

Summary of ADT Redesign Workgroup Webinar August 6, 2019

The recording for the webinar can be accessed here:

<https://www.youtube.com/watch?v=mzXeBPtj23k&feature=youtu.be>

INFLUENCES FOR CHANGE:

Recognition that individuals with intellectual and developmental disabilities need to have the same opportunities to have access to competitive integrated employment. The Americans with Disabilities Act of 1990 laid the groundwork for prohibiting discrimination of individuals with disabilities in the workplace. The Employment First Act provides the official framework for a longtime commitment to improving employment outcomes for individuals with disabilities in this state.

In October 2013, Governor Scott signed an order mandating the creation of an interagency cooperative agreement among specific state agencies that provide services to individuals with disabilities to ensure that the continuation of the long-term commitment improves the employment outcomes for persons with disabilities. APD is one of eight organizations that form part of this interagency cooperative agreement for the Employment First implementation.

The Medicaid Home and Community-Based Final regulation of 2014 (referred to as the CMS Final Rule) requires that providers train individuals and provide opportunities to seek employment and work in a competitive integrated setting.

The Workforce Innovation and Opportunities Act (WIOA), signed into law in July 2014, focuses on ensuring that students and younger individuals with disabilities can transition better into employment and prepares them to succeed into competitive integrated employment. Individuals with developmental disabilities experience different challenges when trying to access employment and the WIOA removes some of those challenges and prepares them to succeed into the work environment.

Changing expectations of individuals and families. They want change and expect the same opportunities of individuals without disabilities. Some of the legislation we've talked about has been driven by individuals with disabilities and their families.

Proposed Federal Legislation to eliminate section 14(c) of the Fair Labor Standards Act (subminimum wage option). US House of Representatives passed a major federal minimum wage act that faces out section 14(c) of the Fair Labor Standards Act marks the first time that any legislation has been passed to repeal the ability to pay people with developmental disabilities below minimum wage. This may not be passed into law, but the fact that it was proposed and passed the US House of Representatives is a major change and helps to lay the groundwork for where we are moving to.

FL has a unique opportunity to design employment opportunities and develop a process for individuals with developmental disabilities to obtain competitive integrated employment. The individuals who participate on these calls can help us design a process to get from where we are to where we need to be so we can be into compliance with all these requirements.

The role of WSC in the system is a fine balance between helping the individual identify what they want to do and they need from the system, and what are the system's responsibility to them. We've learned over time that we can support individuals with the most challenging issues to have a job in a competitive

integrated place with an employer in the community. We haven't designed our system to take what we know in practice and implement it. All these forces that we mentioned earlier are pushing us to the place of implementation. Historically our system has limited the options that we have offered to individuals to support them in their daily and work lives. In FL we have two primary services, ADT and SE. As we are looking at what our challenges are it is very likely that we will create service options that extend from what currently exists.

Goal is to help individuals have a life like you and me. They begin to identify who they really are within themselves and not just the individuals we have said they could be based on the services that we provide to them. Bring them new aspects, new friends, new opportunities. We know in the national core indicators data that over 48% of individuals with developmental disabilities are asking systems across the nation to help them get competitive integrated employment. We have not yet met that goal but that is our challenge. We need to bring WSC into the conversation. WSCs are a key factor in helping bring individuals to understand what their choices, chances, changes are as we help them with their service planning. Case managers have a huge responsibility in what the system brings forward to offer to individuals.

Need to create opportunities for WSCs to approach individuals from a person-centered thinking point of view. Not just how you have a person-centered plan. How do we learn to listen differently to individuals and families and help translate what they're saying into a life of work, fun, play, friends, growth, new knowledge every day? WSCs have a responsibility to make sure that services are offered in a way that provides good health and safety for individuals. That we assure that individuals know their rights and responsibilities when they make choices. The responsibility and the heavy burden that we recognize that WSCs have in assuring that people have the information they need to make true informed decisions as they chose what kinds of services, they wish to have in their service plans.

We are at a new place in history in understanding how to recognize the dignity of choice and the dignity of taking risk. Need to understand the importance of helping individuals, their families and providers understand how help individuals take reasonable responsible risk in their life.

Not only do you have to ask a person if they want to work but recognize where individuals and families are in their life path. What risks and choices we've made in life are often based on the experiences we've had in the past? Their choices are less informed than if we have more experiences in life. Not being limited about what they know from their past experiences. Expose people to better informed decisions. We have the knowledge in our field to help individuals with challenges to work.

Guided conversations are something we have learned that it is very important. As they are in different paths or stages in life, we have different types of conversations. Not just "do you want to work?" and "if you want to work you have to go to vocational rehabilitation to support that with." It's different than that. Those conversations are critical. The stakes are high. Lots of opinions about how these conversations need to be. It is about having a guided conversation.

