



For people with intellectual
and developmental disabilities

Transitioning Away from Center-Based Day: Examples and A Conversation

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*Senior Director of Public Policy,
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Achieve with us.®



Moving Toward Individualized Supports

Cathy Ficker Terrill

The Evolution of "Community"

The **bridging organization** supports people to be a part of the community and it is responsive to the community's needs, as well as the people it serves. The organization is both internally and externally focused.

The focus is on people being a part of the community, but the organization provides the support, which limits the person in ways that other community members do not experience.

The focus is on taking people from the organization into the community, usually in groups. The value of the community is recognized.

The focus is on the organization's impact on people. People's lives exist within the organization.

The focus is on facilities and their square footage, safety, and cleanliness.



Federal changes

- * New HCBS Regulatory Requirements (§441.301(c)(4) & §441.710) state:
 - * The setting is *integrated in and supports full access of individuals receiving Medicaid HCBS to the greater community, including opportunities to seek employment and work in competitive integrated settings, engage in community life, control personal resources, and receive services in the community, to the same degree of access as individuals not receiving Medicaid HCBS.*

HCBS waiver changes

- * **Facilitates individual choice regarding services and supports, and who provides them.**
- * Every person must have at least 1 goal that they are excited about
- * Providers must ask pwd what they want!

COVID has changed expectations

- * Individuals had small group setting for day program
- * Individuals had individualized day program
- * Individuals tried new things during the day at home

Measuring Change: 1 agency

	Workshop open	3 years after day prog closed	+ or -
People Choose Services	47%	87%	+40%
People Realize Goals	63%	100%	+37%
Connected to Natural Sup.	52%	81%	+29%
Different Social Roles	21%	50%	+29%
People Have Friends	58%	81%	+23%
Use their Environment	78%	100%	+22%

Organization

Is your organization aware of opportunities for networking and building social capital for PWD?

Does your organization ask people what they want and need related to making and keeping friends?

Does your organization determine people's preferences for being active in their community?

Does the organization have strategies to help people be an active member of their community?

How many people have had a job interview?

Your state.....

- * Are they working with CMS on a new rate structure?
- * Does ODE have a professional development plan for teachers on transition and employment?
- * Is there free statewide TA available for providers?
- * Is outreach and awareness funded by DD on community access, individualized supports?
- * Is there a quality MOU with ODDS, VR and ODE?
- * Are VR Counselors trained to work with DD Population?
- * Is Discovery a great waiver service?

Expectations are changing...

- * A study conducted by Respect Ability USA sampled 3,839 respondents (1,969 of which had an I/DD) about employment services and supports. The study found that:
 - * Roughly **71%** of respondents with IDD want a job;
 - * **85%** of individuals with IDD and **77%** of friends or family members stated that having a job is important to their happiness.

Expectations are changing...

