



## **OPRA Facility-Free Services Workgroup Notes**

**6/21/19**

In-person attendance: Deedra Olney ( Life Builders), Jenna Allen ( New Avenues), Lisa Mathis (OPRA)

Online Attendance: Beth Butler, Stefanie, Chloe, Marsha Madden, Doreen Birney, Ashley, Julie Abiecunas, unknown x 2 , Ashley Brocious

- Guest Presenter: Deedra Olney, CEO, Life Builders
  - You can access Deedra's PowerPoint and webinar link on the Employment First Website [https://ohioemploymentfirst.org/view.php?nav\\_id=392](https://ohioemploymentfirst.org/view.php?nav_id=392)
  - Life Builders has been around for 10 years – 2 Job coaches from Westerville schools are the founders – saw a need for good day services and employment
  - Life Builders has 3 locations, Marion, Westerville, and Sunbury
  - Life Builders uses hubs that they do not own – the hubs are in churches
  - All DSPs and other Life Builder employees involved in the creation of the vision and mission.
  - Relationship between business success and happiness of people served
  - Flexibility of programming (person-centeredness) and flexibility for DSPs is key
  - Life Builders uses the “Disney Way” : People served are “guests” – “dream, dare, do, believe”
  - DSPs are encouraged to share any ideas they have on how to better mentor the people they support
  - Calendars are individual led – staff offer some guidance to encourage individuals to try new things
  - Life Builders values partnerships in the community
  - DSPs need to know management has their back – that mistakes are okay as long as you are remaining ethical, professional, and making the best decisions you can at that moment
  - Life Builders uses trauma informed care
  - Guiding principles are revised at least annually and they refer to them frequently
  - The culture of your DSPs determine the culture of your organization
  - Staff ration 1:6 on average
  - The goal of Life Builders is not to keep individuals enrolled
  - Set consistent expectations for individuals served
  - Trial day for individuals to make sure program is a good fit
  - Use peer expectations to assist with behavior support
  - School partnerships
  - Events on calendar costs as much as \$25 a month ( if an individual would choose to attend all activities listed)
  - Large variety of volunteer sites/types
  - Participants enjoy doing Random acts of kindness
  - Life Builders is an OOD and Waiver Employment provider
  - Life Builders keeps administration tight– everyone including ED, will do whatever it takes. They also use an online documentation system and diverse office space



- **Question:** how is your staff turnover **Answer:** most staff leave for personal growth reasons, not because unhappy, low admin costs allow Life Builders to pay higher wage (with higher expectations)
- Discussion about how some staff are not willing to move toward community –based services.
- Life Builders makes sure employees get enough training and support to feel comfortable and empowered enough to provide services in the community
- Discussion about assuring staff that management has their back – this needs be messaged clearly and frequently
- Discussion about only hiring staff you trust
- Make sure to remind DSPs of all the wonderful things they are doing

#### Round Robin – Let's get to know each other better

- Jenna Allen
  - From New Avenues to Independence
  - ADS, Voc Hab, OOD, waiver employment services for about 100 people
  - In the middle of transition to facility-free services
  - In Lake County there is a very good dial-a-ride service, staff rode with them at first till comfortable. Many are using the service after service hours. Staff like they don't have to do the transportation, they just meet people directly in the community
- Ashley Brocius
  - From RT Industries
  - ADS, NMT, OOD, employment services for about 200 people, all acuity,
  - Privatized in 2018
  - Had to make significant changes to programming - big transition for employees and individuals

Technical difficulties prevented the rest of the group in participating. We will continue the rest of the conversation in Basecamp. We will look for a better IT platform for future meetings

Jenna will be asking DODD grant recipients to present at this meeting in the future

**Next meeting is July 12<sup>th</sup> from 10 till noon. We will keep you updated on the platform.**