



# DDA Employment First Webinar

**Staci Jones, Statewide Career and Employment Services  
Coordinator  
Developmental Disabilities Administration**

January 19, 2018







Yes, I specialize in helping people like you through the changes ahead: Change is good if you embrace it...

# Transformation & Meaningful Day Services

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- [DDA services](#) and systems are ‘realigning’ to support *competitive integrated employment* and *community participation outcomes*
- Services are being designed to provide a ‘flow of services’ that can lead to outcomes of *competitive integrated employment* and/or *meaningful community participation*
- The Meaningful Day services align with the Best Practices of [Customized Employment](#)

# Meaningful Day Services: **Phase 1**

Employment and Day Services			
Current Service Name		CSW and Comprehensive Waiver Only	
1	Supported Employment*	1	Supported Employment*
		2	Career Exploration Services
2	Employment Discovery and Customization*	4	Employment Discovery and Customization*
3	Community Learning Services	5	Community Development Services
4	Day Habilitation Services	6	Day Habilitation Services
5	Medical Day Care	7	Medical Day Care

**Note: \*Services available through June 30, 2019**

**Note: Community Pathways Waiver is now called the Comprehensive Waiver**

# Meaningful Day Services: **Phase 2**

Employment and Day Services			
		July 1, 2019/FY 2020 Service Transition	
1	Supported Employment*	1	<b>Employment Services –</b> ✓ Discovery (3 milestones) ✓ Job Development (90 hours) ✓ Ongoing Job Supports (hourly billable) ✓ Follow Along Supports (monthly billable) ✓ Self Employment Development Supports (milestone) ✓ Co-worker Employment Supports (time limited)
2	Employment Discovery and Customization*		

**Note:**

- 1.\*Services available through June 30, 2019.
2. Employment Services begin July 1, 2019

# DDA Waivers Services

<b>Meaningful Day Services</b>	<b>FSW</b>	<b>CSW</b>	<b>CP</b>
<b>Supported Employment</b> <i>(Transitioning to the new Employment Services in 2019)</i>		X	X
<b>Employment Discovery and Customization Services</b> <i>(Transitioning to the new Employment Services in 2019)</i>		X	X
<b>Career Exploration</b> <i>(Previously titled Transitional Employment Services)</i>		X	X
<i>Facility Based Employment</i>		X	X
<i>Small Group Employment</i>		X	X
<i>Large Group Employment</i>		X	X
<b>Community Development Services</b>		X	X
<b>Day Habilitation</b>		X	X
<b>Medical Day Care</b>		X	X

# DDA Waivers Services



<b>Meaningful Day Services</b>	<b>FSW</b>	<b>CSW</b>	<b>CP</b>
<b>Employment Services</b>		Phase in July 2019	Phase in July 2019
<i>Discovery</i>			
<i>Job Development</i>			
<i>Follow Along</i>			
<i>On-going Job Supports</i>			
<i>Co-Worker Employment Supports</i>			
<i>Customized Self-Employment</i>			

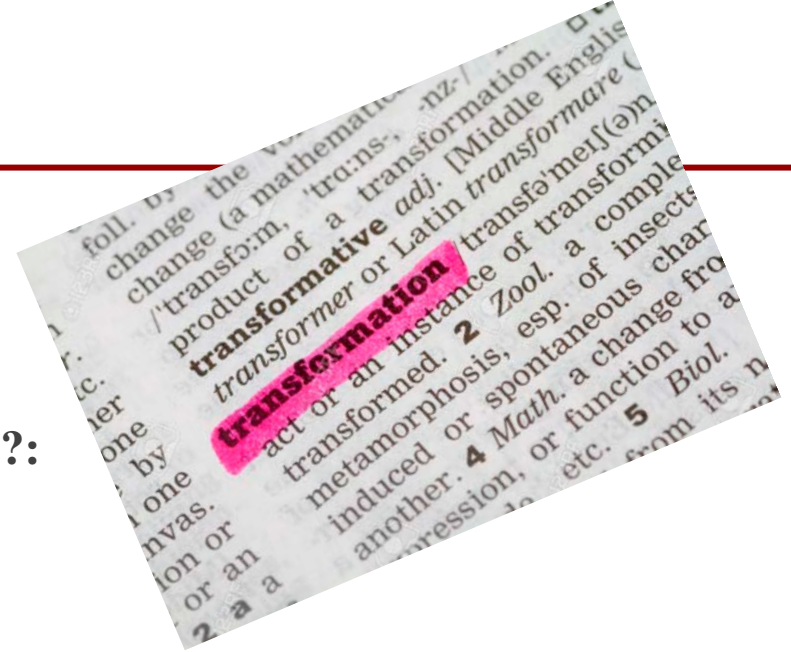


# Provider Transformation?

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What are we referring to when we use that word?:

- Compliance with CMS Final Rule
- Alignment with updated waiver(s)
- Alignment with new service system
- *Alignment with DDA's values* and national best practices



# Transformation

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## Compliance with Final Rule:

- DDA's Community Settings Rule Policy: [All settings must be compliant by March of 2022](#)
- Provider self-assessments and transformation plans (already completed)
- Transition Plan validation tool (residential and non-residential settings)

# What does it look like to be in compliance with the Final Rule?

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- Ensure that each individual being served at each site has daily, meaningful access to integrated community-based settings and activities that have the quality of being inclusive. [CMS guidance here](#).
- Establish a tracking mechanism to document individual access.
- Identify and document issues related to individual choice, individual barriers and/or organizational barriers.
- Policies and procedures reflect the above information, as well as the spirit of the CMS final rule.

# Transformation

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## Alignment with DDA's new service system:

- LTSS and Hourly billing (FY 2020)
- [Person Centered Planning process and tool](#)
- Outcome based Meaningful Day Services vs. daily attendance
- [End of 14c certificate usage by 2020](#)

# Transformation

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## Alignment with new waiver services and service definitions:

- [Family Supports Waiver](#)
- [Community Supports Waiver](#)
- [Community Pathways Waiver](#) (moving forward called Comprehensive Waiver)

# Transformation

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## Alignment with DDA's values:

- Supporting Families: [Charting the Life Course Framework](#)
- [Self-Advocacy](#)
- [Employment First](#) and [Community Inclusion](#)
- [Positive Behavioral Supports](#)
- [Person Centered Thinking](#)

## Welcome today's guest speaker

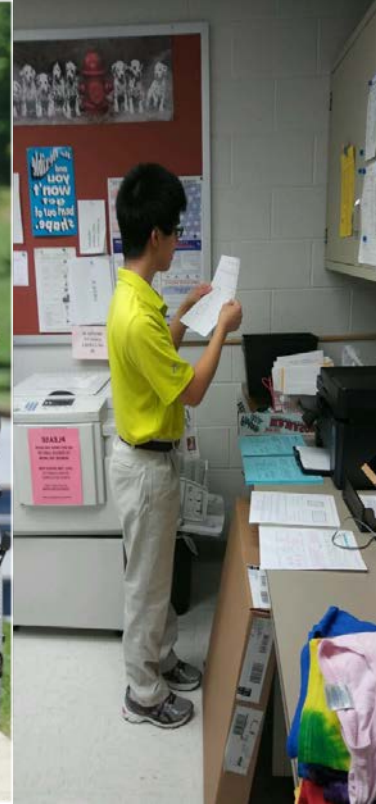
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Jennifer Mettrick, Director of Operations



