



TRANSCEN, INC.'S WORKLINK PROGRAM:

A NEW DAY FOR DAY SERVICES.

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TransCen, Inc.
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Today's Discussion

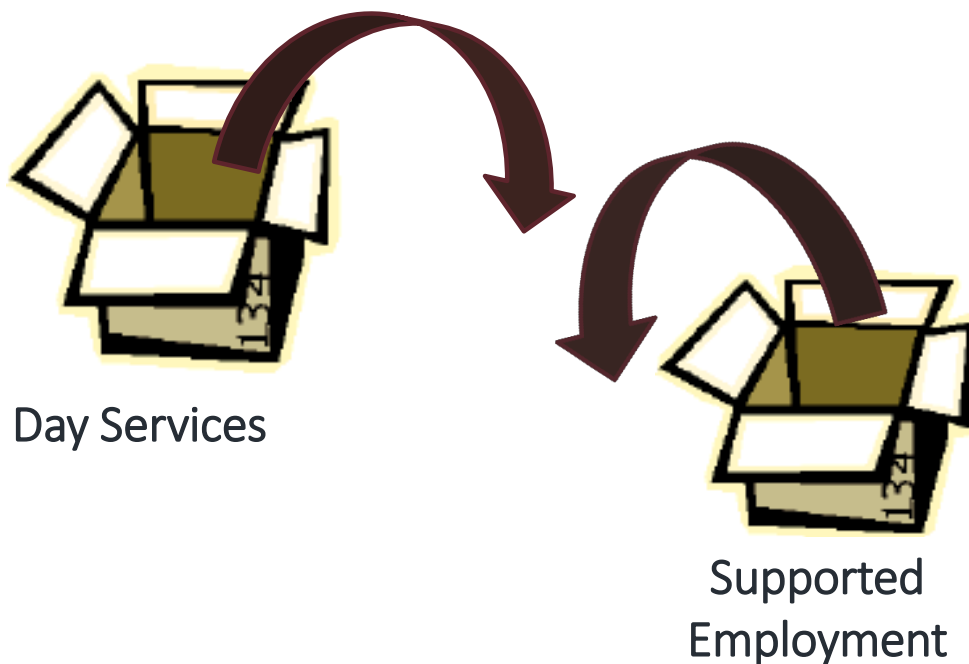
- Using Day Services to support *Employment First*
- Overview of WorkLink's braided approach
- Supporting employment outcomes & placement process with braided services
- Encouraging braided services at the federal, state and programmatic level
- Q&A

Employment First: Jobs for Everyone

- We have the toolkit for success:
 - Values
 - Best practices
 - Federal/State Legislative buy-in and support
 - Pockets of excellence
- Is our system holding people back?
 - Public policy, system practices & service models
- How do we use our state's resources more effectively - and support employment outcomes?



People with more significant disabilities
don't always fit in a box.

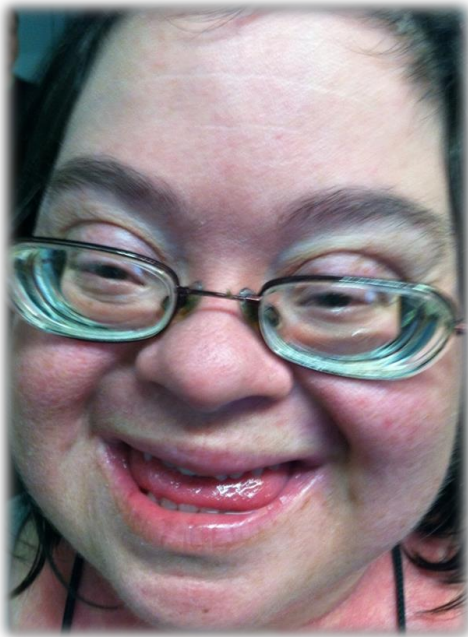


No single source of funds or resources can address all needs

- Goal is integrated, coordinated services for a common customer
- Individualized, wrap around support needs to be the norm- not the exception
- Significant challenges:
 - Fragmented system
 - Different priorities
 - Statutes and regulations
 - Determination of eligibility
 - Service authorization & vendorization process



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



HOW DO WE BRIDGE THE SERVICE GAP?

