

# Our Journey from Forcing Work to Working with Force

Person Centered Champions Create System Change

HCBS Conference 2017



# About Us



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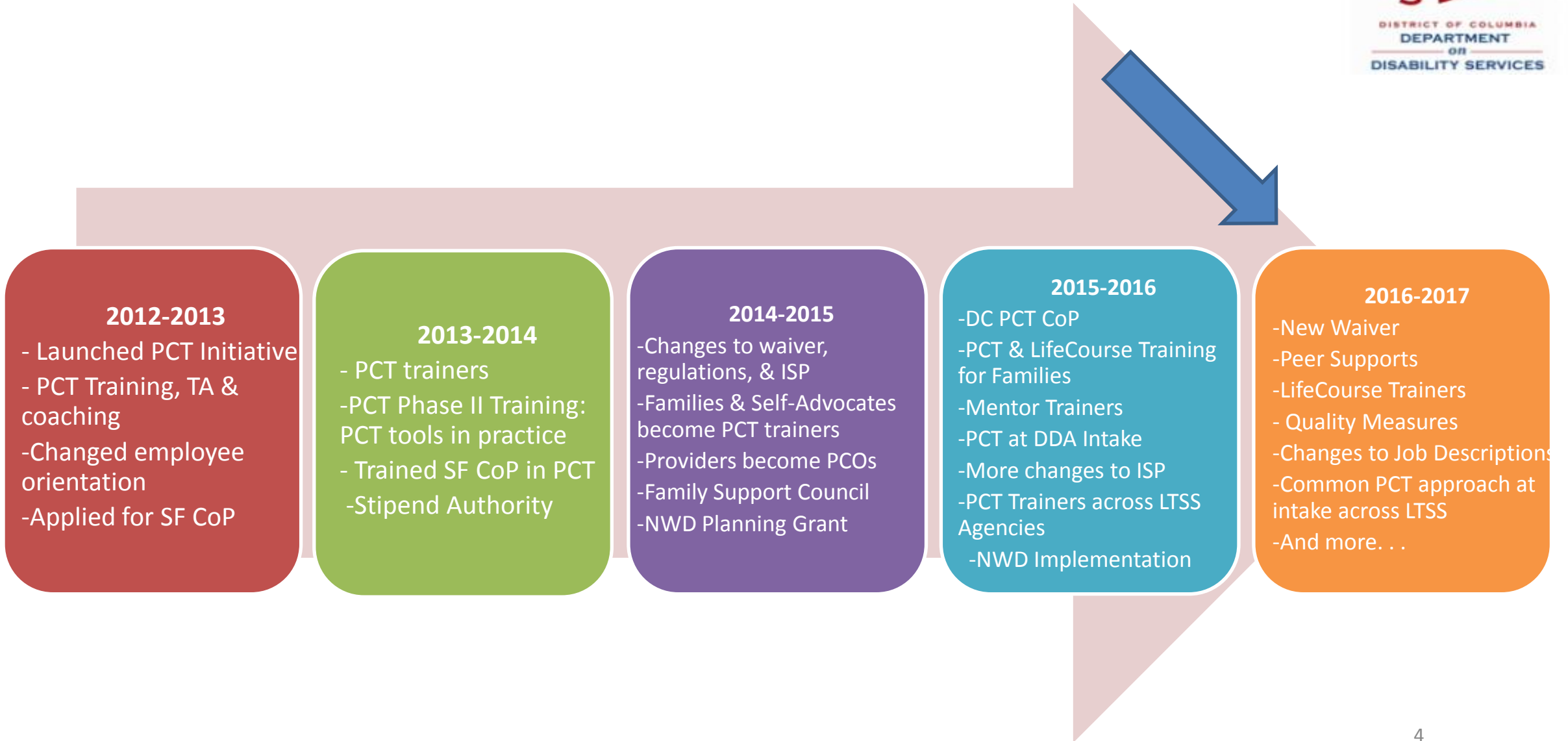