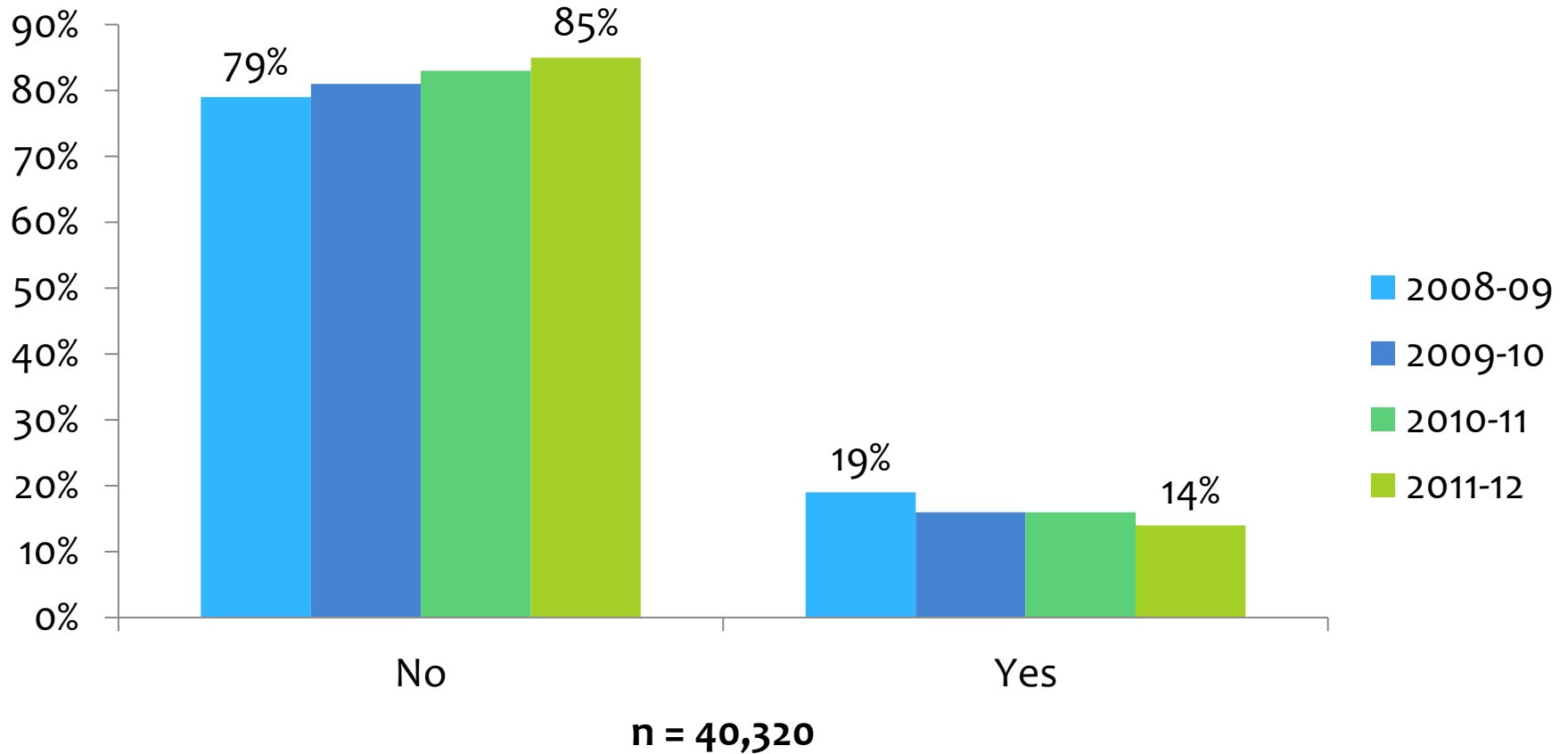
- * Younger adults (18-29) are more confident that their disability is not a barrier to having a job.
- * Respondents noted that:
 - * Respect is tied to having a job
 - * A job means contributing to society
 - * A job means independence



Looking at NCI Data

Person in Community Job

The proportion of people who do not have a job in the community.



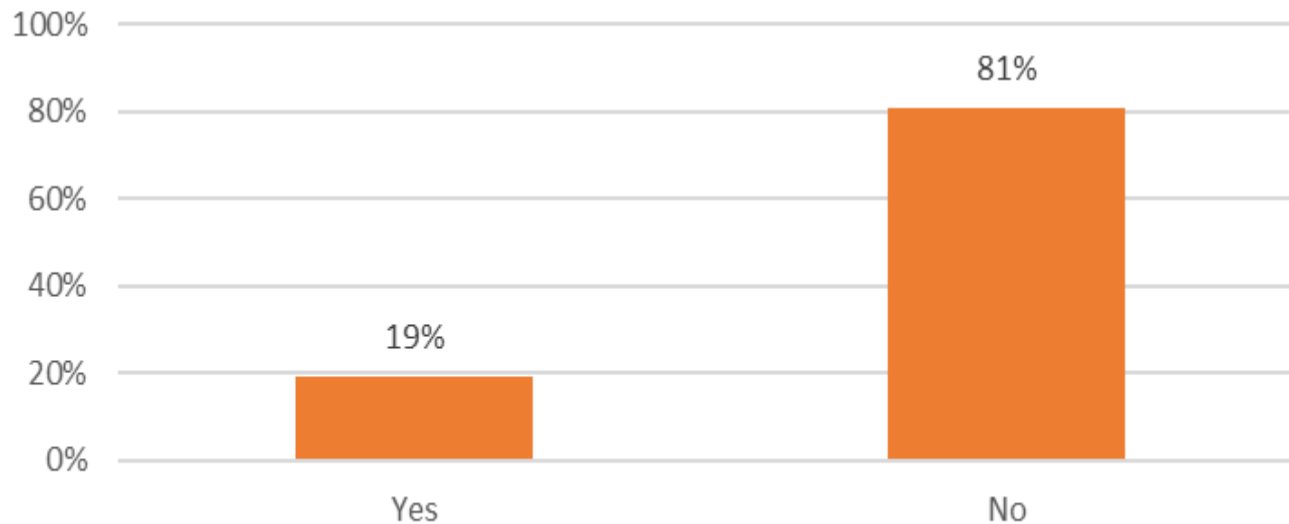
Employment through social capital



- But the people I support in day program are too “xxx”

