

Individualized Day Supports: Helping People Have a Day Like Yours and Mine

Orientation Training for DDA Providers

August 14 & 15, 2014

Celebrate DC!

- * No large institutions
- * No waiting list
- * Between 2007 and 2013, increased the portion of individuals with I/DD served in home-like settings from 48% to 74%
- * UCP Case for Inclusion ranking – up 13 places since 2007

DC one of the 17 “most improved”
states in country!

Lisa Mills

- * 24 years in field: 9 in Scotland; 15 in Wisconsin/US
- * Most relevant experience:

Inclusion Alliance

<http://www.inclusionalliance.org.uk/>

Options in Community Living

<http://www.optionsmadison.com>



Genni Sasnett

- * Former COO, St. John's Community Services
- * Subject Matter Expert, ODEP, US Department of Labor
- * Consultant, Institute for Community Inclusion, University of Massachusetts
- * Independent Consultant, SJCS and other private provider agencies

Introductions

- * What agency are you with?
- * What role will you play in Ind. Day service delivery?
- * Tell us about your experience designing, managing or delivering highly individualized supports (1:1 or 1:2)
- * What big questions do you want answered today?

Goals for Today's Training

- * To develop a shared vision for what a quality Individualized Day (ID) service should look like
- * To discuss the components of the ID service
- * To share innovative and promising practices you included in your pre-applications
- * For SJCS to share experiences, lessons and strategies that have worked in operating fully community based programs

Review of IDS Rules

- * Highly individualized service with all supports provided in the community
- * Service provided in group of no more than 2 people
- * Maximum up to 6 hours a day, up to five days a week. Not limited to Monday-Friday or any particular 6 hour period of the day.

Review of IDS Rules

Individualized day supports services shall not be billed concurrently with the following services:

- (a) Supported Employment;
- (b) Employment Readiness;
- (c) Day Habilitation;
- (d) Respite;
- (e) Shared Living; and
- (f) In-Home Supports

Concurrent means during the same 15 minutes of the same day.

Which Waiver Participants are Eligible for IDS?

- * Person's need for service is consistent with his/her ISP

And one of the following must also be true:

- * Person chooses to receive habilitation services in non-traditional, community-based setting;
- * Person is transitioning into retirement or is retired and chooses to continue habilitation services;
- * Person has ISP goals for community integration and participation;
- * Person is likely to be successful in achieving his or her ISP goals through this service;
- * Person has documented need for IDS due to medical or safety issues consistent with HCMP or BSP.

Self-Determination Goals of IDS

- * Help a person identify his/her own interests and preferences
- * Help a person make his/her own choices based on information and experience
- * To foster independence

Inclusion Goals of IDS

- * To foster community integration
- * To help a person enhance his/her social skills and social relationships
- * Activities that provide opportunities to socialize
- * Leisure activities that provide opportunities for person growth and connecting with others

Skill Goals of IDS

- * Activities that assist with adult skill development
- * Maximize a person's capabilities – maintain existing and build new capabilities through service
- * Training in safe use of public transportation
- * To improve performance of Activities of Daily Living
- * To provide life skills training

How IDS Supports *Employment 1st*

- * To encourage vocational exploration
- * Activities that assist with adult skill development
- * Training in safe use of public transportation
- * Supports to wrap-around a part-time job – keeping people in community, building skills and relationships, with IDS provider supporting employment as priority #1

Upon Commencement of Service

- * Provider who will support the person must be identified in the ISP
- * Staffing plan must be submitted to the Service Coordinator
- * Schedule of service must be clear – so amount and frequency of service can be included in ISP

Community Integration Plan

- * **Defined in Rule**

“A plan that includes structured activities and practical experiences by incorporating goals and strategies that best meets the individual’s interests, needs and learning styles and that can be implemented within a flexible time period.”

- * To be submitted upon commencement of service.

Community Integration Plan: Suggested Goals for First 30 days

- * Help a person identify his/her own interests and preferences
- * Gain input from people who know the individual well
- * Help a person make his/her own choices based on information and experience
- * Utilize existing community map information (agency database) and do additional person-specific community mapping to identify opportunities for the 'official' CIP

First 30 Days - Need to Identify



Initial Community Integration Plan

- * Submitted within three calendar days of the person's start date for the service.