# District of Columbia



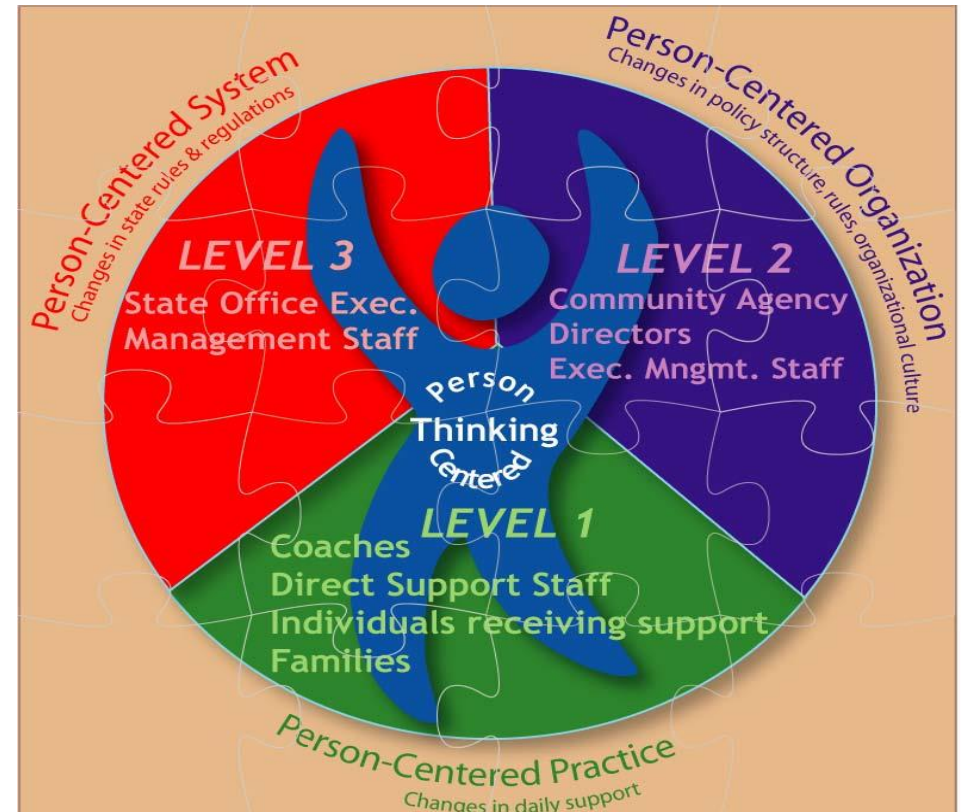
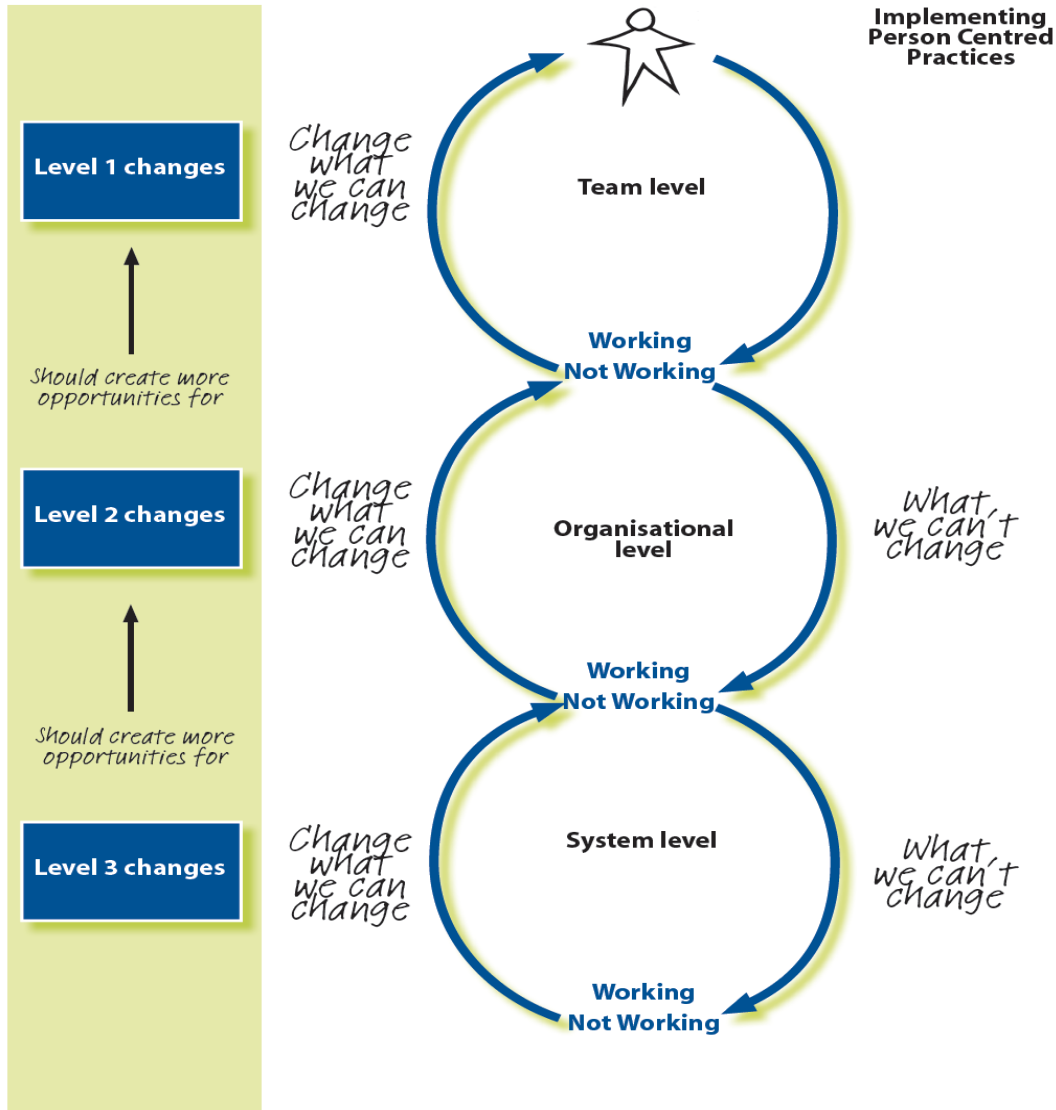
- Person-Centered Thinking
- Supporting Families Community of Practice
- No Wrong Door LTSS Implementation Grant
- Employment First: EFSLMP, Vision Quest, Partners in Employment
- HCBS Transition Plan
- Olmstead Compliance

