



TRANSFORMATIVE CHANGE 2.0


competitive integrated employment, community-based pre-employment preparation and employment wrap-around supports, staff recruitment/retention, decentralization of services, teamwork & resource reallocation

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Genni Sasnett, SME



Introduction – Your Presenter

Genni Sasnett

Former COO of St. John's Community Services

Subject Matter Expert for the Office of Disability Employment Policy (ODEP), the Institute for Community Inclusion, U Mass Boston (ICI) and other Public and Private Agencies



Transformation

A thorough or dramatic change in form or appearance.



to an Employment First Agency



A framework for systems change that is centered on the premise that ALL citizens, including individuals with significant disabilities, are capable of full participation in competitive integrated employment and community life.

Employment 1st Agencies operate under this principal.

and a Full Community Inclusion Agency

Full participation in all aspects of community life.

Employment 1st Agencies operate under this principal.



How Is Your Transformation Going?

Employment Services Provision

- What services can you provide?
- Do you have staff to provide quality CIE?

Community-Based Pre-Employment Preparation/Wrap-Around Supports

- Are you providing effective CB learning experiences that prepare people for CIE and are they moving into work?
- Do you support others who work but benefit from additional community experience and inclusion support when not at work?

Decentralization of Services

- Are you decentralizing or considering it?
- Are you using teamwork to support decentralized service delivery?

Resource Reallocation

- Have we assessed our resources and projected our future needs?
- Are we using resources effectively?
- Are we identifying and pursuing other funds?

Employment

What services can you provide?

Is your agency able to provide these employment services?

- **Competitive employment w/ no follow along required**
- **Supported Employment (Place and Train)**
- **Customized Employment (Discovery and Niche Job Placement)**
- **Pre-employment Training for Transitioning Youth**

Employment

Do you have staff to provide quality CIE?

Activity 1

Answer the questions on the next two slides and prepare to discuss.

Staff and Staff Training

Have you:

- **IDed competencies needed for success?**
- **IDed desired qualities/characteristics?**
- **Developed job descriptions w/ both?**
- **Developed effective recruitment strategies?**
- **Developed effective orientation/training for new staff ?**



Staff and Staff Training continued

- **Retrained and provided new job descriptions to existing staff?**
- **Developed mentor/mentee relationships between staff?**
- **Ensured managers are trained in employment & management?**
- **Instituted strategies for field-based management support to staff?**

Community-Based Pre-Employment Preparation/Wrap-Around Supports

Are you providing effective community-based learning experiences that prepare people for CIE and are they moving into work?



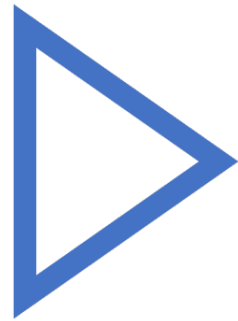
Reframing Community-Based Day Services

- **Begin to think differently about this service**
- **Great preparation for future employment**
- **Good companion to employment (part-time workers)**
- **Retirement Support**

A Quick Overview of What's Important to Know for Job Development

- What kind of work the person would prefer? (informed choice)
- What skills does the person has or could acquire?
- What marketable attributes does the person have?
- What environments best suit the person?
- What support does the person require?
- What are the conditions the person must have to be successful?

Activity Schedule Development for CBDS as a Pathway to Employment



- Learning about travel options and travel training
- Observing people doing various jobs and tasks
- Trying job tasks out through volunteerism or work trial
- Learning new skills through classes/exposure
- Doing things routinely, to learn commitment and to gain “a feel” for a task or job
- Learning new workplace expectations and behaviors
- Seeing positive role models
- Developing relationships
- Training on soft skills
- Pursuing specific interests

Activity 2

How does your agency create community schedules? Who is responsible? Is your system working or does it need improvement?

Schedule – Pathway to Employment

WEEKLY ACTIVITY SCHEDULE

Instructions: This form will be completed by designated staff and the person receiving support. One form should be completed for each person receiving support. Information should be included regarding site, training activities at those sites and alternative activities if a site or activity is not available.

