

RFW PANEL DISCUSSION NOVEMBER 9, 2016

OUR EXPERIENCES AT HEADWATERS, INC.

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SOME BACKGROUND

- We've been providing community employment services for a long time
- We're still in a legacy waiver county area
- Numbers when I started in 2013
 - 84 people in adult services (another 50 in DVR Job Placement)
 - Some were in only work or day services, but most participated in both
 - 5 people had jobs in the community
 - 3 group (enclave) community job situations- everyone earning minimum wage
 - Summer RAM work and other outdoor maintenance work
 - No one else was seeking community employment- no funding for it, either



PERSPECTIVE AND DECIDING WHO WE ARE AS AN AGENCY

- Background in managing community integrated supports on an agency-wide scale- knew what was possible
- Funding trends were becoming more obvious
- We had a number of enterprise activities going on (and still do...)
- Revenue producing/providing work opportunities?
- We decided we were more of a service provider agency than an enterprise operation



CHANGING THE CULTURE

- Had some internal allies early on who were excited about the possibilities
- Started working with the Program Managers as a group
 - Developed a person-centered planning process right away
 - Started initiating conversations about community volunteering and jobs with funders and families
- Provided in-house training to staff on a monthly basis
 - Person-centered planning
 - Self-advocacy
 - Self-determination and self-directed supports
 - Changes in LTC- Family Care and HCBS
 - What could a Meaningful Day Look Like?
 - Community connecting



CHANGING THE CULTURE

- Participants were somewhat able to self-direct their days
- Day services had some things set up in the community
 - Volunteer work at the local food shelf
 - Special community interest classes- fitness, photography, and life skills
 - Several people participated in pre-college classes
- Satisfaction with the current services was pretty high
- Made sure to let staff know they were valued, tried to meet them where they're at



CHANGING THE CULTURE

- Sent staff (and participants in some cases) to outside training and events, too
 - Self-Determination Conference
 - APSE Conference
 - Other job development training- Customized Employment, Discovery techniques, Systematic Instruction (widened group of staff who attended these types of training)
 - DD Network Training
 - Peter Leidy, Mark Sweet
 - John O'Brien
 - Connected participants to People First and participated in Disability Advocacy Day in Madison



DAY SERVICES

- Was focused on skills training and some community integration already
- Most people participate in both work and day services during the week
- Changes we made
 - Smaller groups in the community- more like regular community ratios
 - Set up more volunteering opportunities- giving back and teaching reciprocity
 - Developed more classes focused on self-advocacy and making choices
 - Got a couple of smaller vehicles
 - Morning meetings to provide training and develop a cohesive team
- Currently providing about 50 classes a week, with at least 50% being in the community



JUMP! START PARTNERSHIP WITH NICOLET COLLEGE

- Jump! Start
 - “Jump! Start is an innovative approach to inclusive post-secondary education for adult learners with intellectual disabilities. The program is based at Nicolet College in Rhinelander and is designed for students who require more than the traditional level of support in order to be successful in a college environment.”
 - More than 30 students participating over the last 3 years
 - Classes focus on soft skill and daily living skill development, and employment and college preparation
 - Job Shadows are offered as a class and four people have been offered permanent jobs from those- restaurant kitchen help, grocery store bagger, cleaner, and office assistant to one of the Deans
 - 3 people have gone on to regular college classes, and 1 of them was accepted into Edgewood College’s Cutting Edge Program- she started this fall



CAPITALIZING ON OPPORTUNITIES

- Community Employment Program
 - Active with DVR Job Placements- working with 50-60 people on a monthly basis
 - Developed Work Incentives Benefits Analysis Service- working with 5-10 people on a monthly basis
 - Expanded services into other WDAs- providing services throughout northern WI
- Other expansion
 - CCCW- satellite office in Ashland currently serving 7 individuals
 - Community Supported Living- small scale, individualized residential support
(These activities are somewhat underwritten through Foundation support)