# Who We Are





# Change Inc.'s Transformation Journey

Commitment to Employment 1st & Person Centered Approaches



Strategic Planning

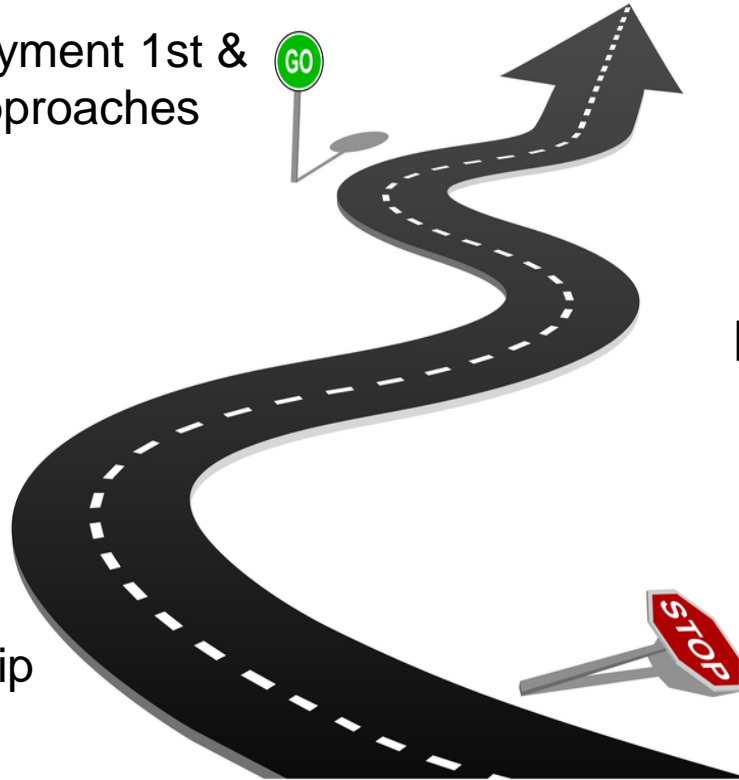
ODEP Technical Assistance

New Mission, Vision & Organizational Structure

TIP Grant Recipient

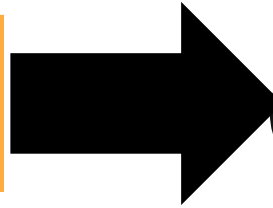
Customized Employment Model

Employment 1<sup>st</sup> Leadership Mentor Program



# It started with a Vision for the future

## “Program Areas”



## Service Array



# Who Moved My Cheese?

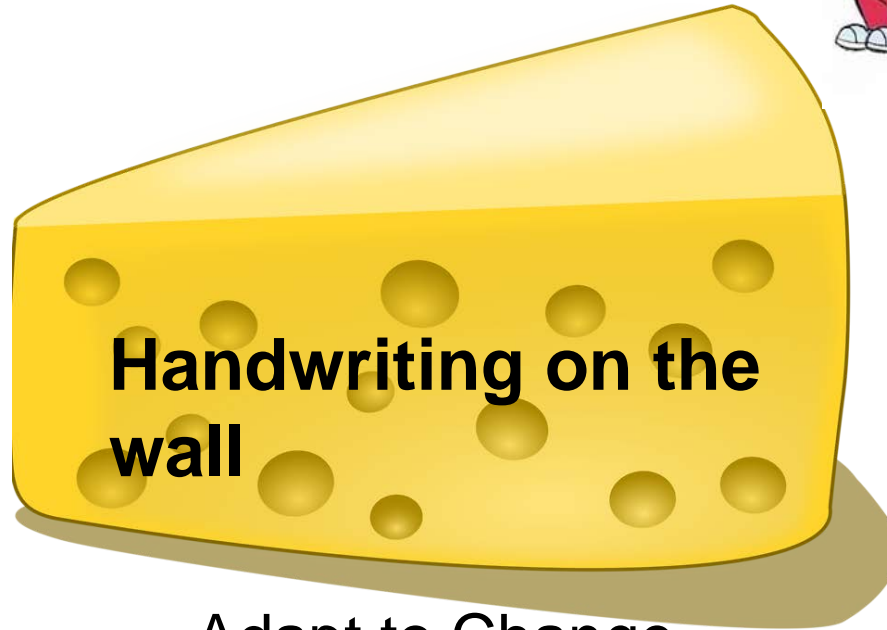


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Change  
Happens

Anticipate  
Change

Monitor  
Change



