

Adult Day Training (ADT)/Supported Employment Workgroup

December 4, 2014

Co-chairs: Nancy Boutot and Shirley Balogh

Invited (*Names in bold text were in attendance*)

Andy Vega, Art Barndt, Barbara Lazarus, Barbara Palmer, **Beth Braden, Elizabeth O'Brien, Bobbie Wigand**, Christy Brown, Clint Bower, **Connie Calub**, Darnell Forbes, **David James, Deborah Linton, Patti Hoagland, Debra Noel**, Denise Arnold, **Derrick Snead**, Ed DeBardleben, **Elizabeth Ann Shoemaker, Grendy Henry**, Harvey Landress, **Jim Freyvogel, Jan Pearce, Janet McIndewar**, Jean Sherman, Jenny Sykes, Jermaine Lewis, **Jim Ressler, Jim Whittaker**, Jose Carbonell, **Julia Boone**, Julie McNabb, Kali Rose, **Ms. Canary, Karen Lane, Kathy Harris, Kathy Howell, Kathy Jackson, Kathy Lauderbauch, Kathy Palmer**, Kathy Rusciano, **Kevin Johnson, Kim Aarons, Kim Faustin, Larnie Killen**, Laurie Hoffman, **LeeAnn Herman**, Lesli Clark, Leslie Richards, **Linda Mabile, Lorrie Cline, Lynne Funcheon, Mark Barry, Marty Norris, Mary Williamson**, Meghan Murray, **Michael Ervin**, Mindy Nguyen, **Minerva Barndt, Nancy Boutot, Natalia Wong, Paula Whetro**, Pauline Lipps, **Rhonda Beckman, Rhonda Wynds**, Robert Gramolini, **Robin Wilson, Shirley Balogh**, Shirley Zonneville, Stacy Davis, **Stephanie Brown, Sue Cain, Sue Koziol, Suzy Hutcheson, Tina Tucker**, Tom Rankin, Tracey Tolbert, **Troy Strawder, Vicki Brown**

Goals of Workgroup

Develop a best-practice framework for a 3-tiered ADT structure for three groups of people with disabilities:

- 1) Individuals ages 60 and older who do not wish to work
- 2) Individuals with complex medical needs
- 3) Individuals who are able and willing to work (main focus)

Develop a high-level report based on three pilot sites. This group is charged with defining the sites. All sites could serve all populations, or each site could serve one of the categories of individuals. This is due to Director Palmer by December 18, 2014.

December 2, 2014, Meeting Summary – Nancy Boutot

Defining Complex Medical Needs

- Individuals requiring nursing oversight and intervention who are totally dependent on others for care
- Individuals needing hospitalization for care
- Individuals with intensive behavioral and/or psychiatric concerns needing stabilization

Defining Employment

- Competitive work in the community
- Earning minimum wage or higher
- 20 hours per week or more as a best practice

Alternative Work Situations

- Internships – paid

- Internships (or volunteering – unpaid for a maximum of 12 weeks)

Needs

- Transportation availability and affordability
- VR and other state and community partners to be involved

Innovative Ideas

- State incentives for businesses to hire individuals
- Increasing ratios for those not needing a 1:10 ratio as a way to free up dollars

Non-residential Self-assessment

Art Barndt: As you know, the new Centers for Medicare & Medicaid Services (CMS) rule from March 2014, includes a 5-year transition which will affect non- and residential settings. A new draft survey will be posted on the APD internet, <http://apdcares.org/publications/legal/>, with a mailbox set up for your comments. There will be discussion of the Non-residential Self-assessment at the December 11th meeting. Statistics indicate that Florida has over 12,000 individuals working in ADTs. The framework that this group proposes can be a piece of the plan that we will submit to Agency for Health Care Administration (AHCA). The employment portion of the survey includes all who have a job. The 5-year plan will incorporate best practices. We recognize that additional resources may be needed for providing services for 60-year-olds who do not wish to work, to keep them engaged in the community while the provider business thrives.

