



Messaging to build confidence with individuals & families served

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2017 MISSOURI APSE SUMMIT
 "FOCUSING ON TRANSFORMATION"







Driving Social Change for 149 Years

Washington, DC
 Virginia
 Pennsylvania
 Tennessee
 Delaware
 Maryland

"advancing community support and opportunities for people living with disabilities"

"A journey of a thousand miles begins with a single step"
 — Confucius

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But You Have To Crawl Before You Can Walk




- 1) Gather Information
- 2) Set the Vision
- 3) Create a Plan
- 4) Bring Stakeholders
Along
- 5) Implement the Plan
- 6) Collect the Data-Share
the Stories




Gather The Information & Establishing Your identity

- SJCS believes in community inclusion and involvement.
- Separating people from their community deprives them of the development of “natural support” from non-disabled peers and access to role models.
- People learn best in “real world” settings.
- At SJCS we would have a higher staff to individual ratios than “bricks and mortar”.



Setting the Vision

- Have a career, have dreams for the future and make meaningful contributions. **Employment First!**
- Be included, respected, and valued.
- Have on-going information, experiences, and expectations from which to make choices.
- Have a variety of relationships.
- Live and participate in the community of his or her choice.



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Creating the plan What Would Services Look Like And Why?

- All activities would be conducted 100% in the community. No SJCS facilities are operated that would separate people with disabilities from their communities.
- Staff would accompany individuals to *pre-planned* activities in the community to conduct skill training – no van therapy!
- Staff to individual ratios would be no greater than 1:3.
- Activities would be chosen by the individual's and reflective of their interests and choices.
- Activities would be close to individuals home community – no more long commutes on vans.



The Benefits to Individuals:

- Connections with the community for relationships social outlets;
- Opportunity to explore different types of community resources, build skills and develop a strong resume for future work;
- Chance to contribute to the community and build confidence, a sense of self worth and shared responsibility with other community members;
- Greater independence and interdependent relationships through the development of community access skills and cultural interests.



And In Turn What's The Benefits To The Community:

- Getting to know people with disabilities, often it's a first experience for community members.
- Increase in the pools of available people for non-profits who depend on volunteers and businesses looking for skilled labor.
- Opportunity for communities to see people with disabilities as contributors rather than often needing contributions.
- Chance for new generations to grow up with people with disabilities thereby increasing acceptance and understanding of diversity.



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The Resistance To Change: Bringing Stakeholders Along

- Creatures of habit
- Security blanket
- Fear of the unknown
- Concerns about competence
- Mindset: Individual, Family, Board and Employee
"How does this effect me?"
- Economic factors as they pertain to the company
and to Social Security benefits of the individuals.
- And the list goes on and on and.....



Opportunities From The Employment First Initiatives

- In 2013 St. John's joined the Employment First Task Force
- In 2013 St. John's joined the Employment First State
Leadership Mentoring Program Provider Work Group
- In 2014 St. John's obtained a board of directors seat on
TN-APSE
- In 2015 St. John's joined the EFSLMP Grant
- In 2015 St. John's representative became the board chair
for TN-APSE
- Regularly present at the National APSE conferences and
APSE Regional Institutes on organizational transformation



Conversations That Matter Open And Honest Communication

- Set a clear image of service models and how they will
be effectively carried out from staff activities, changes
to transportation, timeframe of conversions. No smoke
and mirrors.
- Listen to concerns and build trust by maintaining
contact and disseminating information on an ongoing
basis.
- Survey all stakeholders regularly to understand levels
of satisfaction and areas needing improvement through
professional development, person centered processes
and overall support necessary to strengthen skill sets.



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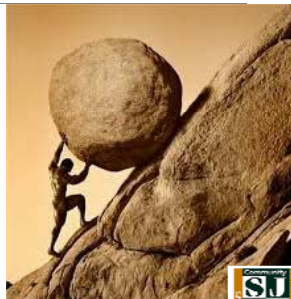
Overcoming Resistance Implementing The Plan

- Change is continuous. You have to be able to adapt.
- Empowerment leads to commitment at all levels.
- Lay a solid foundation. It's the groundwork to your success.
- Raise the bar of expectation.
- Have a backbone. Remain firm and committed.
- Remain positive. It's a marathon not a sprint.