Get rid of the boxes, braid and blend services



WorkLink's "Day" Services

- Goals: 1)Maximize independence, 2)Build skills, 3)Direct hire employment
- Hourly rates for services, no set program hours
- Individualized "group services & braid in 1:1 VR/SE services when a vocational goal has determined and employment settings have been targeted.



SERVICES ARE BUILT TO ORDER

Flexible services, based on customer needs.

No schedules look the same.



Anna's Life Today



- Employed at GAP 9 hrs a week. Earns \$10.88/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 throughout SF

WorkLink's 2013 Employment Outcomes

Outcomes	Supported Employment	Braided Service (SE + Day Services)	Combined
Number Working	11	11	22
Ave. Hours/mth	93 hours/mth	38 hours/mth	66 hours/mth
Range of Wages	\$10.55-\$21.83/hr	\$10.55-\$15/hr	\$10.55-\$21.83/hr
Average wage	\$14.80/hr	\$12.18/hr	\$13.49/hr.
% of Successful Closure (transfer to Habilitation)	100%	100%	100%
% still working 3 yrs.	72%	63%	68%
% still working after 7 years	27%	55%	41%
Number of Placements in 2012-13	2	2	4
In Job Development	2	4	6

Benefits of Braiding Services

- Enable systems to fund activities that fall outside the limits of one system- fills gaps
- Creates wrap around supports that can meet a wide range of needs that a single funder could not effectively respond to alone
- Services are better coordinated, seamless
- Hourly service units enable support plans to be more flexible and responsive, easily customized, can access 1:1 support for job sites
- More efficient use of resources
 - Eliminates duplication of efforts,
 - Not providing “unwanted” services
 - Makes service hours available for others



Creates an Array of Services (WorkLink's Toolbox)

DDS/Community Day Services

- 3:1 ratio/\$11.38/hr
- Capped at 30 hrs/week
- ISP written annually
- No designated program hours
- Discovery & skill building
- Funds our Project SEARCH site
- Non-work needs
 - love/happiness, health, home, community- all domains

DDS/Habilitation Services

- Long-term job support
- 1:1 coaching for 20-30% of work hours
- \$30.82/hour

VR/Supported Employment

- 1:1 Job Coaching \$30.82
- Individual Placement/
SE Milestones
(Intake/Placement/Retention)
- Pre-placement services
 - PVSA \$40/hr.
 - Training
- Subtract VR support hrs. from DDS
30 hr. limit



DAY SERVICES MUST BE ***MEANINGFUL***

Braiding services is not enough.



Meaningful Day Services

- Qui Bono? (who benefits?) People or programs?
- Goal-oriented, strategic, purposeful
- Community-based
- Person-centered (requested, not what's offered)
 - Individualized, but not necessarily 1:1
- Employment-focused:
 - Discovery Process
 - Strengthen employability skills
 - Build community & address non-work needs
- Tailored to an individual's needs & circumstances

New Approach to “Day” Services

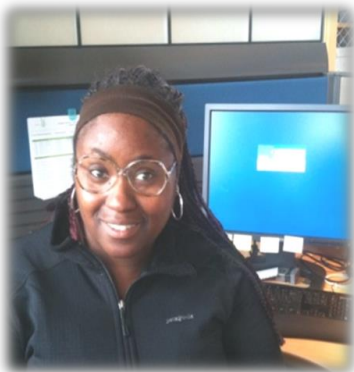
- 100% Community-based
- **WORK Focused.** Use volunteer jobsites for exploration and training
 - 70% of the time is spent at volunteer work sites
 - Project SEARCH/internship programs
- **Individualized, person-centered**
 - not necessarily 1:1
 - Heterogeneous small groups- 1/3, 1/3 & 1/3
- **Expectation (hope) is that support will fade**
 - services vs. programs