Guided conversation: Question – Tell me about something you would like to be doing but currently aren't. Action – Make a connection between the person's desires, dreams and work.

Most people with disabilities' first entrance into a job may be in a part time job. It is important to help them get past the fear of what will happen if they have to stay at home five or seven days a week.

When someone is not working and is doubtful about even considering to work, consider asking what they like about something they're currently doing or something they don't like. No dream is the wrong dream to have.

When someone is interested on employment but doesn't know where to go, there are other starting points. May want to start helping people think about a pathway. "What worries do you have about working?" it could be their fear of losing benefits. Begin having the conversation about what kinds of things are worrying the person. Help individuals connect to other individuals who have already experienced working and help them have conversations together. We need better informed families and WSC's have a key role in helping families connect with other families.

Help them recognize that we don't stay in the same job forever. The first job is often just that: a "first" job, and sometimes careers take a very different path. Do you still like what you're doing? Has your employer offered you a promotion? Always check in about what's going to change in their career life. Is it time to start checking for additional certificate programs, job trainings, apprenticeships, certificate programs, lots of new opportunities? There's lots of new opportunities in what is called "tiered credentialing" and learn to entry level skills for a career path and expand opportunities. Lots of accommodations are being built in.

When we get into conversations with people who have worked in sheltered workshops for many years, we get beyond the conversations are you happy here? We learn that they wished they could have tried different opportunities. Our system has not helped them think beyond. We need to think big and learn about new opportunities.

All the pieces of our system don't stand alone, WSCs are a critical key / influencer in the ADT redesign. Everything impacts something. As we come together with all the work we have started to do, each little piece plays a role.

Participants in today's call per the earlier poll:

36% WSCs

1% self-advocates

7% parents/ legal representatives

41% ADT or other service provider

15% Other

What do we need to do to help WSCs move individuals in the direction to get employment opportunities?

QUESTION AND ANSWERS

Q: What we are hearing is a focus on supporting individuals who want a job to pursue this outcome. What we don't understand is how this is a redesign for ADT's?

We are talking about ADT but your emphasis has been on Supported Employment. Can you explain how the ADT is expected to provide or transition these students beyond what they are already doing?

A: Often times we see ADT providers who are doing a great job in helping individuals access vocational types of activities. But the way ADT is written right now is as a day habilitation service. So, although the emphasis has been on individuals accessing employment, we know that there are some ADTs, where individuals get paid for these vocational activities and that's something that is more consistent with Supported Employment. We're going to have more conversations with AHCA, the Medicaid agency and the ADT providers to help us move into that direction so that we're not talking to ADT providers about supported employment and vocational types of things. We're looking at ADTs providing some sort of pre-vocational types of services, so the individuals can get those skills that they need to

What percentage of individuals current in ADTs are you expecting to move to employment opportunities?

Would it be possible to modify the VR application to include a release/authorization to release info to APD and a question on their app to determine if they are an APD client.

Is there a set or strategic date for the redesign to be launched.

Our Adt offers the I Can Work module which gears them for employability. It is our hope that the community will be factored in so our offerings can become notoriety.

ANSWER: There are a lot of ADTs that are out there who are doing outstanding things and have come up with some creative ways to move people in the right direction and we want to hear from you. There may be something that you're doing that we can share with other providers. We'd like to have a call to share things that work. We need to have a conversation with ADT and employment providers who are doing some of the things that we're talking about. There may be providers who would like to do the right thing but don't know how. Those that have obtained grant funding, we want to hear from you as well.

recognized.

Thank You!

Please send the link for this power point. Thanks

ANSWER: The link to this and all other stakeholder materials can be found on our APD's website at:

<http://apdcares.org/customers/supported-employment/>

I can hear you :)

Good Morning

and I can see slides as well.

Welcome ALL thank you for inviting us to the Webinar

I would like your opinions and suggestions when it comes to a person that has aggressive behaviors and wants to work? We refer them however they are physically aggressive.

I suggest we educate our community to open opportunities for the people we serve. Society is very closed minded and do not open work opportunities for them.

In our ADT we have a training class for those that have shown interest in supported employment. It helps their social skills and they work on different work scenarios to prepare them.

When they do get a job we want them to maintain the job.

Cost does increase when more demands are placed.

ANSWER: We need to figure out how to make these changes with the money that we have. We recognize that this is a challenge.

If an ADT does both traditional ADT services and integrated work environment without using 14(c), will that meet redesign goals? And what percentage of non-disabled/disabled individuals constitute an integrated work environment?

What you are describing is in a perfect world. How many times are the individuals going to be asked to get a job until they get tired of the badgering and say okay.

ANSWER: There are individuals who receive iBudget services who do not want to work, for them the traditional ADT for non-working will work for them, but for those who want to work we need to make sure that opportunities are available. We need to make sure that those individuals get the appropriate training, maybe get trained on how to interview.