Brainstorming Pilot Sites

Suzy Hutchinson: We offer a community-based program in which we look at a person's life through their eyes. We ask what would they like to do and then we take three or fewer individuals into community activities, based on their desires. Some visit the Humane Society and others serve as ongoing volunteers there. We also partner with Meals on Wheels to interact with the elderly receiving meals, and this brings joy. It has built relationships between the two groups. Some of the elderly bake cookies for our clients who are assisting with delivering meals. We provide an atmosphere where we fit into the community. We go to lunch in groups of four with one supervisor. The group fits in and is not noticed. Our policy is to work in small groups and away from our site. We do have subminimum wage certification where we stuff bills for the *Stuart News* and become part of that culture. We eat lunch with them. Our small groups do not overwhelm. It is our philosophy that all need to be a part of the community and our goal is to get them out and eventually find employment. There are people whose parents say they cannot work. We provide opportunities which have changed parents' minds when they see the results. We work with those that have not found an appropriate job. There are those who could have good jobs but do not want to work. We continue to provide services for them.

Bobby Wigand: We have a similar program where individuals volunteer in the community three days a week and volunteer onsite the other days. We mentioned at the last call that an internship typically lasts for 12 weeks. Do you find that people move in and out of program within the internships? How quickly do they move from interning to employment?

Suzy Hutchinson: Three to five individuals become employed each year. We serve 55-60.

Employment Best Practices Suggestions

Rhonda Beckman: Because some families and individuals do not want competitive employment, the sheltered employment is used. Transportation must be available once we find jobs for individuals (funding and availability).

Shirley Balogh: Subminimum paid work will not be available. We cannot afford to take people into the community with a 1:3 ratio. It would be an incentive to the provider to fund a reduced ratio of staff to job seekers.

Suzy Hutchinson: If a person's funding for ADT could follow them through employment, this could fund transportation and other employment-related needs. When an individual secures employment, funding falls to a small amount for follow along.

Nancy Boutot: Pilots provide fluidity for best practices. You have said that the money should follow the person, who will participate in smaller groups in the community.

Linda Mabile: What if we didn't fund as Supported Employment (SE) but shifted to group off-site at lower ratio and better funding?

Art Barndt: iBudget provides the flexibility of 112 hours of meaningful day activity. Recently as a result of court action 14,000 individuals approved for transportation received funding increases, but they are not utilizing this service. We can work with support coordinators to re-evaluate the individual's funding and how it is being used.

Jim Freyvogel: We found that educating families and individuals was not sufficient. The issue goes way beyond to include team members with biases against people (with disabilities) working. We had 80 trainees and 12 team members working on Sun Pass. We now have 10-12 individuals working who have replaced the trainees. We received pushback from team members for putting them into real jobs. Pushback even from the Department of Labor. Peter Drucker says, "Culture eats strategy for breakfast." We must dramatically increase expectations, expecting employment within a set period. One of our job seekers found their dream job but the parents pulled them off. We have huge pushback from families who don't want employment in the community due to safety issues. There is the need to change the culture and this will take long time. Private-pay people want a job but others do not want that. If we don't change the culture, we will not be successful

Shirley Balogh: For the sake of the pilot, education will help change culture – businesses, clients, families; Suzy shows individuals can work and there are many opportunities out there. However, we have found that younger folks have different mindset (regarding employment) than the older people.

Jim Freyvogel: Let's not present this as a "have-to" (that the feds are mandating this), but communicate that this is the right thing to do for the individuals. We should present a shared vision of expecting more from job seekers.

Suzy Hutchinson: I agree with Jim's comments. What does it mean for the provider agency to make this transition? No longer paying for a building (brick and mortar); many are willing to make this shift but many puzzle pieces have not been dealt with. Major overall transition.

Natalia Wong: The next step is to move to Vocational Rehabilitation (VR) and connect with the job coach while still in an ADT setting to build a resume and gain experience via volunteerism and internships. Once done, the expectation is to go to VR. Agencies themselves provide the services. Not all agencies have SE. Would we combine services that include ADT and SE? Pilot is to provide services through organization.

Kathy ?: Our barrier is transportation. Individuals may use a taxi which is expensive. We also face the expense of lower ratios. We should partner with schools to better prepare individuals during transition programs.