Encourages Independence



- People gain work skills, work hours increase
- People gain confidence and independence in community settings
- Service hours fade as friendships & community supports develop
- Funds are then available to serve others

Increased Independence, Decreased Service Hours



Jennifer/Office Assistant/Prologis

In the last 8 years,

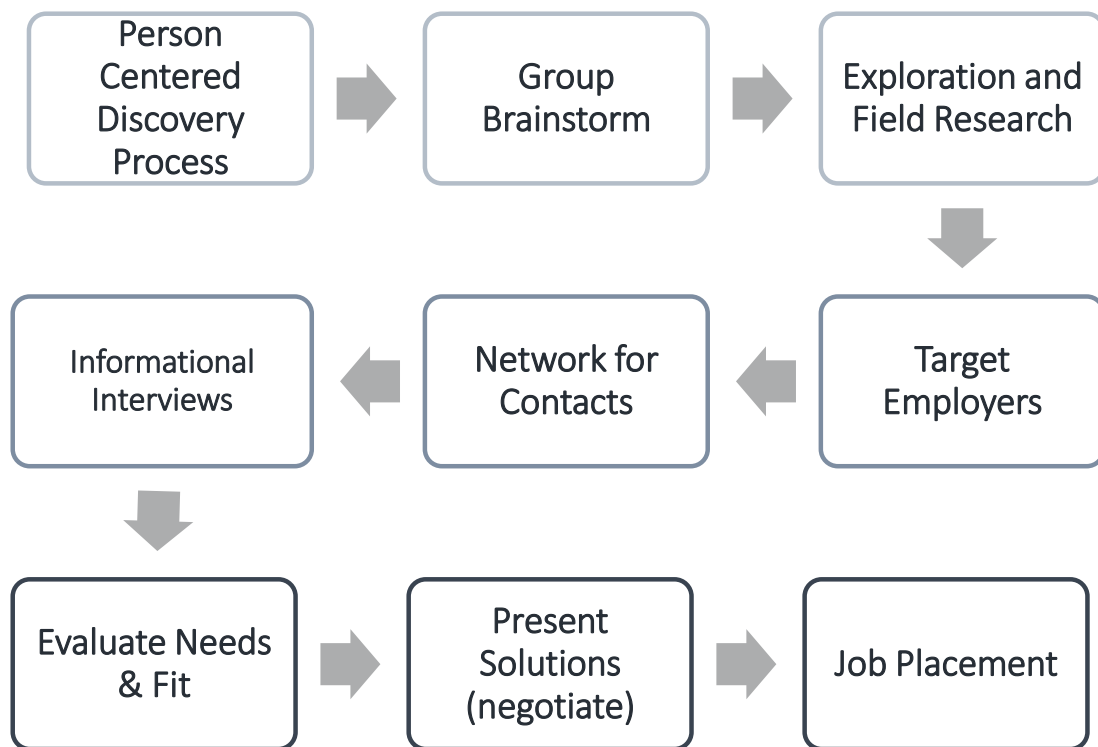
- Work hours increased 47%
 - (15 hrs/wk to 32 hrs)
- Day services decreased 48%
 - (16.5hrs/wk to 8 hr)
- She has learned to “plan outings” w/ friends
- Moved into her own apartment and has a boyfriend- and can make a mean spinach lasagna




Employment 1st

The question is not
WHETHER a person
can work, but WHERE.

Customized Employment Process





Limited exposure? Not enough
information to complete a profile?
Trouble verifying skills?
“Road blocks” to getting a job?

Here is where
Community Day Services
can help.