ICIP

- * Refer to ICIP template

Community Integration Plan

Cautions:

- * Not an ISP
- * Not always about trying something new
- * Most every opportunity offers the chance to build or maintain skills
- * Don't focus on skills – focus on relationships, personal enrichment, community contribution, quality ways to spend time

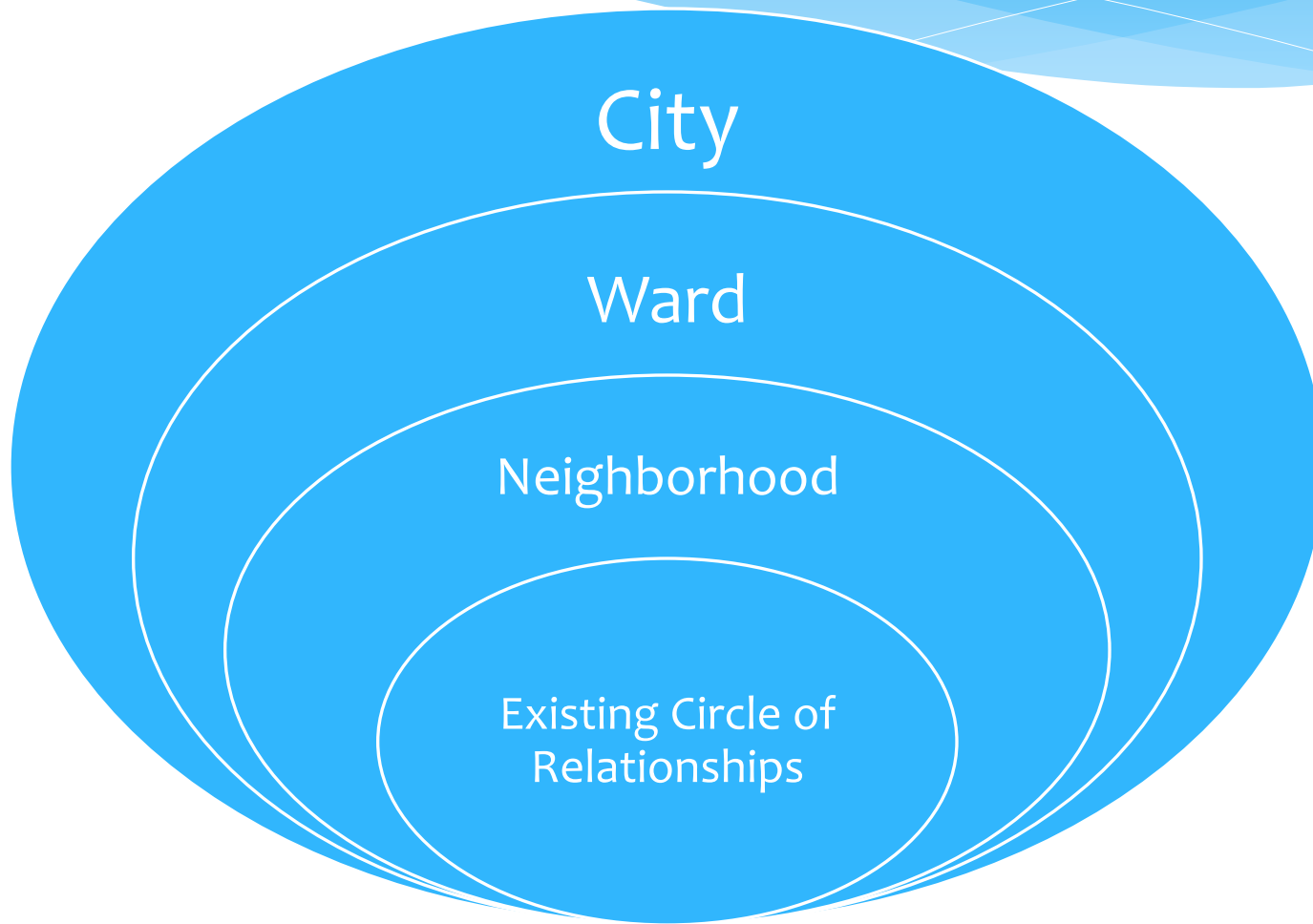
Getting to Know Person

- * Beyond interview tools and questionnaires....
- * How can Discovery play a role?
- * Assessment or Personal Profile?
- * Initial versus on-going information gathering

Community Mapping

- * Dedicated staff person?
- * Shared database – within or across agencies?
- * Web-based events/activities calendar by neighborhood, ward or interest area
- * “Company Roundtable” – getting community information from all employees of the agency