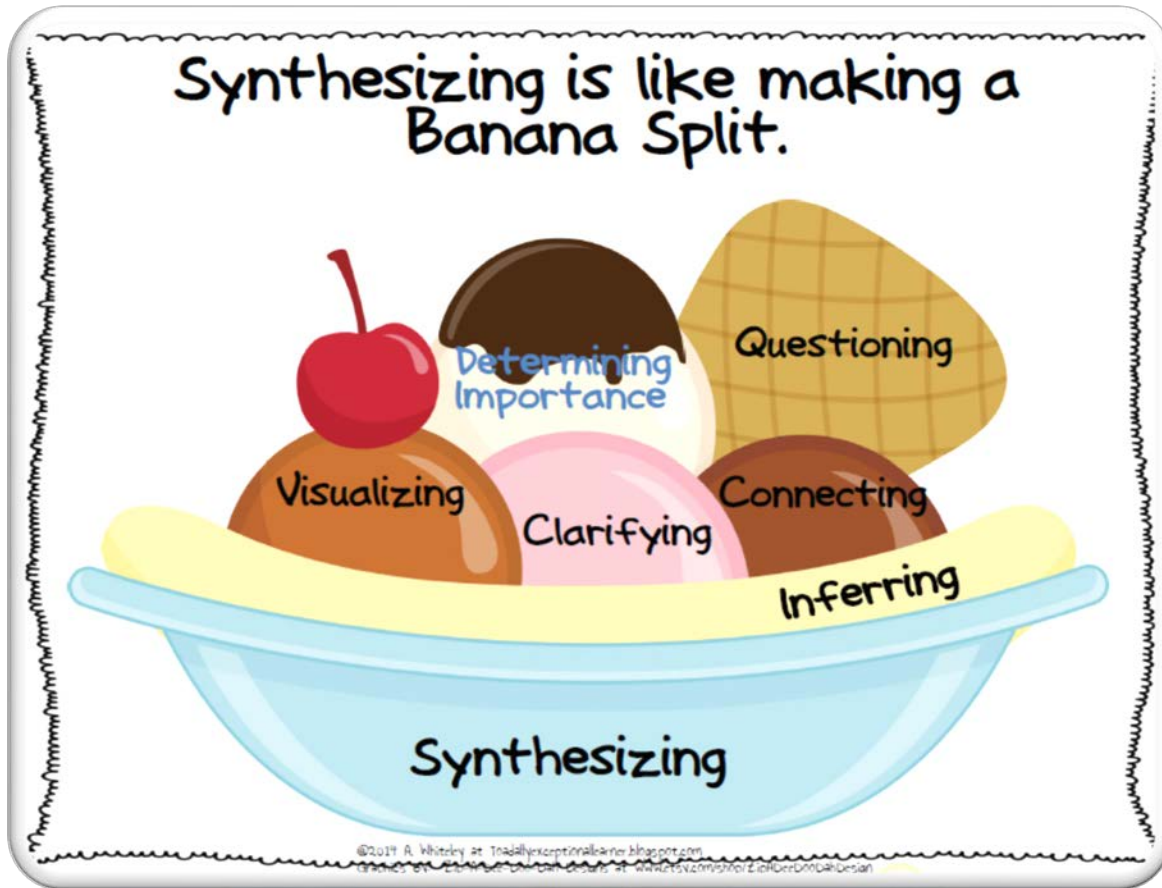
INDIVIDUALS NAME: John Doe

DAY	Monday	Tuesday	Wednesday	Thursday	Friday
DATE ⇒⇒					
TIME ⇓⇓					
9:00-9:15am Arrive @ meet-up	Arrive @ meet-up (discuss plans for the day &/or soft skills tips)	Arrive @ meet-up (discuss plans for the day &/or soft skills tips)	Arrive @ meet-up (discuss plans for the day &/or soft skills tips)	Arrive @ meet-up (discuss plans for the day &/or soft skills tips)	Arrive @ meet-up (discuss plans for the day &/or soft skills tips)
9:15-9:45 Travel to first activity	Take bus M-5 to Logan Circle, walk to Red Cross (focus on travel skills, safety in the community, point out jobs and positive role models)	Use van to drive to Thomas Circle. Take blue line to McPherson Square. Walk to animal shelter.(focus on travel skills, safety in the community, point out jobs and positive role models)	Use van to drive to Thomas Circle. Take blue line to McPherson Square. Walk to animal shelter. (focus on travel skills, safety in the community, point out jobs and positive role models)	Take bus M-5 to Logan Circle, walk to Red Cross (focus on travel skills, safety in the community, point out jobs and positive role models. (focus on travel skills, safety in the community, point out jobs and positive role models)	Take bus M12 to Foggy Bottom. Take subway red line to the Observatory. Walk to Literacy Council (focus on travel skills, safety in the community, point out jobs and positive role models)
9:45–12noon	Red Cross (focus on skills to complete tasks, soft skills, positive role models, social interactions and relationships)	Animal Shelter(focus on skills to complete tasks, soft skills, positive role models, social interactions and relationships)	Animal Shelter(focus on skills to complete tasks, soft skills, positive role models, social interactions and relationships)	Red Cross (focus on skills to complete tasks, soft skills, positive role models, social interactions and relationships)	Literacy Council – participate in self-directed computer-based training. Staff to provide support to all participants as needed.
12:00-12:30pm	Lunch in Red Cross staff break room	Lunch in volunteer break room	Lunch in volunteer break room	Lunch in Red Cross staff break room	Travel to Monroe park – lunch before free concert