**Handwriting on the  
wall**

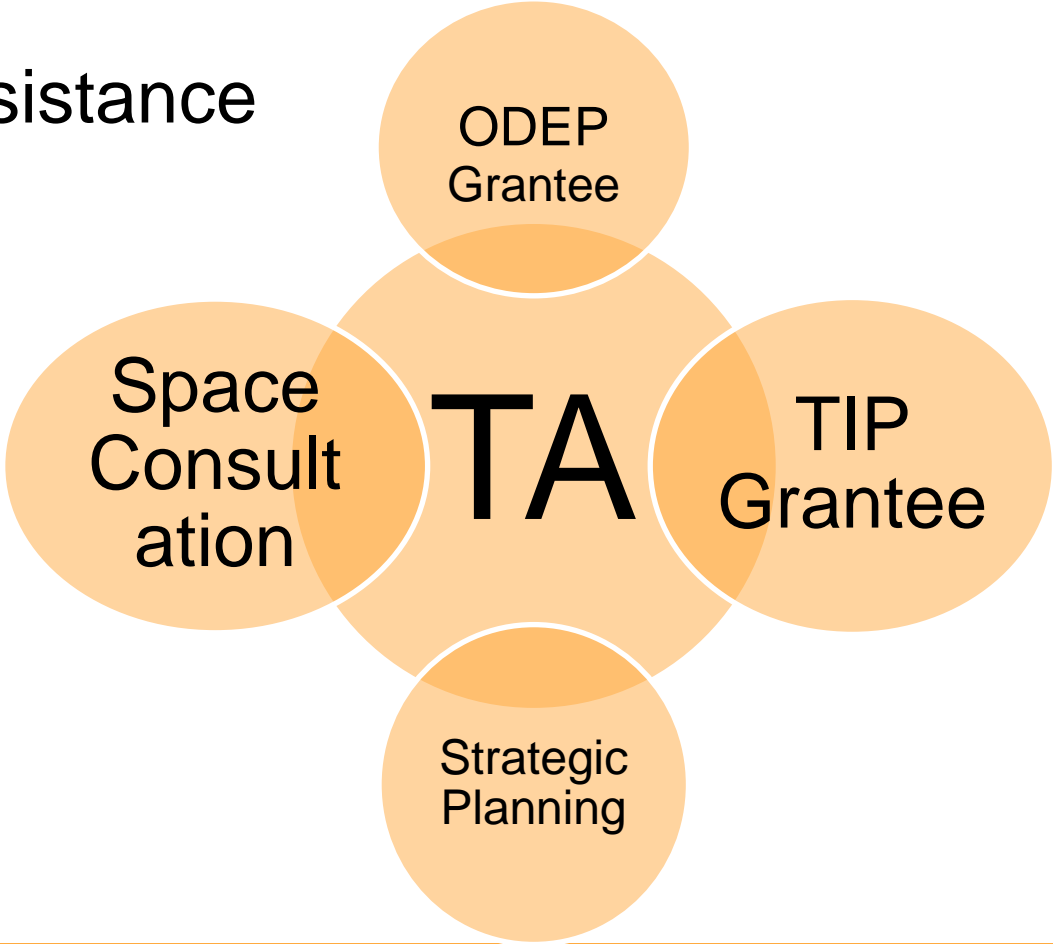
Adapt to Change  
Quickly

Be Ready to  
Quickly Change  
Again & Again

Enjoy  
Change  
Change

# Technical Assistance

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# A Strategic Plan focused on the...

- **Creation of a person centered service delivery model that aligns with Transformation and is guided by the evolving needs of individuals and their families**
- **Recruitment, development, and retention of staff who are facilitators of growth and independence**
- **Development of tools, technology, and processes to support staff to “Live the Mission and Reach the Vision”**