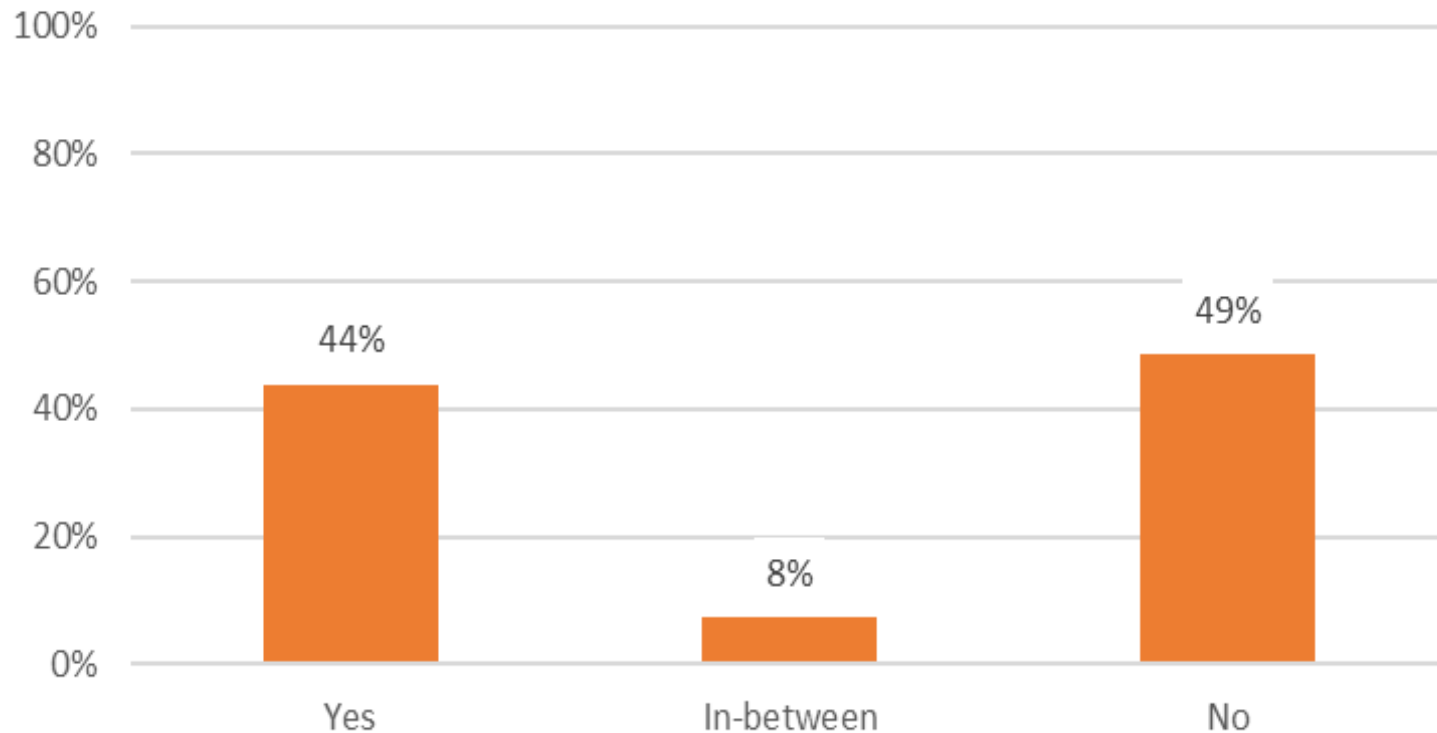
NCI (2018)

Has Paid Community Job (Includes People In A Paid Individual Job, Group Job And/Or A Community Business That Primarily Hires People With Disabilities)