Data Collection Process & Form

Name	Date	Activity	Staff	Staff to individual ratio
Genni Sasnett	5/30/18	Volunteering – Red Cross	Cindy Thomas	1:3
Environmental Reaction – briefly describe environment (noisy, quiet, few people, many people, bright lights, dim lights, high traffic, low traffic, etc.)				
Activity Volunteering Red Cross Preferred overall? Yes <input type="checkbox"/> No <input type="checkbox"/>		Comment:		
Task 1 – Assembling informational packets				
Skill successfully demonstrated (list)		Preferred task? Enter below: Yes/ No/unsure	Comment:	
a. Gathered materials independently		yes		
b. Laid materials out correctly for assembling		yes		
c. Selected items in correct order for packet		yes		
Skill emerging (list)				
a. loading information packet stand		Unsure	Difficulty placing packets in correct slots. Trying to learn, training targeted to these skills. Could be distracted by increased traffic in lobby.	
b. remembering how often to check stand				
Support Required (list)		Training provided	Comment	
a. Properly interacting w/ co-workers		Reminded Genni to stay on task and to refrain from talking too much w/ others except for break times	Co-workers buy-in to chatting when she wants to. Will discuss privately with co-workers to enlist their help.	
b. Returning promptly from break		Reminded her it was time to get back to work – pointed out all other workers were	An accommodation like a simple watch with alarms may be most effective in helping Genni with this issue.	

Synthesizing data/Updating PPP



- Develop standard data collection schedules
- Ensure routine collection of data
- Determine how data will be transmitted and stored
- Identify who will update PPP, the procedures to be used and schedule for updates

Internal Mechanism for Prioritization for Employment



- Determine how people will move smoothly to referral for employment
- Departments can become siloed with little communication between
- Must have a body (reps from CBDS, employment services, case management, residential services) that considers prioritization
- Must have a process for prioritization

Community-Based Pre-Employment Preparation/Wrap-Around Supports

Do you support others who work but also benefit from additional community experience and inclusion support?