Day Services: a path to employment

- Discovery, identify talents & potential job options
- Provide exposure to a variety of job tasks and work settings
- Verify interests, abilities and skills (make better placements)
- Build skills (focused on employability issues, hard & soft)
- Augment PT work schedules- support “Life”



Employability Skills

- Work Ethic
- Motivation and Initiative
- Time management & punctualtiy
- Teach money skills & budgeting
- Manners
- Address “road blocks”
- Hard skills
- Increase independence and self confidence
- Travel training (“Let’s get lost”)

Building “Community”

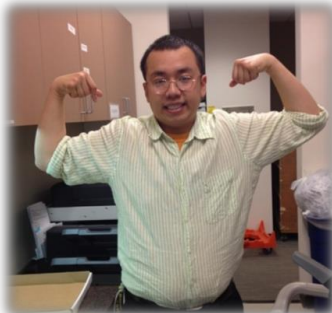
- Goals are independence and engagement
- Activities are based on the individual’s interests
- Teach people to “reach out” and “hang out”
 - How to be a good friend
 - Cell phones, facebook, Superbowl parties
 - Cooking group at apartment- host friends
 - Organizing “date night”
 - Developing new contacts or hobbies

Taking the Next Step


- Once a vocational goal has been identified – it is time to start the job search
- Braid in 1:1 services (DVR Supported Employment or Employment Waivers)
 - Not interested in becoming a DVR provider? Partner with a provider who is or use self-directed waivers for employment supports
- A *team* approach to placement
- Use *Customized Employment* methods
- Day Services continue during job search



Without braided day services, Simon wouldn't be a clerk at a law firm.



- Started in volunteer jobs learning hard & soft skills
- Polished skills in professional setting (Project SEARCH KP)
- Now employed as a clerk at PSA, 18 hrs a week, \$16/hr.
- Day Services continue 12 hours/wk: Koret House (laundry & cleaning), *Let's Get Lost* (problem solving), POH (initiation & communication)



INDIVIDUALIZED, COMMUNITY-BASED SERVICES, A VERY DIFFERENT BALL GAME

“It’s like managing a circus”

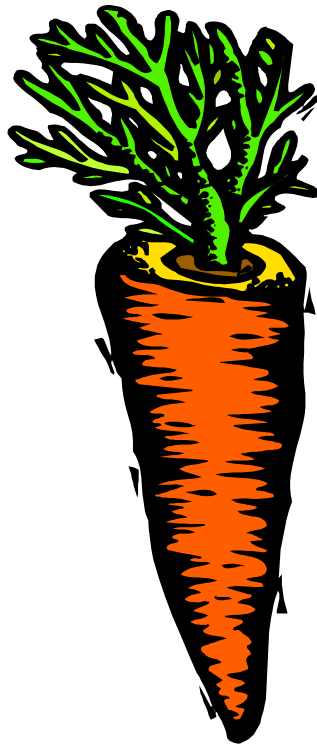
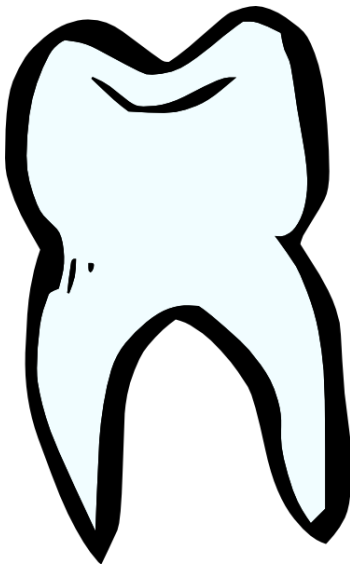


System Change for Providers

- Requires a commitment to *Employment First* at all levels
- Start small, pilot with a small group (5 to 10 people)
- Must have small ratios, 1:3 or 1:4 and heterogeneous clientele
- Discovery generates ideas for service plans (“meaningful” goals)
- Group individuals based on similar goals - then assign community instructor,
- Stagger-start participants



Change takes a policy with teeth,
And sometimes carrots and sticks.





Service Providers must be held
Accountable.

Focus needs to be on **Outcomes**, not
just attendance or hours of services.



*That which is measured,
gets done.*

- Michael Le Bouef



How do you measure “meaningful”?