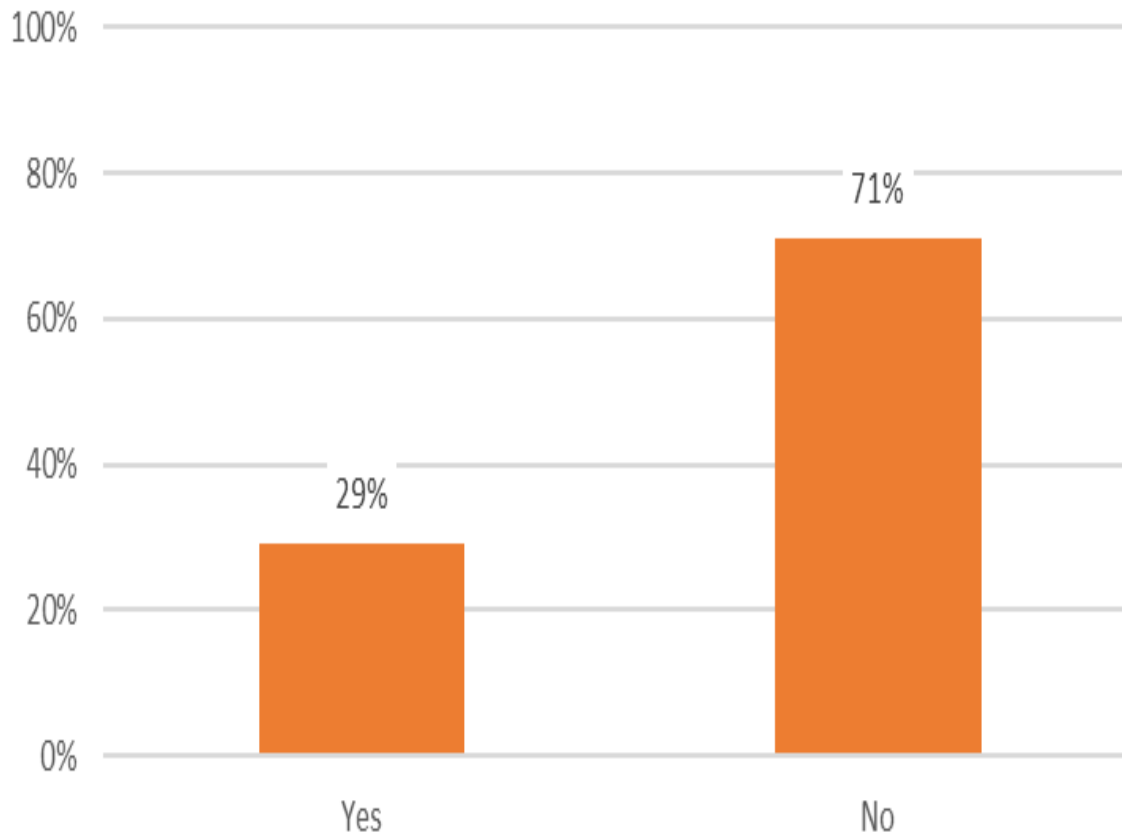


What's a new goal?