Schedule with Wrap Around Supports for PT Workers

INDIVIDUALS NAME: Group 4 GS (pt), CT (pt), MVG, DH, TW

DAY	Monday	Tuesday	Wednesday	Thursday	Friday
DATE ⇒⇒					
TIME ⇓⇓					
9:00-9:15:am	Meet at meet-up location	Meet at meet-up location	Meet at meet-up location	Meet at meet-up location	Meet at meet-up location
9:15-10:30	Visit the art museum to see special exhibit	Tour botanical gardens	Volunteer at the nursing home	Attend art class	Attend health fair
10:30	GS leaves with coach for work (11-3)		GS leaves with coach for work (11-3)		GS leaves with coach for work (11-3)
10:30-12noon	Visit G. St galleries to study paintings	Learn to use camera to take photos of the plants	Go to library to review art books and discuss museum visit	Volunteer at food bank	Go to \$1 movie at the Bijoux
12:00-1:00pm	Lunch	Lunch	Lunch	Lunch	Lunch
1:00p	CT joins for the afternoon		CT joins for the afternoon		CT joins for the afternoon
1:00-3:00pm	Volunteer @ Food Bank	Meet with volunteer photographer/learn about photography	Visit Gallery with photo exhibit – talk with director about photography	Attend free concert on the Mall	Join walking club for walk around Rock Creek Park Close out the week with discussion of activities and plans for next week