# Stakeholder & Community Partner Engagement

## Board Engagement

- **Family Engagement**

- **Community Partnerships**

- - CTS

- Carroll County Transition Council

- DORS

- Carroll County School System – Particularly the Post Secondary Program

- Local Management Board

- Local Employers

- Carroll County Government

# A New Organizational Structure



Administration



Operations



Services



# Goals of the New Organizational Structure

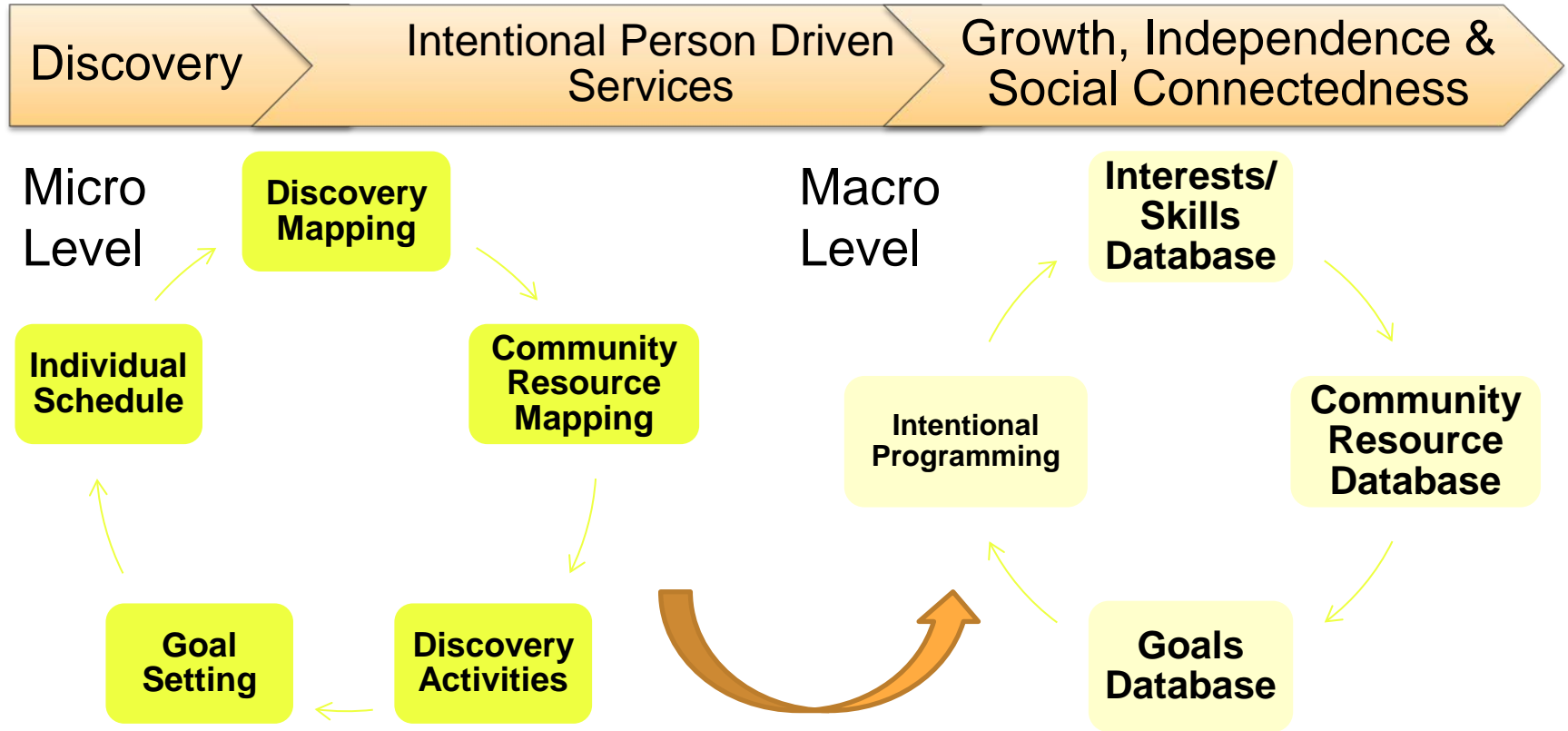
- Break down organizational silos based on DDA Services
- Create a culture that prioritizes community integration and employment
- Develop a Quality Coordination Team focused on
  - Discovery,
  - Person Driven IP's and
  - Individualized schedules
- Develop and Expand Customized Employment services (by utilizing DORS, DDA and Grant dollars)



# Customized Employment Services:



# Results Based IP Process



# New Data Collection Process

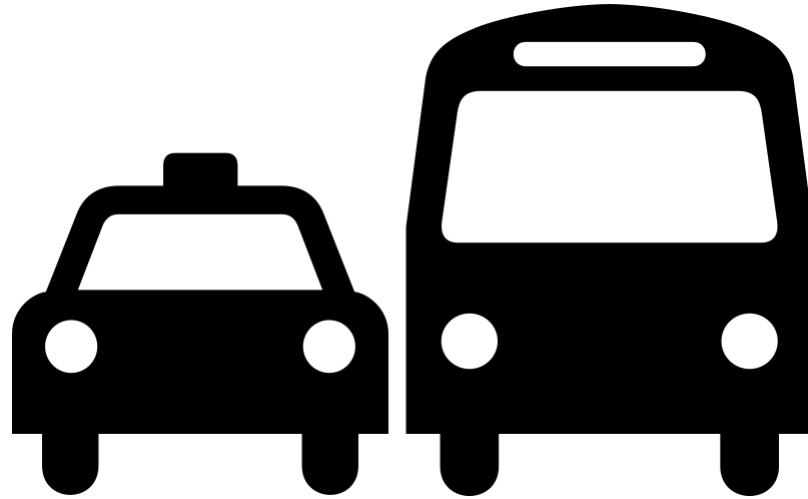


# Creating a Communication Accessible Environment



# Exploring All Transportation Options

Replace buses with smaller vans and cars



Explore a Volunteer Driving Program

Continued partnership w/CTS  
Community-based Pick-Up/Drop-Off points

Utilize natural supports

**Start the Transportation Independence conversation early!**

# Next Steps for Change

- ❑ Continue Year 2 of our strategic plan
- ❑ Expand our Customized Employment team
- ❑ Utilize data to set and monitor annual “Vision” goals
- ❑ Work towards utilizing Discovery with everyone
- ❑ Continue to develop intentional programming with an emphasis on integrated growth activities
- ❑ Further develop transportation resources
- ❑ Further develop our organizational structure/business model to meet the changing needs of individuals and families