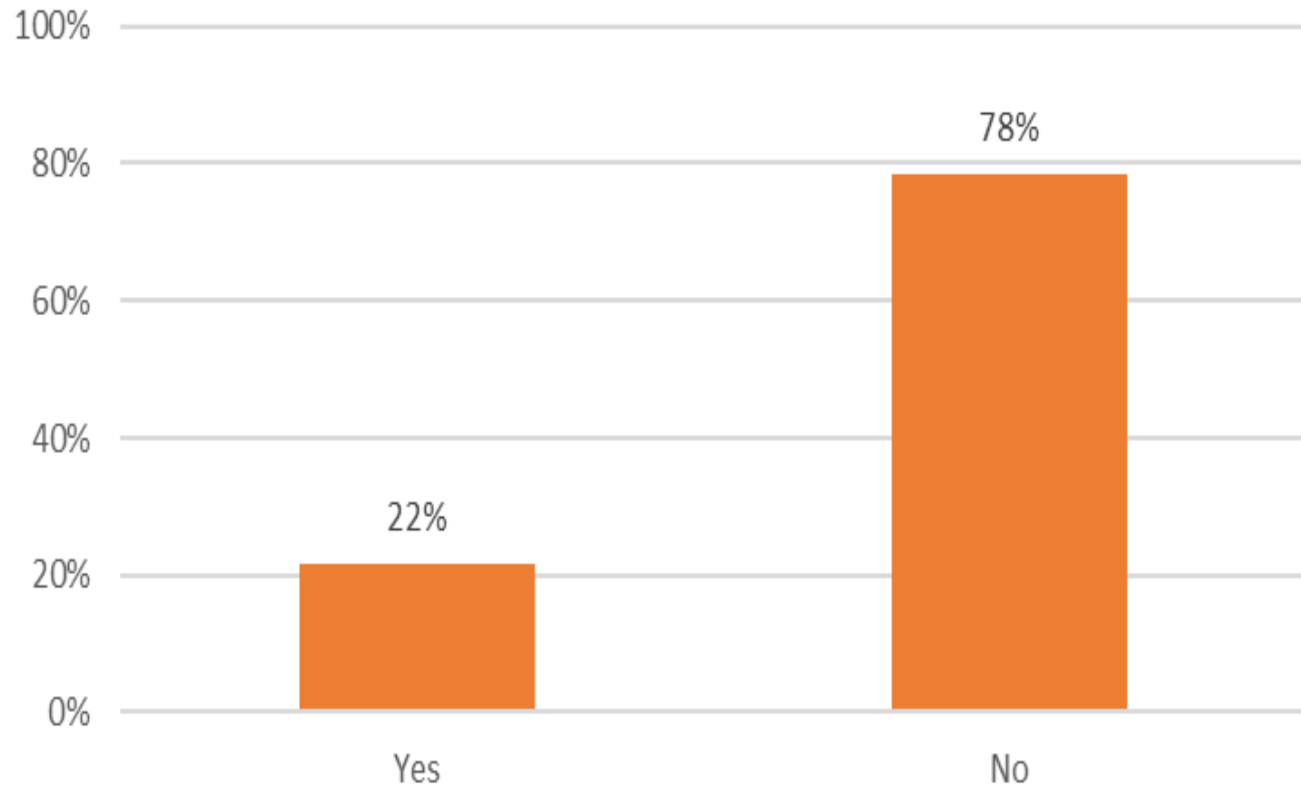
Does Not Have A Paid Community Job And Would Like A Job In The Community



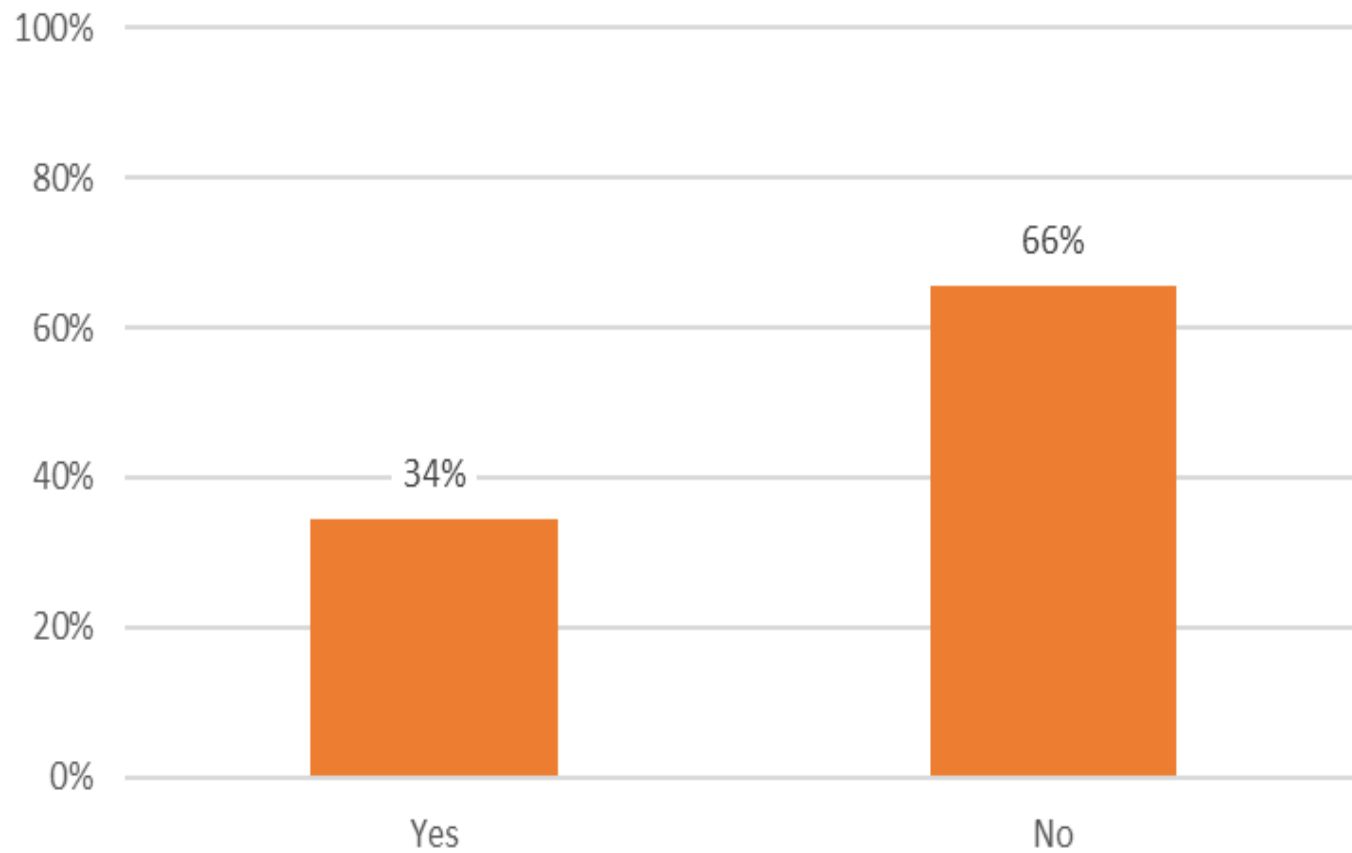
Has Community Employment As A Goal In Service Plan