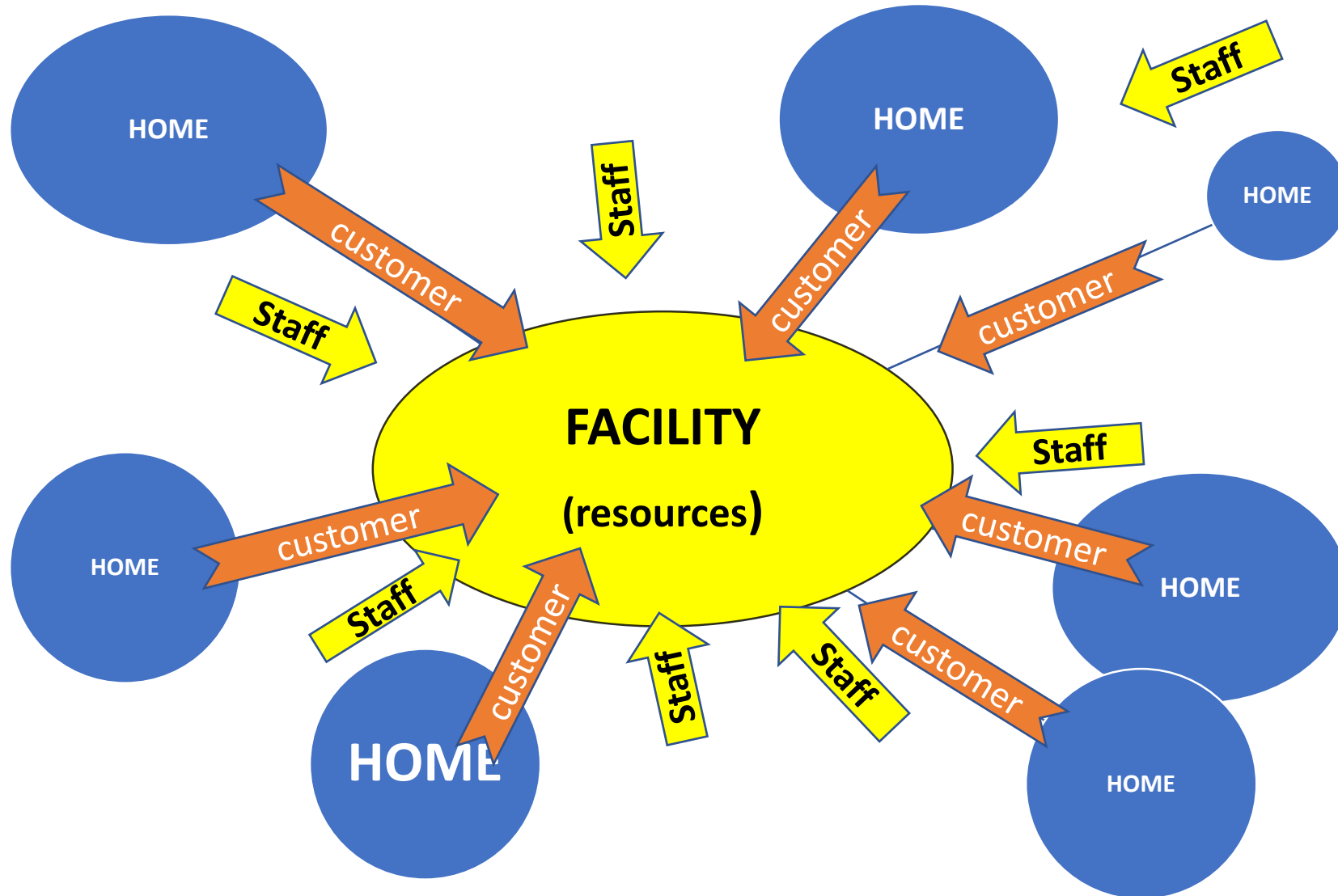
Decentralization of Services

Are you decentralizing or considering it?