Bobbie Wigand: I agree. Educating individuals and families. We should target the younger population for the pilot.

Shirley Balogh: Most must go through VR services and be evaluated for employment before they can even participate in ADT. We could be part of that process. Have pilot with best practices in place to help.

Evaluation/Best Practices

Discovery

Jan Pearce: Discovery within VR is new. We have a pilot and are now expanding by area. We have Discovery-certified providers available in most of Florida except for Miami. Need for individuals transitioning from school to work and those who had been on many SE workloads but had not been successful getting a job or keeping job. VR paired Discovery with the SE initiative. We are seeing success. Person-centered process planning is used consistently with those who can benefit. The person certified in Discovery spends 16-30 hours in the job seeker's home, familiar settings, unfamiliar settings to see how they react. They interview family and friends. They learn where the job seekers thrive and are at their best. We collect positive information which is usable. Discovery helps to transfer successful life activities to employment. For example, we worked with a long-term individual who had experienced few successes. The Discovery person was in the job seeker's home and observed him successfully completing the steps of preparing a pizza. It involved a series of skills that could be transferred to employment. We look at people in positive ways. Discovery provides wonderful information for employment planning. The certified Discovery person knows the job seeker well. Tool, strategy we can use in pilots for expanding the view of the person. Families were surprised when they heard all the positives about their job seeker. Discovery serves as an education piece.

Nancy Boutot: Is there group Discovery with small groups and 1:3 ratio?

Jan Pearce: No. We do it one at a time. However, Mark Goldman in Mississippi has done so.

Paula Whetro: We have had three successful placements because of certification in Discovery. It is the best tool. It should be included. Focus on life and job skills. Next step is Discovery followed by employment. The job seeker/employee needs the consistency of the same provider. The Discovery

person who is familiar should follow client. Do this in the pilot. Have the agency doing the discovery and follow throughout the process to securing the job.

Lynne Funcheon: The barrier for Discovery certification is the training required for the coaches—time away. We bill by units and have to send coach for training. Getting money for their salaries is an issue.

Paula Whetro: Because of the way we are paid, there is no income ADT can bill.

Linda Mabile: Could we build in an educational incentive into the pilot for getting people trained?

Jan Pearce: Workforce Innovation and Opportunity Act (WIOA) also requires new things and Discovery can assist with these.

Nancy Boutot: What would we change if we could to make SE more successful in your agencies?

Sherry Roskowski: We have intellectually bright, motivated individuals whose options are limited. VR has not moved them to employment.

Nancy Boutot: We can also offer incentives to businesses.

Sherry Roskowski: Job carving is not as available as it once was. The greeters at Walmart must now have a higher skill level, and completion of multiple tasks is required.

Nancy Boutot: Discovery comes into play for the customized part of the employment process—not only looking at existing positions but meeting the businesses' needs.

Linda Mabile: Does APD have meetings with employers for ways to train future employers?

Nancy Boutot: Director Palmer, Deputy Director Rankin, and I met with a key Publix person and Chief of Staff Michael Ayers attended the US Business Leadership Network Conference. APD leadership is also talking to Walmart and TJ Maxx (which will provide internships for job seekers in Tampa). We are engaging employers. We must incorporate businesses into the pilot and ensure we are meeting their needs.

Bobbie Wigand: We should also target smaller businesses. Large employers are great and have much to offer. Smaller businesses help with those who may have a different skill set.

Paula Whetro: We are considering a community foundation philanthropy workshop, starting a company to employ those with and without disabilities in social enterprise. Transformative grant for 3-year period if in line with DMS standards for inclusion.

Engaging Businesses

Nancy Boutot: LeeAnn Herman has researched state work incentives around the country, in addition to federal work incentives.

LeeAnn Herman: Some states provide incentives for businesses to hire those with disabilities in addition to what the federal government allows.