# Timeline for Systems Change



# Levels of Change

## From individual to system change



# Becoming a Person Centered Organization



## RCM's Journey



# Our Drivers To Become a Person Centered Organization



- To continue to be leaders in our field, we need to be change agents
- Stay relevant and up to date in the field
- Always looking to implement best practices
- RCM's foundation is designed around people and we, always pride ourselves in providing the best quality of care for those supported

# Lessons Learned

- Change is hard to accept
- Practices do not always match the vision/ideal
- Balancing Compliance vs. Person Centered Outcomes
- Challenges in sparking creativity for Staff
  - Everyone thinks differently
  - Staff is sometimes stuck in their ways (safety vs. risk)
  - Stuck in routine and convenience
- Staff's own difficulty in finding new activities and making connections
  - How do they teach and assist others in building connections?
- Work is never done

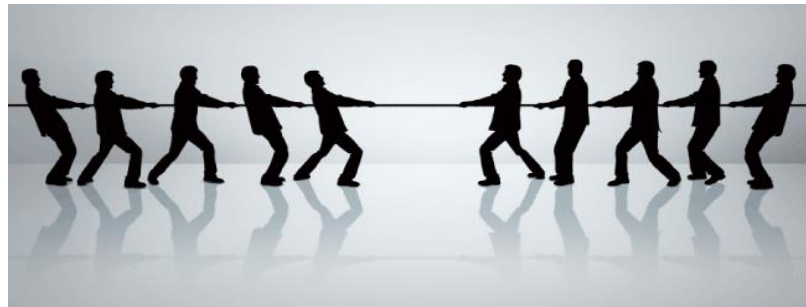




# Lessons Learned Continued



- Industry Turnover creates challenges
  - Loss of knowledge
  - Loss of quality and relationships built between staff and person
  - Cost of time training new hires
- Humbled by reality
  - Challenges in conflicting schedules with roommates
  - Especially in larger homes, we get stuck in routines and schedules



# Key Elements Needed for Success to Bring about Workforce Change



- Life long learning process
- Needs to be part of organization's core values (RCM does this)
  - Philosophy
  - Vision
- Enthusiasm starts at the top with upper management buy in and priority
  - Need an army of employees to support this
- Good Practices need to be embedded from the beginning
- Willing to try new things



# Key Elements Needed for Success (Cont)



- Follow up on Implementation
- Practice, Practice & Revisit
- Patience
- Willing to “fail” until we find the right path
- Realizing that the PCT tools are there to guide and assist you
- Sharing of Information
  - New practices can be learned from others
  - Success stories!