Community Mapping

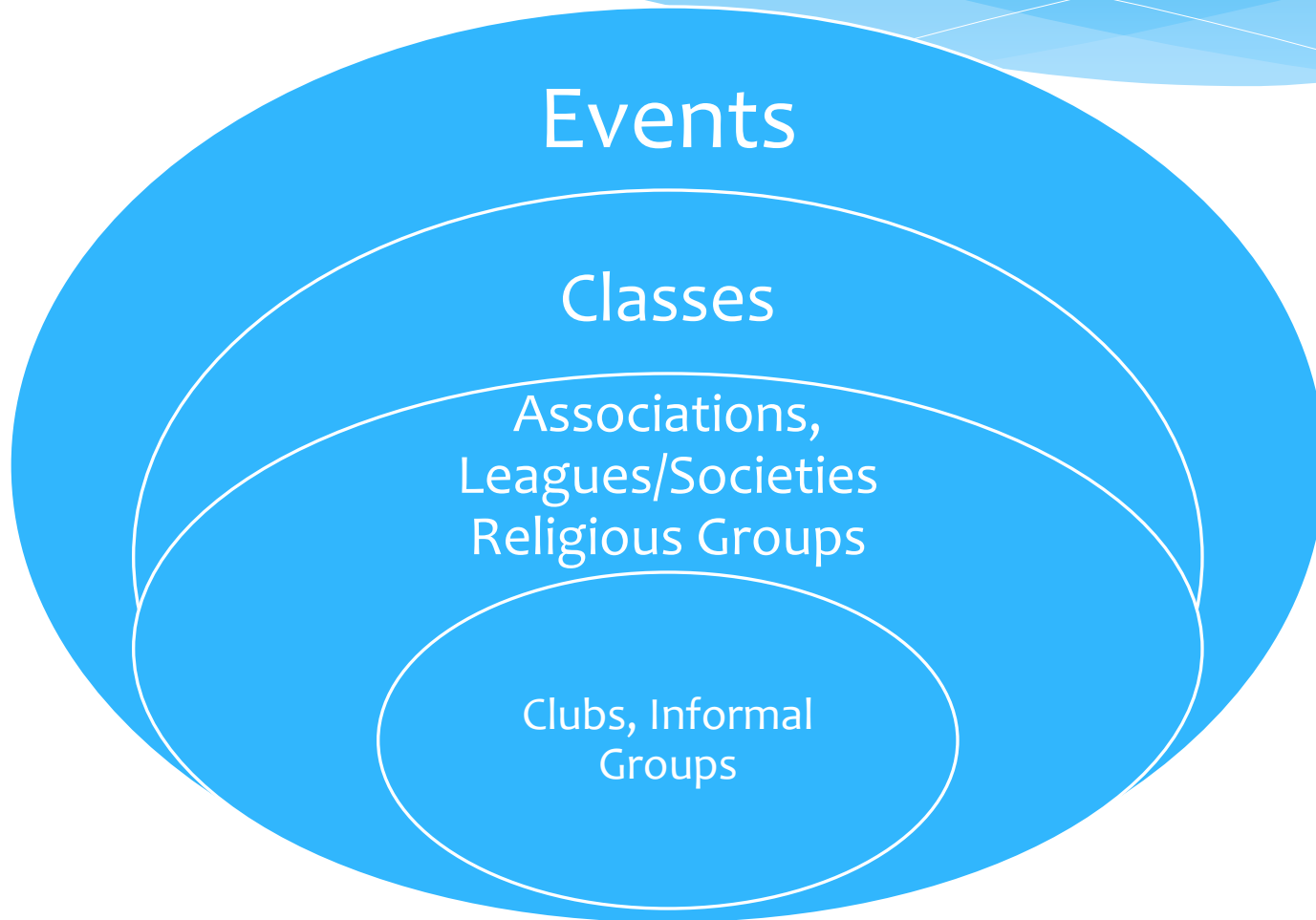


Beyond Presence

- * Places are not the most important thing
- * What matters is what each place offers the person
- * Places should provide opportunities for developing relationships other than with the DSP
- * Focus is not on finding other community services

Community Mapping:

The Place is Just a Physical Location!



Community Mapping

- * Emphasis on Associational Life
- * Focus is on how the person will spend time... this will lead you to where the person will spend time
- * Be careful of relying too heavily on existing “sites” that you already use in existing service provision

Beyond Presence: How Could Each of These Places Offer More?

Empty Opportunity

- * McDonalds
- * Movie Theater
- * Museum
- * Job Center
- * Church
- * YWCA or YMCA

Full Opportunity

- * McDonalds
- * Movie Theater
- * Museum
- * Job Center
- * Church
- * YWCA or YMCA

How Do Supported Employment Principles Apply to IDS?

- *What is the ultimate goal for the DSP?

Involving Family & Natural Supports

- * Not just in traditional ways (planning, satisfaction surveys)
- * Letting you know about what's going on in their community/neighborhood/church/etc. that they think the individual might enjoy - join in community mapping
- * Can existing natural supports (who don't live with the individual) include the individual in what they do?

Matching Participants in 1:2

- * One match is not essential
- * Matching can be by activity
- * Match by interest, neighborhood, affinity for each other

Volunteering

- * IDS should support individual volunteering at non profits
- * No need for formal arrangement between agency and non-profit where volunteering will be done
- * Focus on assisting person to become volunteer like all other volunteers.
- * No volunteering for DDA service providers.