Determine what outcomes are important, measure these:

- A job, financial security (hours worked,\$ earned)
- Independence (number of hours of support, SIS score)
- Friends & connections (activities w/o paid staff)
- Health (exercise graphs, weight, insulin)
- A comfortable, happy home (skill checklists, satisfaction surveys)

Employment Data Form

- Paints a clearer picture
- Makes employment the topic of the annual planning meetings

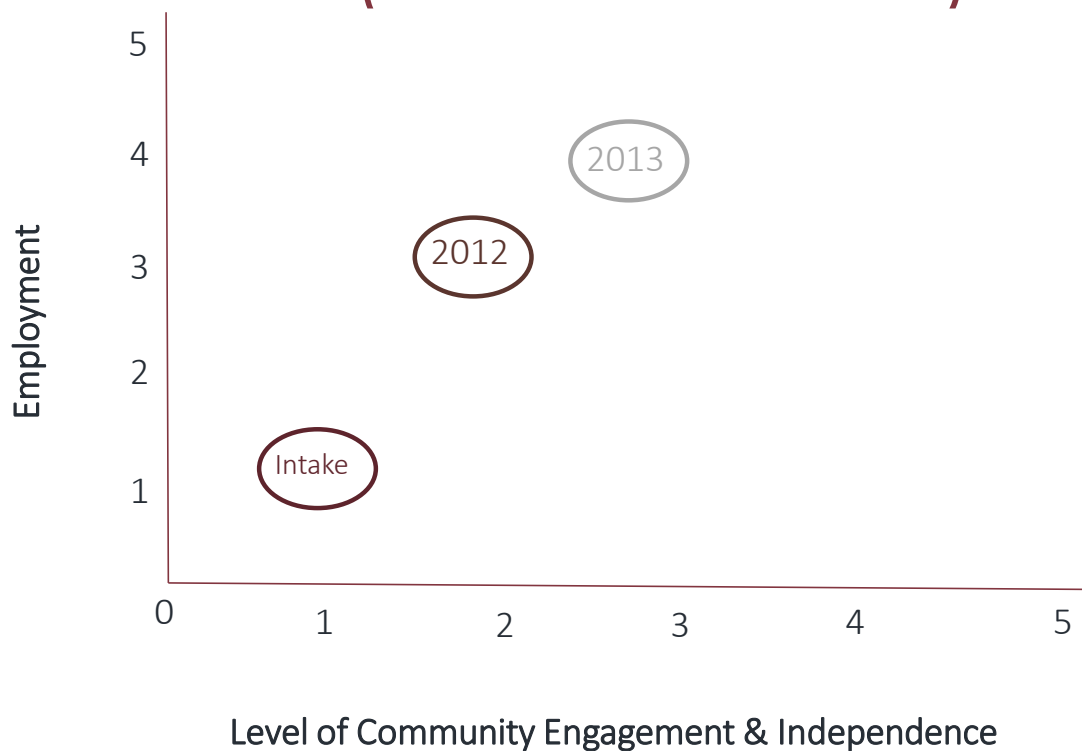
Golden Gate Regional Center Employment First Initiative	
Please discuss and complete in conjunction with annual review for each individual served. Fax completed sheet to: Nina Domingo at (415) 832-5737; attach copy to ISP	
Employment Data Sheet	
To assist in tracking accurate employment information for individuals served by GGRC, please complete the following; check more than 1 category if needed. Thank you.	
Service Provider: _____	Date: _____
Completing this form for/with: _____	Age: _____
UCI#: _____	
Does this individual make money?	
____ NO → What does the individual do during the day? _____	

Does the individual want to work/earn money? ____ NO ____ YES ____ Unsure	
What is being done to overcome barriers to employment for this individual? _____	