# Measurable Outcomes



- Recruitment – Matching Staff
  - Revised Hiring Process
  - Person Specific Ads
  - Family and person involvement in hiring
- New Hire Orientation – PCT starts at the beginning
  - HR discusses RCM’s role as a PCT organization
- Development of Emerging Leaders
- Community Inclusion Specialist role and observation sheet



-Working with Force!

# Observation Sheet





Name: [REDACTED] Employee Name: [REDACTED]






Date: March 8, 2017

Time: \_\_\_\_\_

Location: [REDACTED]

  Working not working?


**RESOURCES**

 Book bag  First Aid Kit yes  Health Passport yes  Laptop yes  Emergency Plan yes

**ADAPTIVE EQUIPMENT**

YES NO OTHER

**LUNCH**

 YES NO OTHER

**PROGRAMMING/IPP GOALS**

SUBJECT AREA	OBJECTIVE
Enrichment Activities	will participate in enrichment activities one day a week with assistance of a CN. puzzles, music
Community Integration	twice a month attend musical performances, museums

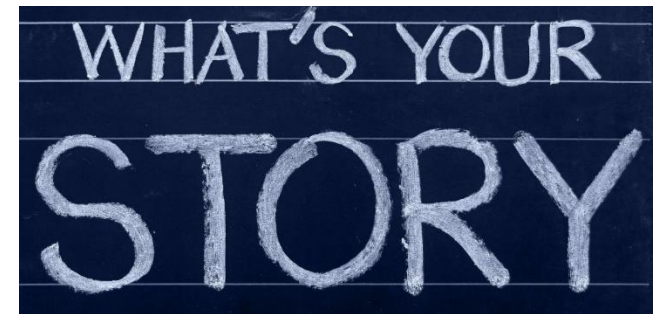
**BEHAVIOR SUPPORTS**

Targeted Behavior	Interventions	Documentation

# Success Stories



- Robert holds a key position within RCM
- RCM has set hiring goals for people with disabilities within its diversity plan
- We have a turnover rate of 28% (of which about half is our choice)



# What's Next



- A specialized training program that prepares people with disabilities to become Direct Support Professionals
- Using a mentorship model in the implementation of this program
- Continue to use Social Media to highlight success stories, like us at [FaceBook/RCMofWashingtonInc](https://www.facebook.com/RCMofWashingtonInc)







# Discovery Led by People with I/DD



**We are Peer Trainers for  
People Planning Together**

We live in DC. We helped to update this training and will continue to train people in DC.



# My Goals



# My Dream Job

(What is important to me in a job)



# DC Government Internship Program



- For people with all kinds of disabilities
- At all levels of government
- Real possibility of leading to a job
- Partnership between DC Rehabilitation Services Administration (Vocational Rehabilitation) and DC Human Resources



# Redesigning the Front Door



- Person-Centered Planning & Discovery starting at DDA intake
  - *Like and Admire* to determine strengths
  - *Trajectory* to identify goals
  - Guided conversation on Employment
- Working towards joint application with Vocational Rehabilitation
- Will pilot with transition age students at a school

**DDA Front Door Tool: Person-Centered Planning For Supports & Services**

Within 2 business days of receiving an inquiry regarding DDA services, the Community Outreach Specialist will coordinate or visit with the applicant, and anyone they identify as participants, to complete an initial person-centered planning, using this tool.