- New York: Workers with Disabilities Employment Tax Credit (WETC), which offers \$2,100 tax credit for each person hired; another thing spurring this is no new admissions are allowed for sheltered workshops; employers more interested in hiring; NY: Work Try Out, employer sees how a person can benefit their business
- Texas: Welfare to Work Tax Credit with Texas franchise tax credit. Franchise can list all employees hired in one application; state legislatures can create these and provide guidance on eligibility
- Utah: Flexibility; requires person to have come from an SE program or ADT; targeted to getting people from these settings to work; opens up to those receiving services; \$3,000/employee/year for two years
- Maryland: Incentive whereby On-the-Job Training allows the employer to receive 100% of the wages for a limited time

LeeAnn will summarize her findings and send them out.

Ages 60 and Older

Nancy Boutot: What should their framework look like?

Debra Linton: Consider the accelerated aging process experienced by some with developmental disabilities and those who exhibit (age-related) needs at a much younger age.

Mark Barry: I suggest offering at least one comprehensive pilot which addresses all categories so individuals can move through the various stages.

Nancy Boutot: It's open to design. I am assuming all three pilots will have all three components.

Troy Strawder: If moving to a separate waiver or program; we must be cautious that these do not become babysitting. The most important key is to maintain the skills the individual already has. As long as we work daily on those skills, they can be maintained. An Occupational Therapy (OT) component is vital. We are getting crisis people and older people.

Paula Whetro: I agree with Troy's comments. Where do they fit into this? Leisure program for 50-60s age group includes Action clubs, Kiwanis, community training, and shopping. These are critical pieces for this group. Involve them in volunteer or training in managing money.

Linda Mabile: Need stimulating environment; enjoy socialization; studies show impact of positive socialization and companionship vs. isolation and stagnation; offer community involvement, skill maintenance, volunteering, do not push the employment portion for this group.

Bobbie Wigand: May my two self-advocates attending this call speak? They have given me permission to say they are approaching age 50.

Larnie Killen: I enjoy the service animals and working with them; they serve blind people.

Elizabeth O'Brien: I like washing tables at Wendy's; I volunteer with little kids at an elementary school three days a week.

Nancy Boutot: Thank you both for sharing. Your input is valuable.

Patti Hoagland: Don't lose the person-centered planning component; apply this concept with person-centered planning to those who are elderly.

Debra Linton: We received input from 100 self-advocates; person-centered planning is their desire; all should be centered off this.

Natalia Wong: Consider staff qualifications for therapeutic work. Include funding to hire staff with necessary skills.

Vicki Brown: How would the ratio work with the 60+ individuals?

Nancy Boutot: This group will define it. Troy has wanted to see a smaller ratio in order to provide needed services and supports; Shirley sees a larger ratio for her folks. We will look at this with our pilots.

Vicki Brown: There are concerns for safety in the event of a natural disaster or fire.

LeeAnn Herman: There should be activities to accommodate a variety of interests; the ratio to accommodate person-centered activities.

Linda Mabile: I want to reinforce that community involvement requires lower ratio (1:3).

Meeting Summary

High Level Framework for Competitive Employment

1. Education on the value of working/cultural change away from segregated settings/work incentives/expectations: Including persons with disabilities, families, staff at all levels
2. Education for businesses – more emphasis on small business, engaging businesses to provide employment opportunities
3. Legislative education regarding state hiring incentives for individuals with disabilities
4. Follow individual model, or small group model with ratio of 1:3
5. Money follows the person
6. Shift funding to ADT off-site
7. Provide funding for transportation
8. Partner with DOE and VR
9. Use Discovery Model and possibly group discovery to get to know job seekers' knowledge, skills and abilities
10. Set program expectations, including classroom training, volunteering, internships, and competitive employment
11. Look at enhanced rates for providers who go through certification process

High Level Framework for 60-Plus Age Group (Action Club)

1. Maintain the skills people already have
2. Add Occupational Therapy
3. Look at community involvement for leisure activities, community involvement, volunteering, stimulating environments, socialization, inclusion outside of sheltered environment
4. Person-Centered Planning
5. Staff qualifications

*At least one pilot should have all three components

Next Week

Nancy Boutot: We will address complex medical needs and the whole picture together.

Next Meetings

Date	Time
December 9	1-3
December 11	10-12

We will post the meeting notes on the APD website with the Public Notices under News/Legal Notices:
<http://apdcares.org/publications/legal/>

Nancy Boutot's email: Nancy.boutot@apdcares.org