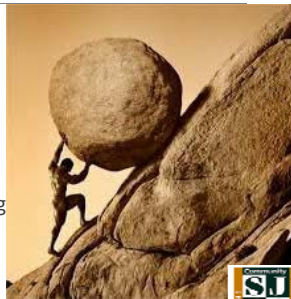
Transformation Time Line

- Began the journey with 103 individuals on July 1st 2012.
- Immediately entered the budget season and began planning for the transformation of services in stages.
- Focused on training, reallocating current resources and establishing community recreation and non-profit volunteer sites.



Transformation Time Line Phase Two

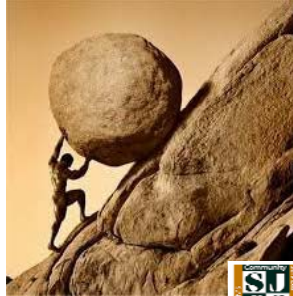
- 2014 was the first full transition of services to 100% community inclusion. Established a pilot program "without walls" in two pre-selected counties.
- August 2015 closed the day habilitation center transitioning 33 individuals to 100% community integrated services.



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Transformation Time Line Phase Three

- From 2014 to 2016 we began removing individuals from the sheltered workshop as we established new pilot programs focused on employment and wrap around services in 100% community settings.
- Set target date of July 1ST 2016 for closure and provided piece work contract vendors a 60 day notice of ending contracts.



Share the Stories






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End Results Of The Sheltered Workshop Transformation 2012-2016

- 67 Individuals enrolled at the start of conversions.
- 4 Individuals retired from service altogether
- 5 Changed providers
- 1 Moved to another SICS program to be closer to family
- 4 Passed away over the time period
- 11 Expressed their choice of not wanting to work
- 35 Went to work
- 3 Want to work (One is pending placement)
- 4 On the fence about work (Discovery)



End Results Of The Sheltered Workshop Transformation 2012-2016

- 16% Do not want to work due to retirement age or individual choice
- 6% Retired from services due to age, health or family needs
- 8% Selected provider who still offered sheltered work
- 1% Moved to be closer to family
- 6% Passed away
- 52% Employed
- 5% Seeking work
- 6% Undecided



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TN DIDD Employment First Videos


Out of the Workshop
<https://www.youtube.com/watch?v=dWeDOTHK9s4>

Employment on Campus at UT Martin
<https://www.facebook.com/tn.didd/videos/1335372803217525/>

Why Work Matters
<https://www.youtube.com/watch?v=LjrBBOr2DAU>

Charlie's story
<https://www.youtube.com/watch?v=h3sAB6kFXTM&feature=youtu.be>

More Than a Job
<https://www.youtube.com/watch?v=R1uojkVB5il&feature=youtu.be>




Additional Partnerships And Resources

2016 Expect Employment Report
http://www.tennesseeworks.org/wp-content/uploads/2016_Expect_Employment_Report.pdf

Breaking Ground Magazine
https://www.tn.gov/assets/entities/cdd/attachments/Breaking_Ground_82_-_April_2016.pdf

When the Workshop Closes
<http://www.tennesseeworks.org/when-the-sheltered-workshop-closes/>

Real Work For Real Wages Boosts Real Self-Sufficiency
<http://www.tennesseeworks.org/real-work-for-real-wages-boosts-real-self-sufficiency/>



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Additional Partnerships And Resources Continued

2015 Expect Employment Report

https://www.tn.gov/assets/entities/cdd/attachments/2015_Expect_Employment_Report_to_Governor_-_FINAL.pdf

TennesseeWorks Provider Transformation Guide

<http://www.tennesseeworks.org/wp-content/uploads/Provider-Transformation-Manual-June2016.pdf>

ODEP Transformation Guide

[Provider Transformation Manual](#)



Contact Information

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Q&A and Wrap Up



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