I am an ADT and have served an individual who had gone through VR and received a letter stating he was unemployable. He found his own job and has since worked 12+ years. If the individual wants to get a job I believe there is a way but there have been many transportation nightmares with being rural his retired parent has been the main support for his job. Many do not have this opportunity. BE CREATIVE.

THE POPULATION IS AGING AND THE ADT IS A WAY TO KEEP THEM ENGAGED IN LIFE SOCIALLY INVOLVED.

ANSWER: ADTs can and should be able to help those individuals meet their needs.

Our ADT has a monthly meeting and asks what the individuals want to do. We EDUCATE and provide the EXPERIENCE the choices ie: learning more about animals, going to the Zoo AFTER learning about what the animals eat, mate, life expectancy, etc. Edison Ford Museum, MOSIE

She is welcome to contact me; the employment liaison in the NE region
Helen.cooke@apdcares.org or 352-316-9354

Can everyone, please identify themselves when they talk? Thank you.

Helping individuals to find jobs is a great goal. ????????

Maybe now that there is a low unemployment rate, it will open employment opportunities for people with disabilities.

ANSWER: The individuals should benefit from the employment market to be ready and ready to move.

Is about time that schools transition students with disabilities to employment.

One of the things I have noticed is that employees need to perform a variety of skills and quite often may change an individual's job daily. To keep people working we need to do a better job of training people to do multiple tasks. The days of having one good skill is certainly changing.

Thank you I would like to be involved if you have a team to look at the redesign.

Please explain how we can justify asking employers to create customized positions for the Developmentally Disabled and then tell them we are advocating that they are forced to pay them minimum wage under 14-c, no matter how mundane that job may be. We should create multiple levels of expectations and scoring outcomes.

The outcomes required by federal VR dollars are far too stringent for less independent individuals. So where does the funding come from for entry level skills certificate programs mentioned?

ANSWER: Some of the programs out there are seeking grant dollars. So, not all of it is waiver funding, which it is limited. Every year we increase what we're paying ADTs yet the employee outcome has not improved. We have to figure out and need your help to help us figure out what we need to do differently. We need to work in partnerships with providers and VR to determine what needs to be done. Maybe we need to have conversations with VR, WSC, APD to identify the funding that needs to be accessed.

Is it possible to call in and listen via phone instead of the computer?

Where online will the powerpoint be posted?

This entire discussion assumes there is funding available to support these efforts. As it is, individuals' budgets are so low that most people can't afford even the same services they may have received in the past. Also, historically, payment for placement in employment is based on the benchmarks of how long a person stays. Is that changing?

ANSWER: One of the elephants in the room that has always been part of this conversation is rates. We have the money that we have. We looked at states that have the higher rates and they performed the worst. Although we recognize that higher rates may be needed, you may be in a position to talk to legislators to make it possible for us to increase the rates. When we look at the nature of these waiver services, when we look at the handbook it talks about employment opportunities. When we look at the waiver, it talks about people having access to employment. Because we have not monitored for this specifically, we don't know if it's happening. We talked about all the influences that are changing and how we need to move in this direction. When we identified individuals, who want to work we have referred them to VR as if our job is done. While that is part of the process, there are a lot of things that need to be done. The expectation is that individuals want to work, providers should be trained in how to help that individual get access to jobs.

comment only, no need to read: MacDonald Training Center in Suncoast 23 is happy to be involved in conversations about supporting training and paths to workforce. We have a heavy emphasis on workforce readiness.

If the Waiver participant is not getting results from their Voc. Rehab experience after having tried everything to resolve the issue, can they elect to go off of VR and receive Supported Employment services through the Waiver?

Can guidelines for ADT Programs be instilled to increase exploratory opportunities; dream boards; local career fields; community speakers; volunteer opportunities; mock job interviews; etc.?

ANSWER: All of these things are consistent with this practice. If we can identify other ADT programs that have done that, we can put you in contact with those providers to discuss ways that you can do that at your ADT.

Brevard Achievement Center is currently hosting a VR Pilot Program for the Third year called Industry Readiness Training program which is being used as a tool to prepare IWD for employment and to have a continuum of services including the same staff from the beginning of the program until they are placed into an OJT and finally into an integrated employment setting. This has been very successful. We are now looking to make this a statewide program, but funding is the main issue.

Hello and good morning. When you are speaking it is a bit garbled.

Good morning Lindsay! This is Wilma Johnson just checking in

I am here - Rie

Can you unmute me _ I am listening

hello

sound quality/volume going in and out

sound is better, thanks

what portion of VR's workload/assigned role focuses on the ID/D population?

with a number of ADT's developing strategies that align with what this Webinar is stating is the desired direction for service change, how can the "system" support this "risks" providers are taking?