Person's Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 DDA Intake & Eligibility Determination Unit Staff: \_\_\_\_\_  
 Case # or Support: \_\_\_\_\_

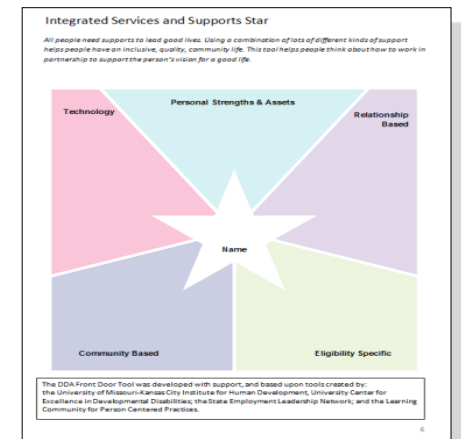
**ii** **Q1:** Who does the person want to participate in the process? Are they present?

Name	Relationship	Contact Information	Present (Y/N)

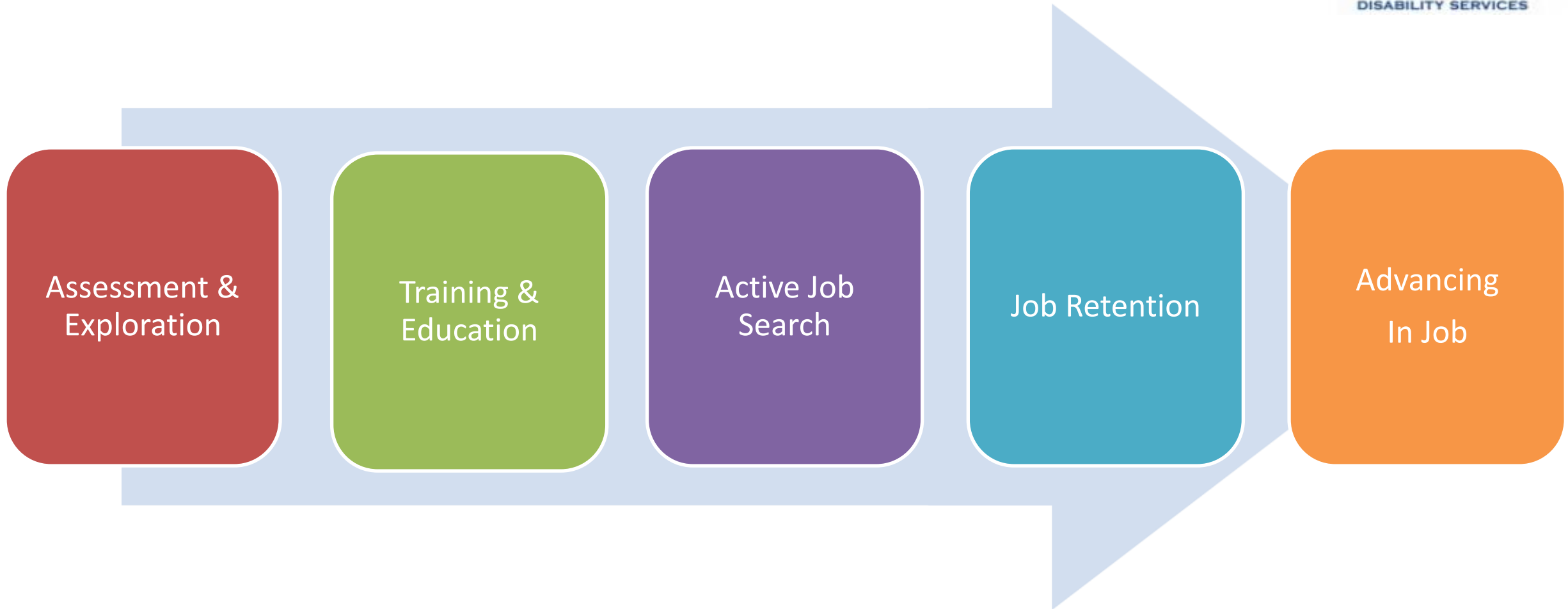
**ii.** Summary of Immediate Long-Term Services and Supports Needs:

For each of us, there are areas of our life that are working out and areas that are not working, that we would like to change. Simply stating a person's wants and needs is not enough; we need to gather a lot of important information. We can use this tool to help us understand what really matters to people and to plan for a brighter future.