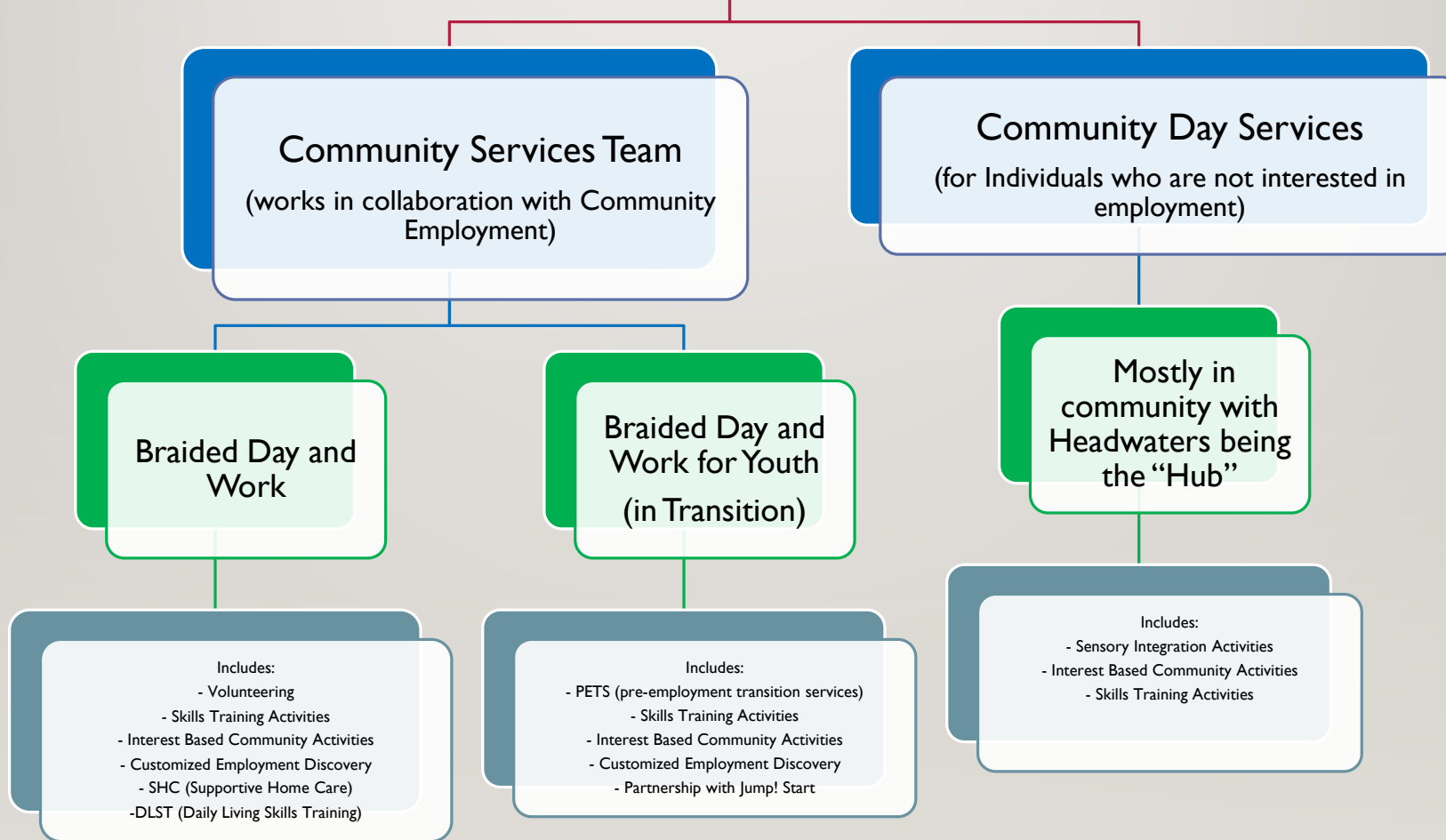


CAPITALIZING ON OPPORTUNITIES

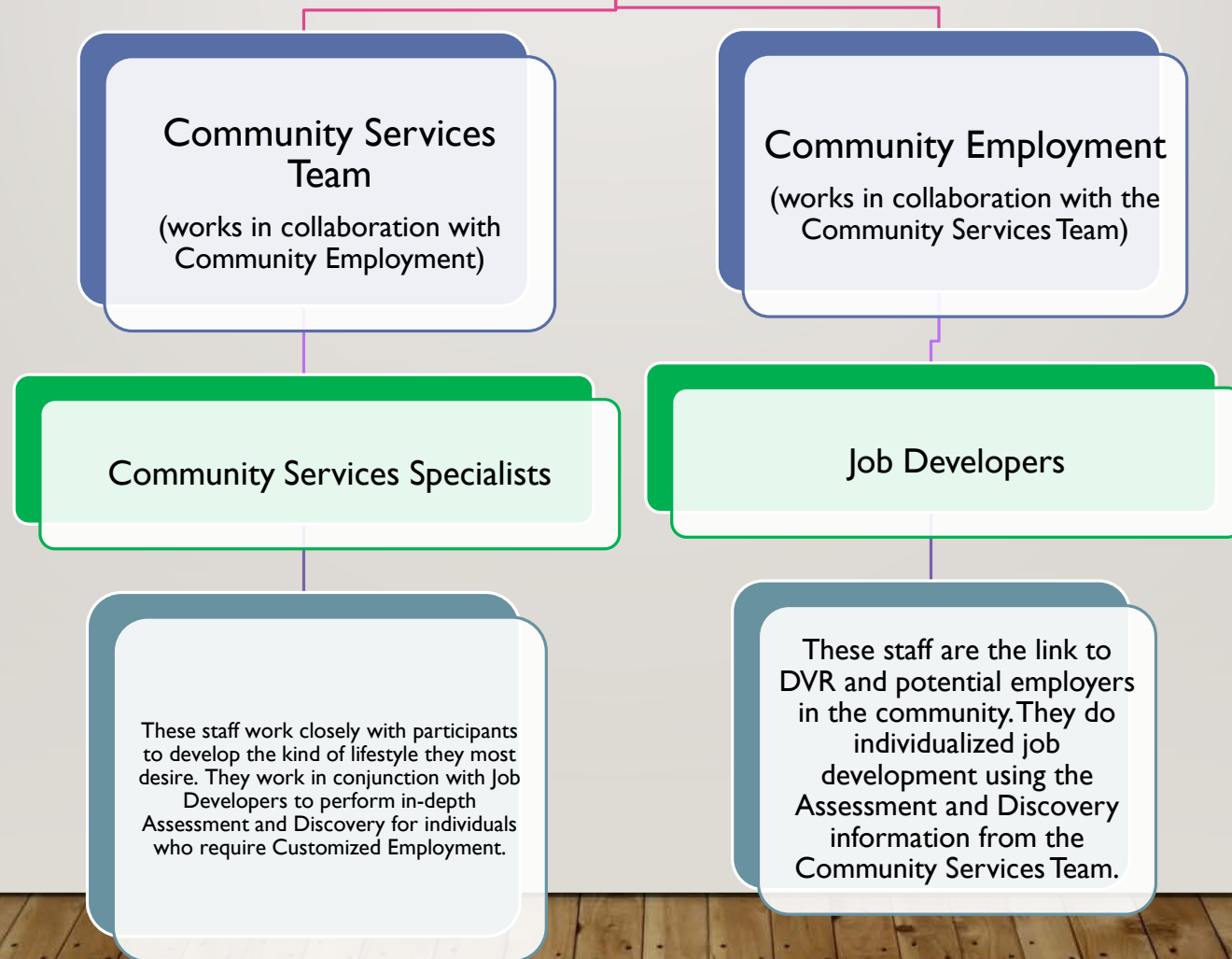
- Employment First Grants
 - Video promoting community employment
 - Meetings with families and community partners
 - Discuss new expectations around community integrated employment
 - Discuss what families are excited about and what they're concerned about
- BPDD Building Full Lives Project
 - Community Employment and Day Services partnering on job readiness and development
 - Developing a Community Service Team that's working with individuals on Discovery, developing community connections and volunteering, and doing some initial job development



Headwaters, Inc. Building Full Lives Project



Braided Services Staff Structure



Community Services Team

Current Day Services Staff who have identified an interest in creating more community based support services, and who have been trained in job development (including Customized Employment strategies) and in community connecting.

The overall purpose of the Community Services Team is help individuals with intellectual and developmental disabilities become active, productive members of the community.

Community Services Specialists work closely with participants to develop the kind of lifestyle they most desire. They work in conjunction with Job Developers to perform in-depth Assessment and Discovery for individuals who require Customized Employment.

These staff also support individuals to find other meaningful community activities and connections that will augment the person's employment and also provide the person with opportunities to meet new people, explore hobbies and interests, and to spend time with friends who enjoy the same things.



PILOT GROUP OUTCOMES AND CELEBRATIONS

- We have 7 people currently in our Pilot Group, and of those 7 people...
 - All are participating in a variety of Discovery activities- interest and skill surveys exercises, business tours, etc.
 - 1 person is taking pre-college classes in the Jump! Start Program
 - 1 person is taking regular college classes at Nicolet College, working toward a career in IT