# Questions?

- **For Additional Information Contact:**
- **Jennifer Mettrick, Director of Operations**
- **Change, Inc.**
- **[Jennifer.Mettrick@changeinc.cc](mailto:Jennifer.Mettrick@changeinc.cc) or 410-871-4925**

# Meaningful Day Technical Assistance is Available

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- DDA Regional Office Employment First Liaisons
- DDA Headquarters Employment Services Coordinator
- [Resources on DDA website](#)
- Find a provider mentor (informal and/or formal)
- Join or start a Community of Practice
- Contract directly with a consultant of your choosing



# DDA Regional Office and Headquarters can provide:

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- **Resource Consultation (DDA Regional Staff)**

- Address basic inquiries
- Offer targeted information
- Make suggestions regarding resources
- Provide suggestions about peer mentor(s)
- Suggest an organization that has addressed similar needs
- Direct to COMAR, requirements or other info

- **Technical Assistance (DDA HQ Staff)**

- Do an basic evaluation of a provider's strengths
- Clarify a provider need/problem
- Help to identify desired outcomes
- Determine potential strategies and resources
- Review outcome measures to assess progress

# When receiving TA what materials should you be ready to review?

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- Review of agency Transition Plan
- Most recent Employment Data
- Most recent Quality Assurance Plan
- Other pertinent information/history
- Current policies/procedures and practices

# DDA Employment First contacts

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## Resource Consultation from DDA Regional Office Employment

### First Liaisons:

- Western- [Brenda.Sperow@Maryland.gov](mailto:Brenda.Sperow@Maryland.gov)
- Eastern- [Debbie.Balea@Maryland.gov](mailto:Debbie.Balea@Maryland.gov) (transitioning)
- Central- [Beryl.Parker@Maryland.gov](mailto:Beryl.Parker@Maryland.gov)
- Southern- [Lawrence.Miner@Maryland.gov](mailto:Lawrence.Miner@Maryland.gov)

## Resource Consultation & Technical Assistance from DDA

### Headquarters:

- Statewide Employment Services Coordinator- [Staci.Jones@Maryland.gov](mailto:Staci.Jones@Maryland.gov)

# Not sure what to do first in regards to Transformation?

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Here are a few things to check off your list *first*:

- Download and read [ODEP's transformation manual](#)
- Form your Organization's Transformation Team
- Complete an [Organizational Self-Assessment](#)
- Create a vision for your organization
- Use vision and self-assessment to update your Quality Assurance and Strategic Plans
- **Communicate with:**
  - ✓ *Individuals you support*
  - ✓ *Families*
  - ✓ *Direct Support Professionals*
  - ✓ *Other stakeholders*

# We are not sure what to do first?

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## Some questions to start with:

- Do your organizational values/operations support the idea that everyone of working age can work and/or be active members of their community? If so, how is that evident?
- Take a look at your Employment flow of services. Do your strategies match [best practices of Customized Employment?](#)
- When or if people aren't working, are they supported to spend time in [integrated community settings as active members of their community?](#)
- Are you actively engaged with your BOD around transformation?
- Are you leveraging a wide variety of funding and resources?

# We are not sure what to do first?

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## Some questions to start with:

- Do your policies and procedures support your vision and how you want to get there?
- What are your plans for staff training and development related to new values and/or support models?
- Have you utilized [small pilots](#) as a way to develop new flows of service?
- When supporting Transitioning Youth, how do you communicate your values and your potential change in business model to families? (i.e. rethinking tours)
- How does your organization support self-advocacy?
- Are all of your DSPs able to speak about the values and the new direction of your organization?

# Some Next Steps

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- **February 2018**: Status update webinar for stakeholders regarding rate study
- **February 2018**: Training provided to DDA regional staff on transformation and validation tool usage
- **Late Winter/Early Spring 2018**: DORS and DDA updated MOU
- **Spring 2018**: CCS's training on Person Centered Thinking and Planning and use of PCP tool
- **Spring 2018**: ODEP Organizational Transformation webinar series.
- **Spring 2018**: Webinar for providers providing more guidance about new service definitions; including training requirements
- **Spring 2018**: Guidance to providers related to site validation tool
- **Summer 2018**: DDA/ODEP will be developing and making available a 3part webinar training tool focused on delivery of Community-Based Day (particular focus on the experience of DSPs)
- **Fall/Winter 2018**: Provider training on Person Centered Thinking and Planning and use of PCP tool

# Final Thought

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