	Working	Not Working
Perspective of the Person 		
Perspective of the Family (if applicable) 		



# Pathway to Employment



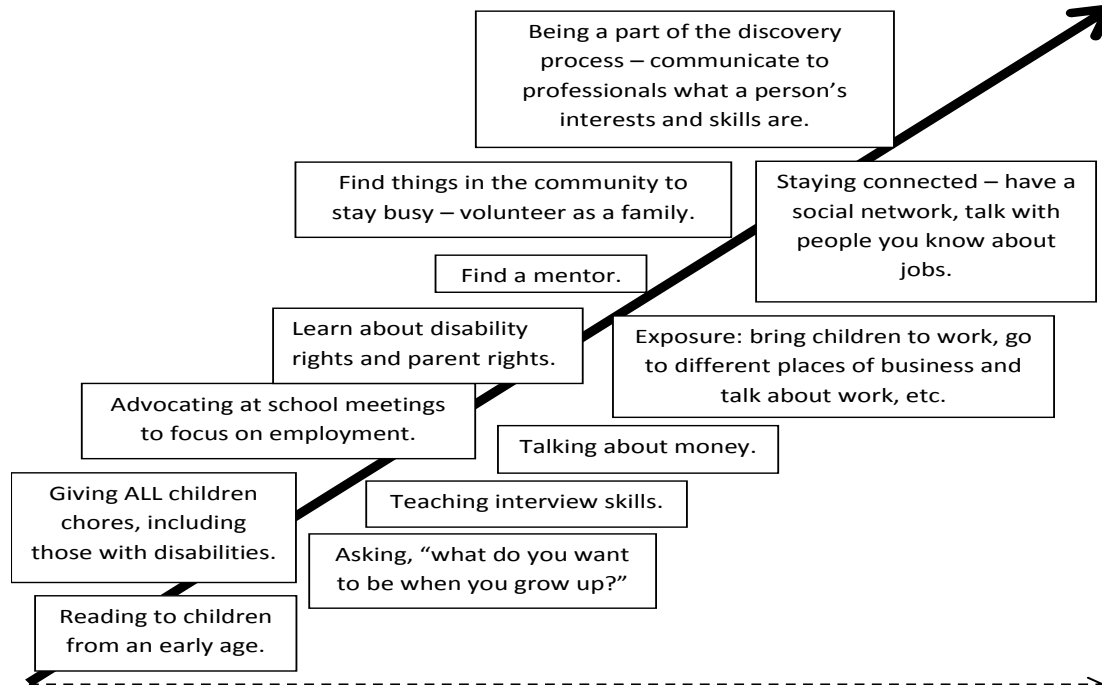
# Talking to Families About Employment

## CHARTING the life course

### Life Trajectory Worksheet: Family Focus on Employment

Families discussed, what works to support employment?

Believe, Encourage, Be Creative



**VISION for the Life I WANT**

- Employment – a good job that creates meaning and economic self sufficiency
- Independence – doing as many things independently as possible and as desired
- Self-determination – making one’s own decisions
- To have a mentor- someone to look up to who understands each person’s experience.
- To contribute to other family members

**What I DON’T Want**

- To be discouraged by professionals
- To give Up Hope
- Boredom
- To not have a social network of friends or employment contacts
- Negativity and low expectations



This tool was adapted by the DC Department on Disability Services, from tools developed by University of Missouri-Kansas City Institute for Human Development, University Center for Excellence in Developmental Disabilities (2015). (Last revised 01/17)