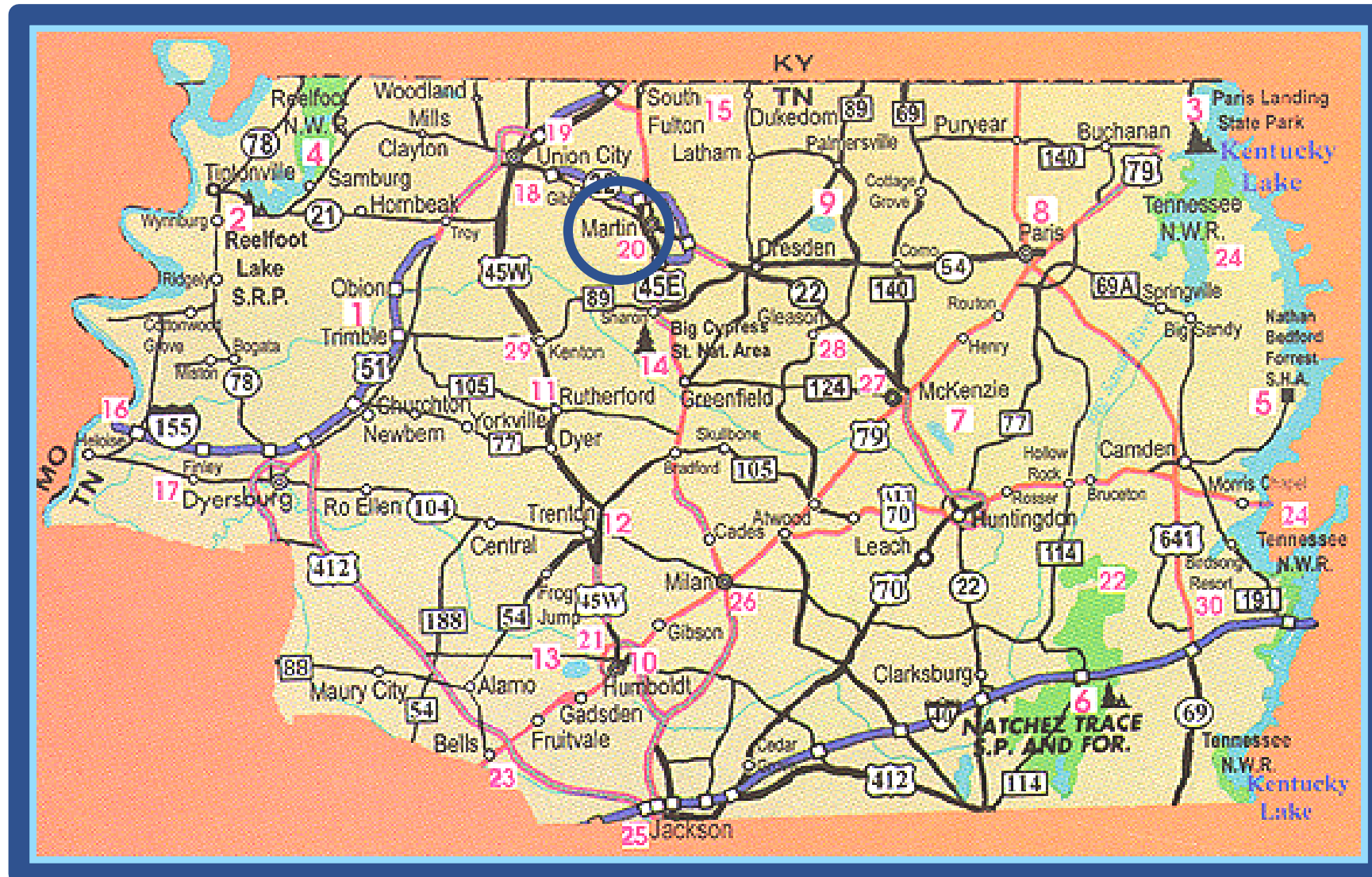
Activity 3

What do you think we mean by decentralization of services? What are some possible benefits of decentralization?

Centralized Service Model



Fully Centralized



Approach to Decentralization

**Ided people's
home
communities**

**Ided staff home
communities**

**Ided community
involvement
opportunities/
work options**

**Ided
transportation
options**

**Approached
individuals and
families re: the
change**

**Located "home
base" for staff to
do paperwork,
etc.**

**Established
supervision**

**Began roll-out w/
one community to
be followed by the
rest**

First Stage of Decentralization





Implications for Staff

Roles and responsibilities change

Operate more independently **and** interdependently

New roles emerge

Management roles changes

Teamwork more essential

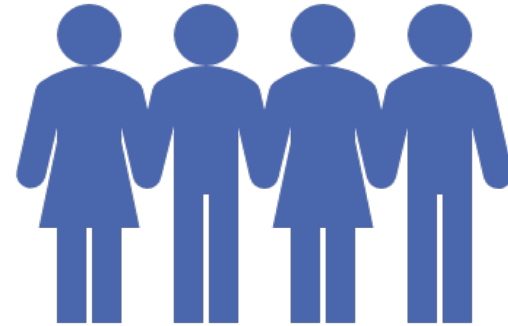
Decentralization of Services

Are you using teamwork to support decentralized service delivery?