 - 2 have jobs in the community- 1 is a newer job and the other person has had her job for a while, but is considering starting a micro-enterprise focused on house cleaning
 - 2 are actively looking for jobs in the community based on their interests and skills
 - 1 other person is considering starting her own business to accommodate her going to Florida each winter with her family

TALKING WITH PEOPLE AND FAMILIES

- Providing information
 - Small chunks
 - Giving opportunity for input and feedback
 - Regular communication (both in person and in writing) about changing expectations, Community Employment, DVR
- Giving people time to “get there”
- Peer encouragement
- Giving people opportunities to participate even if they don’t seem interested
- Community Employment staff meeting with each individual in work services



COMMUNITY ENGAGEMENT

- Approaching volunteering like any other community member- no special treatment
- Finding ways for people to be seen as contributing members of the community- County Fair entries, bake sale for homeless shelter
- Highlighting people's skills and talents- ArtStart/the big box with the flowers
- Connecting people to activities based on their interests
- Supporting people to become part of what's already there – not just 8-4 anymore....



CURRENT AGENCY PICTURE

- 12 people have jobs in the community- variety of things like retail sorting and pricing, food service, office support, store stocking and/or bagging, childcare, cleaning, and vehicle maintenance
- Supporting a number of other folks in Community Employment Development
- 10-15 people are involved in a variety of volunteer opportunities for non-profits in our community each week- homeless shelter, hospital, animal rehabilitation, meals on wheels, food pantry
- 3 people are interested in or are pursuing college programs to lead to careers- interested in business administration, IT, writing, and child care
- Teaching a Self-Advocacy class for all participants- started with the beginning of the alphabet



QUESTIONS?

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