# E1stin HCBS waiver & regulations



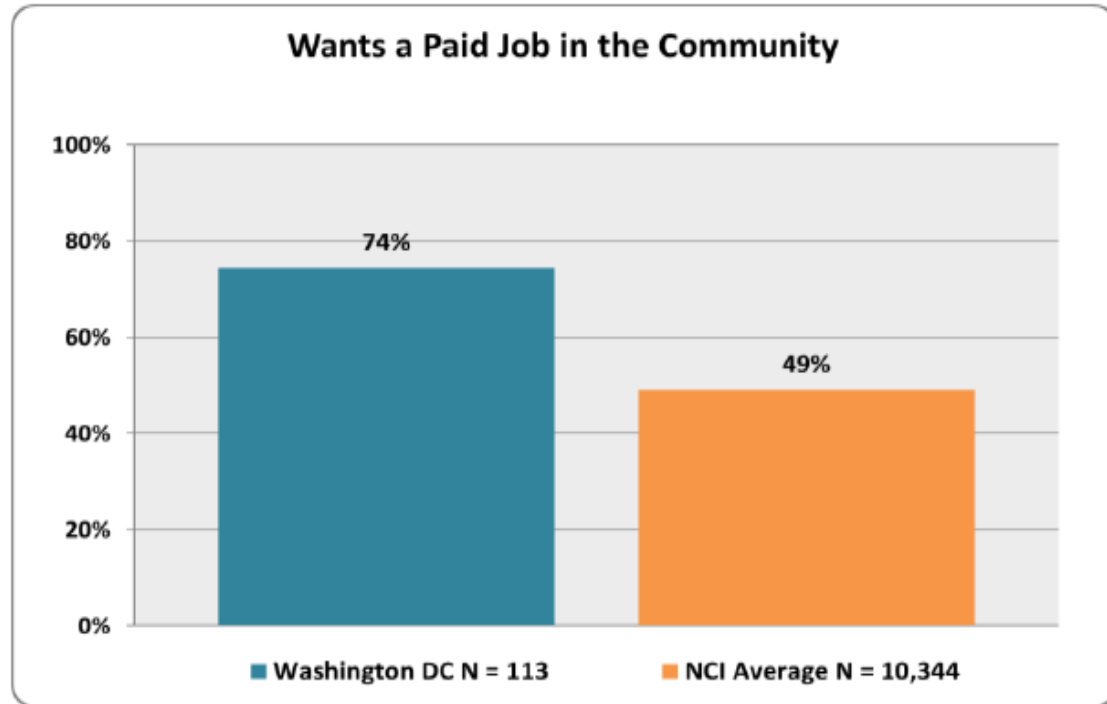
- Service definitions and scope of activities emphasize community exploration, discovery, integration, and self-advocacy
- Provider qualifications require provider executives to attend training in PCT and Discovery
- All day services require:
  - Customized Employment Discovery Positive Personal Profile
  - Job Search and Community Integration Plans
  - Individualized schedules: “All activities must be based upon what is *important to and for* the person as documented in the ISP and reflected in PCT and Discovery tools.”
- All DDA Supported Employment & Employment Readiness Providers must become RSA providers
- Limits on use of Day Habilitation and Employment Readiness
- Peer Supports for Family Training and Parenting Supports – will add to other services at next amendment



# People Want Paid Jobs



GRAPH 42. WANTS A PAID JOB IN THE COMMUNITY



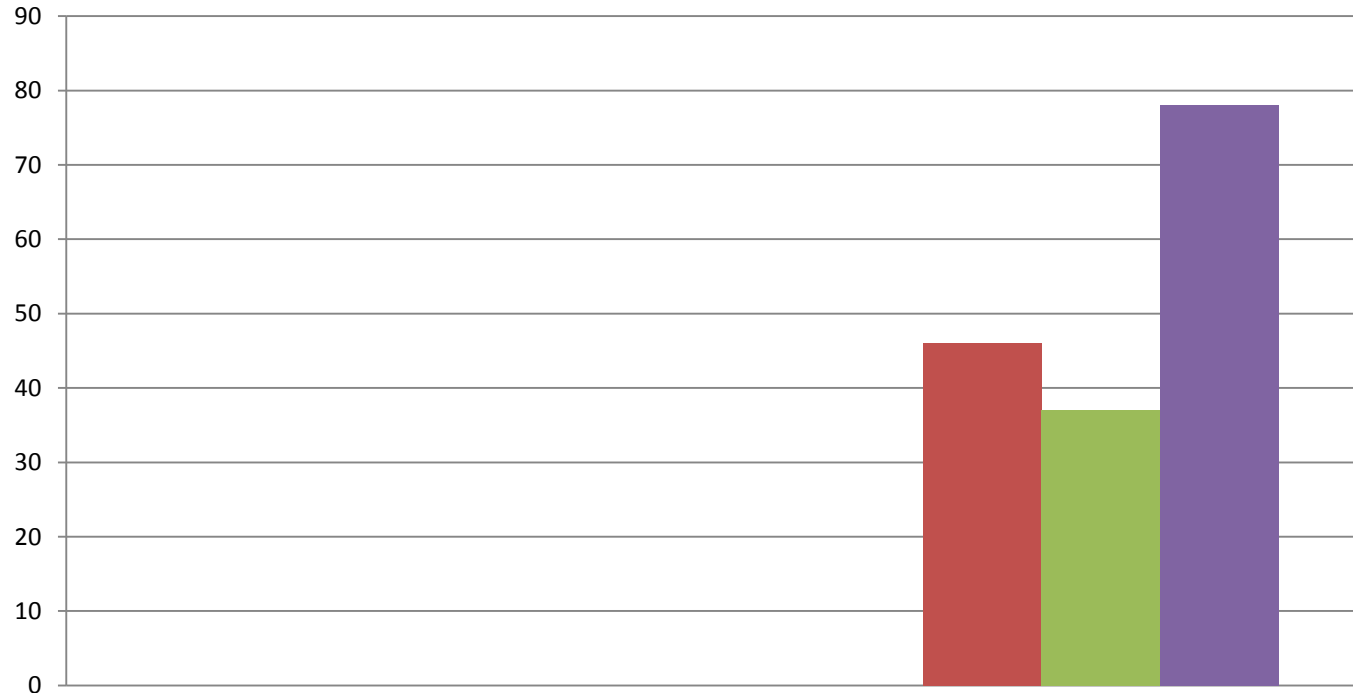
This graph illustrates that among respondents without a paid job in the community, 74% from Washington DC and 49% across NCI states reported they'd like a paid job in the community.