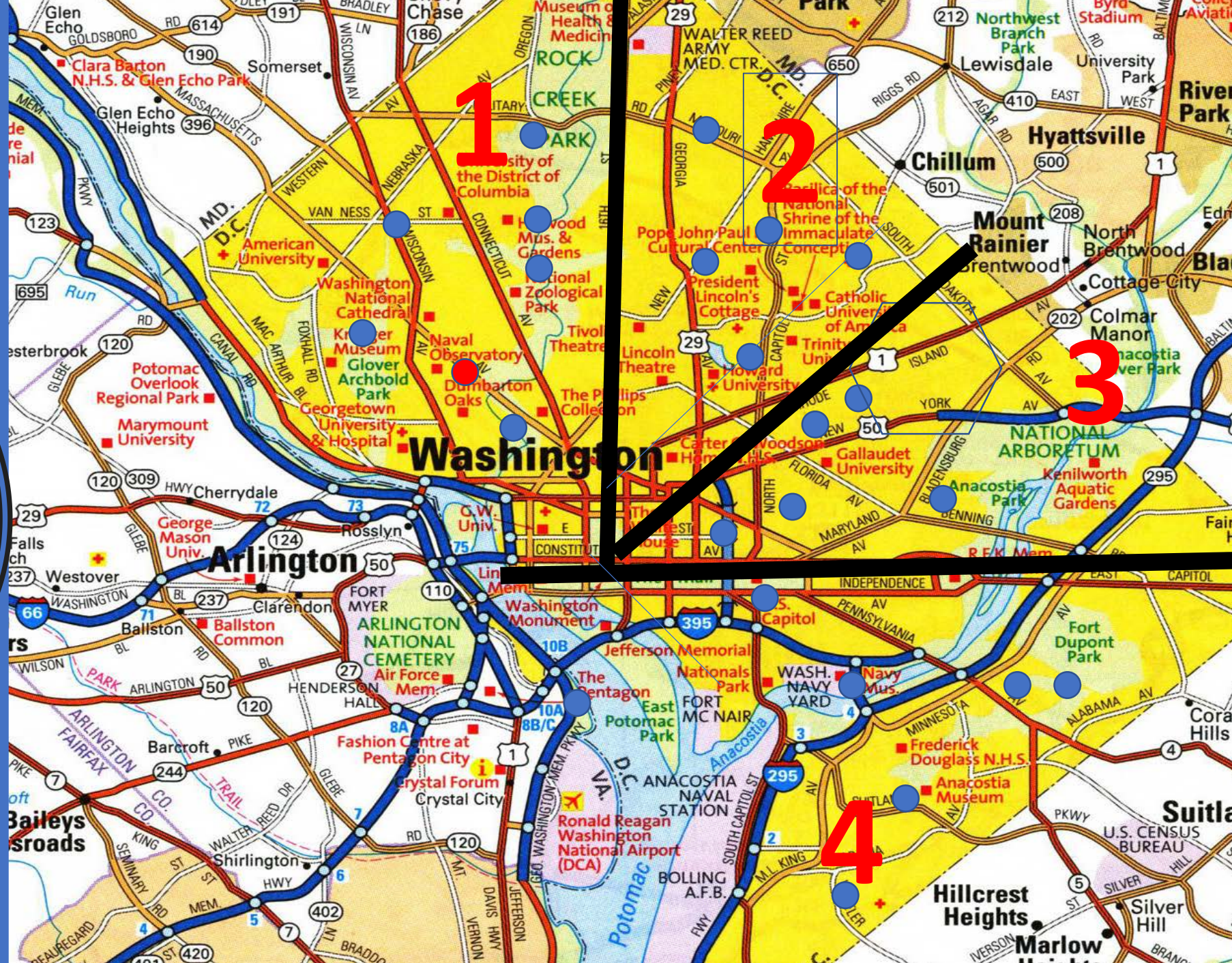


Teamwork

- **Work Environment - dynamic**
unanticipated opportunities arise,
schedules change, everything is in
motion
- **Response – Teams form around
common set of outcomes, conduct
group problem-solving, share
responsibility**