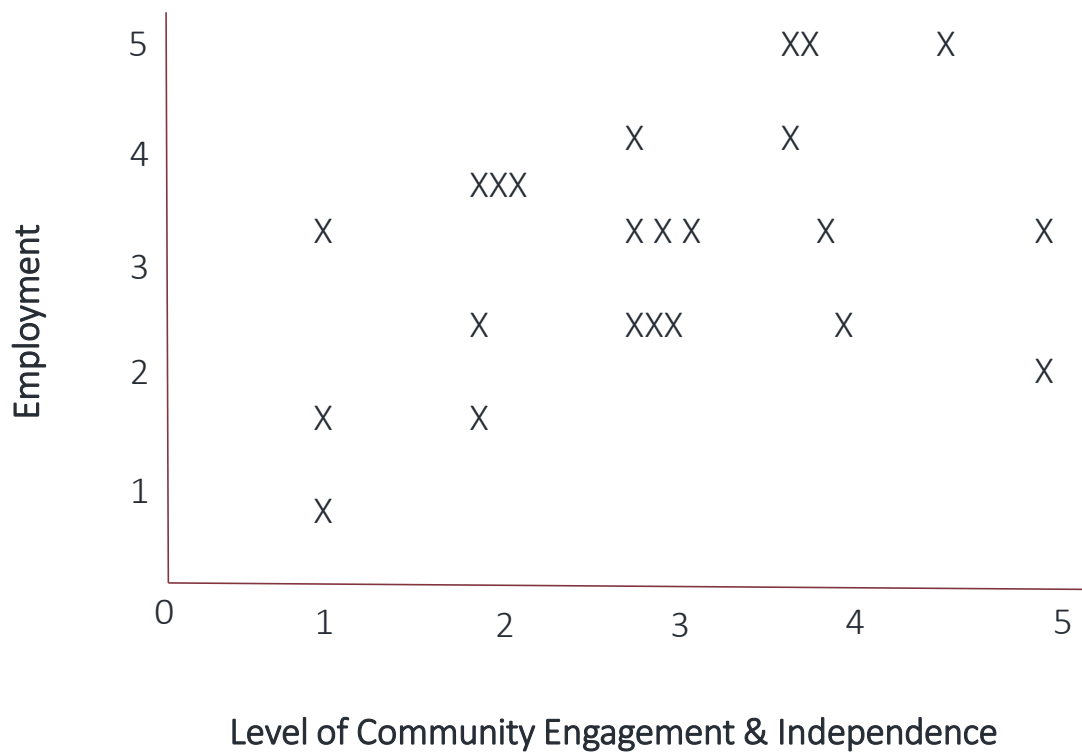
____ YES → Where does the individual work? _____	
Hours/week: _____ Appx. income/month: _____	
Does the individual want to work more? ____ NO ____ YES ____ Unsure	
What type of work does individual do? _____	
What type of support does individual receive from your agency? _____	

How would you describe the work situation for this individual:	
____ Direct Hire ____ Integrated Work: ____ Group ____ Individual	
____ Supported Employment: ____ Group/Enclave ____ Individual	
____ Self-employment ____ Work Activity Program ____ Other: _____	
Other employment-related information in regards to this individual you would like to share:	

Keeping People Moving Forward Panscofar's Scatterplots! (for an individual)



Panscofar's Scatter Plot "WorkLink 2013"



How can States encourage braiding?

Build flexible, person-centered service systems

- Small units of service, hourly rates
- Establish rates based on person's needs (not staffing ratio)
- Promote self-directed services
- Streamline accreditation & POS process for providers
- Create a single point of entry and/or cross walk eligibility requirements/enrollment for job seekers
- Re-write waivers and/or realign rates to support community-based services/employment outcomes

How can States promote change ?

Send a “New Message”

- Leverage *Employment First* initiatives and CMS guidelines to promote system change
- State leaders need to step forward and advocate for change at a programmatic (agency staff and boards) and community (family) level
- Use EF task forces and community forums to gain consensus and solicit input on “operationalizing” new policies
- Establish a mind set of *services*, not *programs*
 - Encourage independence through time limited services or diminishing rates



How can States support providers to make changes?

- Clarify expectations and desired outcomes
- Provide training and resources
- Employment Summits, creates a *Community of Practice* and improves interagency collaboration
- Collect data, monitor outcomes & publish results
- Showcase great outcomes & creative approaches
- If carrots don't work, get out the sticks

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