States ranged from 24% to 74%.



Up from 37% last year!

# People Have Employment Goals



DC data: 2010, 2014, 2015

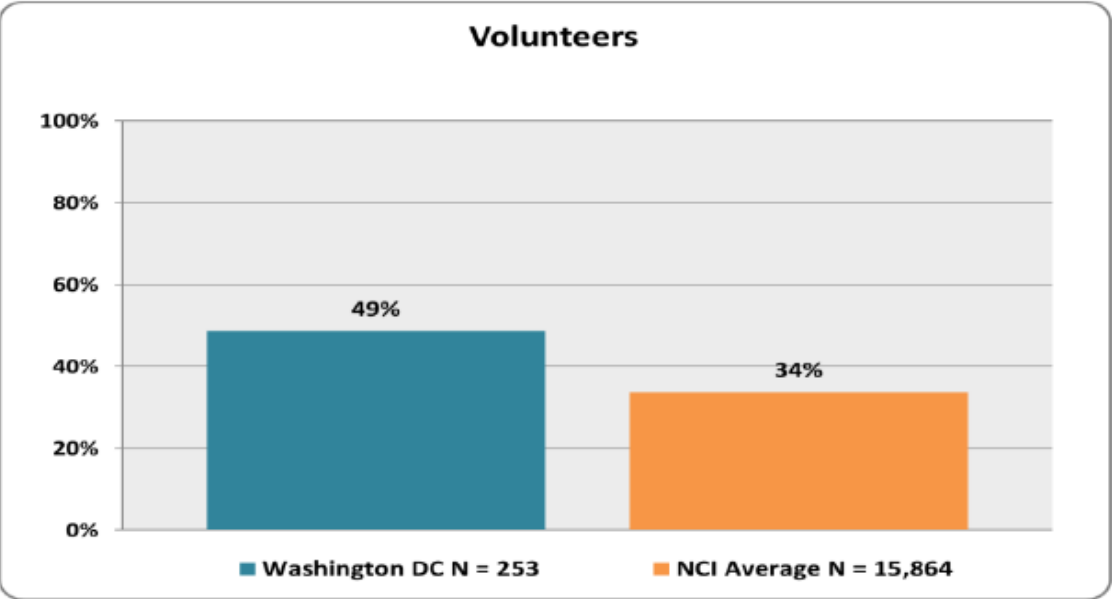
- Compare: 30% national average (2015-16)

- Guided conversation on employment at Intake & ISP
- Everyone has a goal to advance on the Pathway to Employment
- PIE Grant to improve outcomes

# People Are Volunteering



GRAPH 45. VOLUNTEERS



This graph illustrates that 49% of respondents from Washington DC and 34% across NCI states reported that they volunteer.

States ranged from 18% to 52%.



Up from 32% last year!

# Questions and Discussion