Geographic Teams





Self Directed Teams

1

**use their collective
skill and knowledge
to manage their area
of responsibility**

2

**possess the skills to
do their jobs
independently**

3

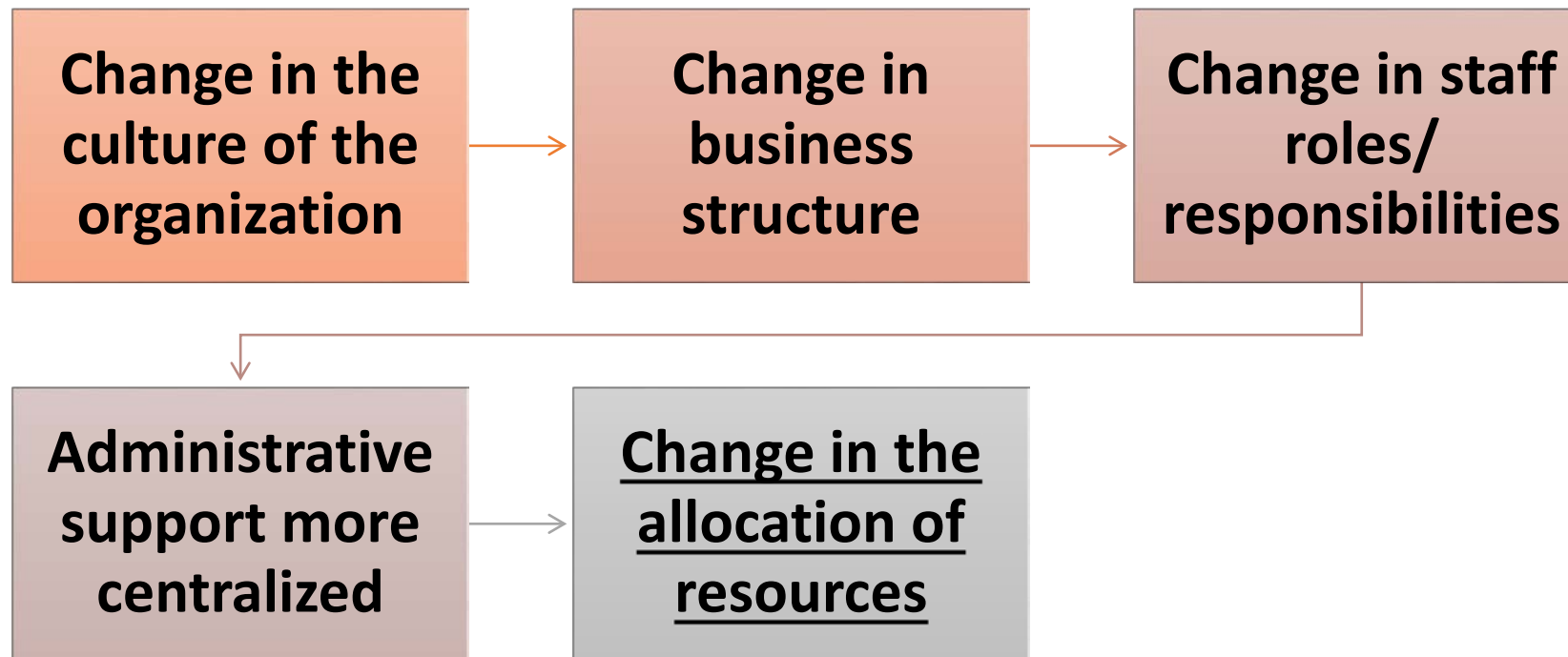
**demonstrate
willingness to
coordinate and
cooperate**

4

**receive managerial
support more as
coaching**



Implications for Agencies



Resource Reallocation

Have you assessed your resources and projected your future needs?

Impact of Change – Resources Stretched



Taking Stock



- **What are your resources?**
- **What are your current costs for all areas of service delivery now?**
- **What are your assets?**
- **Where are your resources going?**

knowing your resources and expenses



Forecasting

Identifying the type and amount of resources you will need & when you will need them



Assessing the Difference in Current Resources and Future Resource Requirements



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Resource Reallocation

Are we using resources effectively?

What to
Consider to
Close the
Gap?



Activity 4

Has your agency begun to look at resource reallocation? What are your ideas about how some resources could be shifted to better support the outcomes of employment first and meaningful community involvement?



Ideas

Technology

cloud-based data systems for field staff and business administration

Transportation

use of public transportation when possible, fewer vehicles
decentralization of services

Excess office and/or facility space

community-based employment/CBDS
field-based staff
administrative staff telecommuting

Resource Reallocation

Are we identifying and pursuing other funds?

- Individual giving
- Planned Giving
- Events
- Grant proposals



Diversification

- Research additional funding streams
- Assess core competencies and other populations to serve
- Evaluate partnerships, service in other geographical areas



Summary

- Deciding to transform is only the beginning.
- Agencies must focus on building capacity to support individuals with various challenges to employment – success depends on well-trained and well-supported staff.
- Teamwork is essential in our rapidly decentralizing world. Building strong community-based teams should be a goal.
- Resources must be directed toward achieving E1st outcomes – review resources and reallocate, accordingly.
- Transformation is an on-going process – it never ends but you are on the right path!

Contact Info.

Genni Sasnett

sasnettsara@outlook.com

202 812 4504