stakeholders:
 - Consumers
 - DDS Staff (CM, RM, Transition Coordinators, Educational Liaisons, and Self Advocate Coordinators)
 - Local Education Agencies
 - Families
 - Private and Public Providers
 - A Resource Manual for the employment first initiative
- All work will be completed by end of December 2011.

Surveys

- Surveys on employment were completed.
 - DDS CM
 - DDS Resource Managers
 - Families - Focus on Graduates 18-21 years of age
 - Adult Consumers
 - Private and Public Providers
 - Self Advocate Coordinators - Guided Group Discussion
 - Direct Interview
 - Transition Coordinators (participants)
 - Educational Liaisons

Provider Survey

Section One – RES and Day Providers

- **What statement is most representative of your agencies philosophy on employment for people with disabilities:**
 - ▣ 44% We support integrated employment for all people we support and have built this approach into our staff training and practices.
 - ▣ 34% We support integrated employment for all people we support but also recognize that a persons' disability can limit their opportunities for employment.
 - ▣ 22% We support the desires and visions of the people we work with and do not encourage employment if it is not what they want.

Provider Survey

Section One—RES and Day Providers

- **What statement best describes your agencies training for your employees on employment for people with disabilities:**
 - ▣ 44% We include employment for people with disabilities as a topic in other trainings such as human rights and self-advocacy.
 - ▣ 36% We provide specific training on employment for people with disabilities which include a variety of written and electronic resources.
 - ▣ 20% We do not include any training on employment for people with disabilities at this time.

Provider Survey

Section One—RES and Day Providers

- **Which statement best describes your agencies approach when participating in the Individual Planning Process?**
 - ▣ 58% We look at the person's interest, desires and needs and work with the family and other support providers to develop the best possible match for day or employment supports for the person.
 - ▣ 31% We look at the person's interest and skills, the family's desires, the needs of the family or residential provider and the funding levels to make the best available match for a service.
 - ▣ 10% We look at employment as a first option for all people we support and work with the person, family and support providers to pursue employment as a first option.

Provider Survey

Section One – RES and Day Providers

The respondents rated the following training topics high priority

- Presentations on the role of DDS, BRS, LEA's and Qualified Providers in employment for people with disabilities
- Presentations on strategies for incorporating employment goals in the Individual Plan
- Working within the DDS waiver to promote employment options
- Presentations on best practices with examples on employment

Provider Survey

Section Two – Day Providers

Staff training methods most frequently used by providers

- Mentoring and on the job training
- Agency history on Supported Employment and success stories
- Presentations from others outside of agency personnel such as Self- Advocates, Business Representatives, DDS, BRS, DOL, Supported Employment
- Supported Employment written materials and subscriptions

Provider Survey

Section Two – Day Providers

Most Requested Training Topics (Top 5)

- ❑ Customized employment: How to negotiate or create positions that meet the needs of both the individual and the employer
- ❑ Assessment tools and strategies to determine the skills and interests of the person
- ❑ Newest strategies in marketing and job development
- ❑ Job matching: How to work with employers on job modifications to make the best match for the employer and the person
- ❑ Job training skills and fading supports for employment support staff

Provider Survey

Section 2 Day Providers

Most Effective for long term employment (Top 3)

- Making the right match with the skills and personality of the person to the job and the employer
- Supportive team of people (family, providers, BRS, DDS) committed to employment for the person
- Employer commitment
- Well-trained staff in job development, placement, and on the job support

Provider Survey

Section 2 Day Providers

Most Successful Strategies for finding jobs (Top 3)

- ❑ Informal networking within the agency and the community
- ❑ Formal networking with community organizations, business entities in the community, the Chamber of Commerce, and corporations
- ❑ Networking within families and friends of people looking for work

Provider Survey

Section Two – Day Providers

- **The most effective strategy to support the DDS Employment Initiative**
 - Change in DDS funding structure: example - greater flexibility in funding for group and individual
 - Job bank of available area jobs and qualifications and contacts
 - Start employment experiences earlier in the school to work transition process

- **The primary reason for lost jobs**
 - Economy
 - Insufficient training for the person in required “soft” skills such as interpersonal interactions, communication, etc..
 - Poor job performance (i.e.: actual work skills)

Provider Survey

Section Two – Day Providers

❑ **How does your agency job develop?**

- ❑ Responsibility is with Job Coach and Employment Specialist

❑ **How is career planning done?**

- ❑ Part of the individual planning process **65%**
- ❑ Formal Process separate from the Individual Plan **21%**
- ❑ Informal process separate from the Individual Plan **14%**

Full Survey Results

- For the full survey results including all the comments and suggestions go to:
 - **DDS.ct.gov**
 - **Select Providers in the top left corner of the web page**
 - **Scroll down to Provider Survey Results 8.1.2011**

Common Survey Themes from All Surveys

Training

- **Transition Planning**
- **Career Planning and Assessment**
- **Employment Goals**
- **Marketing, Job Development, Job Customization**
- **Impact of wages on benefits**
- **Interagency Collaboration DDS and BRS**
- **Creative uses of DDS funding to support employment**
- **Transportation Options and resources**
- **Soft Skill for Consumers**

Common Survey Themes from All Surveys

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- **Transition Planning**
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- **Impact of wages on benefits**
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- **Transportation Options and resources**
- **Soft Skill for Consumers**

Common Survey Themes from All Surveys

- **Communication**
- **Marketing, Job Development, Job Customization**
- **Career Planning**
- **Funding and rates to support employment**
- **Transition Planning – Start earlier and include real work experiences**
- **A persons' disability is too severe for work.**
- **Transportation**

NEXT STEPS



ICI Consultant Follow Up

➤ **Resource Manual**

- **Importance of Work**
- **Transition Planning, Summer Employment and Post Secondary Options**
- **DDS Funding**
- **Career Planning, Job Matching, Employment Goals, and Wages and Benefits**
- **Information for Self Advocates**
- **Customized Employment and Job Development**
- **Wages and Benefits**
- **Community Resources**

ICI Consultant Follow Up

- **Epic – Soft Skills Training**
- **Great Expectations**
- **Training**
 - **Families Support Networks**
 - **DDS Staff and Providers**
 - **Transition for Families**
- **Follow up Training on Job Development, Job Matching and Customization**

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THANK YOU