Agency Relationship with Community Groups and Places

- * Do we make ourselves invisible whenever we can? Do we avoid identifying people as service recipients whenever we can?
- * Ask yourself why the individual just can't become involved as any other person would who is interested in becoming involved.
- * Resist establishing formal relationship between your agency and venue – just facilitate individual participation.
- * No need to initiate formal agreement or MOU – just facilitate individual participation.

Activities IDS Can't Include

- * Job Development
- * Helping people fill out job applications, do job searches, update resumes, go to interviews, etc. for paid employment
- * Paid employment
- * Job Coaching (if person engaged in paid employment)
- * Activities at the person's home

Operating the Service

Advice and Suggestions from
St. John's Community Services

St. John's Community Services – a fully community based agency

- * Operating in DC, VA, TN, DE and PA
- * First SE in 1987
- * Transition to community based support
- * Flying without a net

Caveats (Disclaimers) 😊

- * We are new to IDS in DC too!
- * Though we have experience, we certainly don't know it all especially the nuances of this new service
- * We consider our work to be “in progress” so suggestions are welcome
- * The information we share is for you to use in your own way and should not be considered a specific roadmap for any agency

Mission and values in fully community based services

- * No bricks and mortar locations for staff to gather daily
- * Don't see staff every day
- * Decision-making responsibility much greater for staff with less direct management support
- * Framework needed to identify parameters and provide guidance

Structure and Processes

- * Freedom in structure
- * Manuals and training materials
- * Scheduling
- * Communication and supervision

Our IDS Program Manual

- * Newly developed specifically for IDS
- * Adapted from our Community Participation Manual
- * Extracted from our other new manual that combines Employment and Community Based Day support and begins our journey to fully individualized services

Table of Contents

- * Mission Statement
- * Core Values
- * Our Vision
- * Individualized Day Supports (IDS) Definition
- * Service Description
- * Organizational Chart
- * Admissions Criteria and Process
- * Discovery, PPP Plan and Community Mapping
- * Community Integration Planning
- * Individualized Community Site Development
- * Key Operational Procedures

Setting the Tone

- * Welcome letter
- * Mission – vision – values
- * Service description
- * Organizational chart

Admissions Process

- * Admissions Criteria – eligibility
- * Referrals
- * In-take
- * Acceptance
- * Discharge

Tools for Developing the Community Integration Plan

- * Positive Personal Profile Development
- * Discovery

Community Activity Site Development, Logistics and Transportation

- * Community Mapping
- * Community Activity Site Development
 - * Matching individuals and staff
 - * Logistics
 - * Transportation
 - * Schedules
 - * Flexibility

Staff Recruitment

- * Roles and responsibilities
- * Qualities and characteristics
- * Recruitment strategies
- * Identifying the correct staff for the job
- * Facility to community – not for everyone

Staff Recruitment

- * Knowledge and involvement in particular wards
- * Community involvement in personal life, and connections through family, friends, neighbors, others
- * Comfort with introducing people, facilitating conversation between people who don't know each other
- * Comfort with joining clubs, groups, associations, etc.

Staff Orientation and Training

- * Focus on mission and values
- * Understanding role as ambassador for the individual supported, the agency and the cause
- * Strategies and techniques
- * Structure and processes

Staff Supervision and Support

- * Community visits
- * Management responsibilities
- * Staff meetings and other communication
- * Cultivating a sense of belonging

IDS Rules: Contingency Plans

- * Require contingency plan for situations where DSP is unavailable
- * Require contingency for when back-up DSP is not available.
- * Require contingency plan for inclement weather

Documentation, Monitoring and Billing

- * Daily Progress notes
- * Quarterly Reports
- * Site Visits
- * Billing

Quarterly Reports

- * What should they include
- * How should they be structured?
- * What is most important to report?
- * DDA may establish standard format

IDS Quality Indicators

- * How many activities in the Community Integration Plans are unique to one person being served and were specifically identified/developed for that person?
- * How many activities involve someone other than the DSP and the service recipient(s)?
- * Is working-age person also pursuing or participating in integrated, community employment?

IDS Quality Indicators

- * How are family and natural supports involved in addition to planning, reviewing/approving Community Integration Plans, and providing satisfaction-based information?

Going Forward Together

Discussion of Next Steps and
Needed Supports

Training Options for IDS DSPs

- * DDA may add training modules specifically for IDS DSPs to complete as part of Phase 1 or 2 required training.
- * In-person training of all DSPs identified for initial service provision.
- * Other options?

Monthly Webinar Opportunities

- * After today, we will be transitioning from webinars to monthly Community of Practice teleconferences
- * Future CoP teleconferences will be the third Friday of every month, from 10:00am to 12:00pm.
- * Please save these dates and ensure other key staff also have these dates