Takes Classes, Training, Or Does Something To Get A Job Or Do Better At Current Job



Volunteers



Identifying the gap...

- * Gaps in employment services for individuals with I/DD:
 - * Health and medical challenges
 - * Concerns over losing government benefits
 - * Transportation issues
 - * Lack of training and/or education
 - * Employers are afraid of legal issues surrounding hiring individuals with I/DD
 - * Lack of interview skills

- * Respect Ability USA, 2014

It's not easy, but it is RIGHT!



- * Competing demands:
 - * Financial
 - * Personnel
 - * Regulatory
- * It is not working harder; it is working differently to improve the lives of PWD!

Future Metrics

- Do services match the individual's goals
- Fully included in community life
- Empowered to make choices
- Paid or volunteer work
- Participation in self-directed services
- Life goals chosen by the individual
- People connected to friends & family

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Transforming Facility-Based Supports into Community-Based Outcomes

Introduction & Contact Information

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Achieva's Journey

- Began in 2015
- Achieva Board and Management exhibited leadership and made commitment to close all facility-based day supports.

Day Program Census (Workshop & Adult Training Facility)

Then: November 2015 - 475 people across 6 facilities

Now: September 2020 - Under 200 people across 2 facilities

Reasons for the reduced census:

- **Successfully obtained competitive jobs in the community or transitioned to Achieva-run businesses**
- **Transitioned to 100% time in the community**
- **Retired**
- **Chose other providers**

Referrals from Day Programs to Supported Employment

Of the reduction, 130 referred to supported employment

- 27% of the people supported in an Achieva day program in 2015 chose to pursue community employment.
- Prior to the shift, referrals from Achieva day programs made up less than 1% of Achieva Supported Employment referrals.

Successful Community Employment Outcomes

Of the 130,
over 100 people secured
employment

Prior to the shift, there were only 9 people in our workshops and day programs who were also employed in the community.

Wages

Eliminated 14c certificate:

- Allegheny County in January 2017
- Westmoreland County in January 2018

People working in our business operations are earning **370% more in hourly wages**

- Average Hourly Rate across all Achieva businesses is \$8.93 per hour.

These same people were part of a population making subminimum wage on an average of \$1.90 per hour.

Community Participation Supports Percentages

Over 70 partners developed

- Both employment and non-employment

Of the people remaining in a facility, the total % of time spent in the community vs facility = 25%

- 2/3 averaging greater than 25% time spent in the community
- Before the shift the average time spent in the community was less than 1%

How Did We Get Here?

Took the steps necessary to build the necessary infrastructure.

- **Hired additional 25 DSP's**
- **Hired additional 12 Employment Specialists**
- **Increased vehicle fleet by over 40 vehicles**

General Challenges

- Resistance to change
- Recruitment and retention of DSP's
- Transportation
- Funding issues
- Individuals earnings' impact on benefits

What We Learned

Communication is Key

- Know
- Understand
- Relate
- Impress

Questions?

Thank you.