ANSWER: As ADTs begin to move in the direction that is consistent of what we're talking about, we want to work with providers to identify those risks to minimize negative risks because what we want to do as we redesign this system we want to address the risks that are unintended and try to prevent them if possible.

Recent experiences reveal that there is a need for greater coordination and sharing of goals between entities such as APD/VR/providers/communities. VR and APD are state entities so it would appear more likely to get these shared goals/efforts underway, and then make a concerted effort to drill this down to the local levels from statewide offices with clear expectations/goals...

Good morning

Hello

Have consumer who was looking for employment with VR for a year. Is there a limit on how long a consumer can be assisted? What causes a consumer to be taken off VR services?

ANSWER: VR is committed to working with our mutual customers. VR does not have a specific time limit for most of our services. VR will continue to work with individuals who are interested in services. Supported Employment has a 24 month service limit but it can be extended if needed.

She can reapply. It is possible that if an individual doesn't respond to request for appointments and information it can cause a case to be closed. Cases can always be reopened.

Suggestions- Provide incentives and create partnerships with potential employers. Easy guide and simple doc. for follow ups. Vocational Rehabilitation should have a long list with potential employers. N C I in 46 States

please share my contact information jan.pearce@vr.fl DOE.org contact me
Feel free to share my contact info

VR can help fund training and certification programs for individual VR customers.

We find that often times communication from VR goes directly to the person who is not able to independently respond to written communication or does not understand the importance of the communication. Subsequently, they miss appointments when the circle of support is not brought into the communication.

The number of Self-Advocates that is so low, is most likely due to their access to Internet or the need for assistance with being able to log into the Webinar. Technology is great, but expecting self-advocates to significantly have access electronically is wishful thinking.

with regards to her (Shirley's)question, as per past similar situation. She needs to contact VR and find out who the counselor was/is and inquire with them why they closed case and ask for reapply or re open as well. Need to find out if VR knew she was on waiver too.
can you send our power point?

sorry --meant to say --sent out the power point being used by presenters.

The VR system has proven not to work with our referrals. If there are no increase on my caseload of people wanting to work is because VR has not given that opportunities. No VR coaches are available or have waiting list. How in tune will VR be in the Redesign of ADT

APD has done so much in increasing numbers of people with disabilities having a job. WSCs want consumers to realize their dreams but we get stuck and inactive in Phase 1 of VR. Can those education funds that age gets should be transferred to APD for Phase 1?

When students begin the transition stage and are already involved in Victory program or Publix program APD should look into extending those programs so those students that are already working/ intern should continue once they graduate so those students are given that chance of keeping their job.

ANSWER: That's a great idea. That's a conversation that providers, and families and individuals should have with the Victory program and Publix programs to continue.

The lack of jobs in people with disabilities is not because ADT are failing and funds are not properly being used. It is because APD forces the consumers to go thru Phase 1 with Vocational Rehabilitation.

The ADT May need better rates to integrate goals of supported employment in the future. ADT programs may be duplicating goals of what VR is supposed to do.

The invitation was specifically to WSCs. Now that I know I can include parents then I will.

yes

Will this be recorded and put on the APD web site?

Why is APD focused on system change? I think our system already is structured to enable much of what you desire. I believe the focus needs to be on enabling organizational change in order to assist providers in achieving the outcomes you desire....

ADT's NEED BETTER FUNDING SO WE CAN PROVIDE MORE SERVICES AND ASSIST THE CONSUMERS TO INTEGRATE INTO THE COMMUNITY WITH JOBS AND OTHER AVAILABLES FORUMS , THANK YOU JV

NEXT STEPS:

Working on a plan to implement the ADT and employment transformation. In that plan we're looking at specific goals and actionable items that we can implement. Some of them require us to coordinate and collaborate with internal and external stakeholders such as the Agency for Health Care Administration, Vocational Rehabilitation/ Department of Education, Department of Economic Opportunity, the Developmental Disabilities Council, and others. Also need to collaborate with ADT and supported employment providers, self-advocates and their families. We'll continue to collect data to identify individuals who want to work, and how to communicate information with our partners, such as VR. We are working with VR on implementing an interagency data sharing agreement. That way VR can know how many people are in need of VR services and on the flip side of that, how many people have

completed VR services and are ready to begin receiving phase II of supported employment via the iBudget waiver. Also need to work with possible employers to identify those who would like to employ individuals with intellectual and developmental disabilities, and working with the AHCA to align the iBudget waiver as defined in our handbook with CMS rule requirements.

We would like to request that WSCs invite their consumers and family members that are affected by these services to come to the table and provide us with their feedback. That way we can have more meaningful conversation and make sure we address the needs of our consumers.

NEXT MEETING: September 5, 2019; moved to September 19, 2019 from 10:00 am to 11:30 am, due to the possible impact of Hurricane Dorian in FL.