

# THE WEBINAR WILL BEGIN SHORTLY

- Today's webinar will begin at 3:00 PM EDT
- All lines are muted and you will not hear any sound coming through your computer until the webinar begins

If you are having difficulty logging in, please contact Brittany Taylor at [btaylor@ndi-inc.org](mailto:btaylor@ndi-inc.org).





**LEAD CENTER**

# Service Provider Transformation: from Policy to Opportunity

*March 29, 2017  
3:00 – 4:30 PM EDT*

**Social Dynamics, LLC**

*Bringing Complex issues into Focus*



# WELCOME

**Rebecca Salon**

LEAD Center Project Director  
National Disability Institute



# LISTENING TO THE WEBINAR, *CONTINUED*

If you do not have sound capabilities on your computer or prefer to listen by phone, dial:

**1-415-655-0001**

**1-855-749-4750**  
*(Toll-Free Number)*

**Meeting Code:**  
667 953 807

*You do not need to enter an attendee ID.*



# CAPTIONING

- Real-time captioning is provided during this webinar.
- The captions can be found in the Media Viewer panel, which appears in the lower-right corner of the webinar platform.
- If you want to make the Media Viewer panel larger, you can minimize other panels like *Chat*, *Q&A*, and/or *Participants*.



# SUBMITTING QUESTIONS

**For Q&A:** Please use the Q&A box to submit any questions you have during the webinar and we will direct the questions accordingly during the Q&A portion of the webinar.

- If you are listening by phone and not logged in to the webinar, you may also ask questions by emailing questions to [btaylor@ndi-inc.org](mailto:btaylor@ndi-inc.org).

***Please note:*** This webinar is being recorded and the materials will be placed on the LEAD Center website at: <http://www.leadcenter.org/webinars/service-provider-transformation-policy-opportunity>



# TECHNICAL ASSISTANCE

- If you experience any technical difficulties during the webinar, please use the chat box to send a message to the host Brittany Taylor, or you may also email her at [btaylor@ndi-inc.org](mailto:btaylor@ndi-inc.org).



**The National Center on Leadership for the Employment and Economic Advancement of People with Disabilities (LEAD)** is a collaborative of disability, workforce and economic empowerment organizations led by **National Disability Institute** with funding from the **U.S. Department of Labor's Office of Disability Employment Policy**, Grant No. #OD-23863-12-75-4-11.

This document does not necessarily reflect the views or policies of the Office of Disability Employment Policy, U.S. Department of Labor, nor does the mention of trade names, commercial products, or organizations imply endorsement by the U.S. Government.



# LEAD CENTER MISSION

- To advance sustainable individual and systems level change that results in improved, competitive integrated employment and economic self-sufficiency outcomes for individuals across the spectrum of disability.



# WELCOME

**Amy Gonzalez**

Senior Policy Advisor,

Workforce Systems Policy Team

Office of Disability Employment Policy

U.S. Department of Labor



# MODERATOR

**Cori Di Biase**

Director of Training and Technical Assistance  
Social Dynamics, LLC



# AGENDA

- Welcome and Introductions
- The State Agency Perspective
- The Provider Perspective
- Facilitated Question and Answer Panels:
  - The Employer Perspective
  - The Job Seeker/Employee Perspective
- Questions



# TODAY'S SPEAKERS

## **Jeremy Norden-Paul**

State Director of Employment & Day Services

Program Operations

Tennessee Department of Intellectual and Developmental  
Disabilities

## **Dwayne Webb**

Director for Employment and Day Services

St. John's Community Services

# TODAY'S SPEAKERS (CONTINUED)

## **Ben Markie**

Operations Manager

Sodexo: UT Martin Dining Services

## **Jesse Kowalewski**

Marketing Manager

Sodexo: UT Martin Dining Services

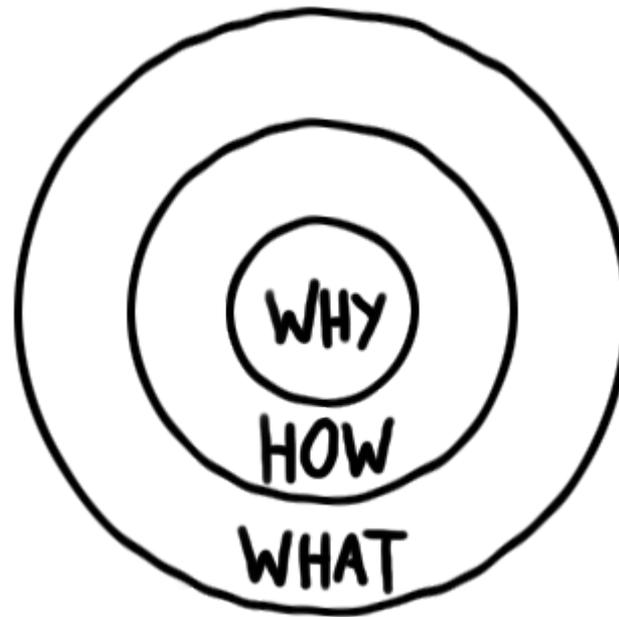
## **Mike McCrory**

Cook 1

Sodexo: UT Martin Dining Services

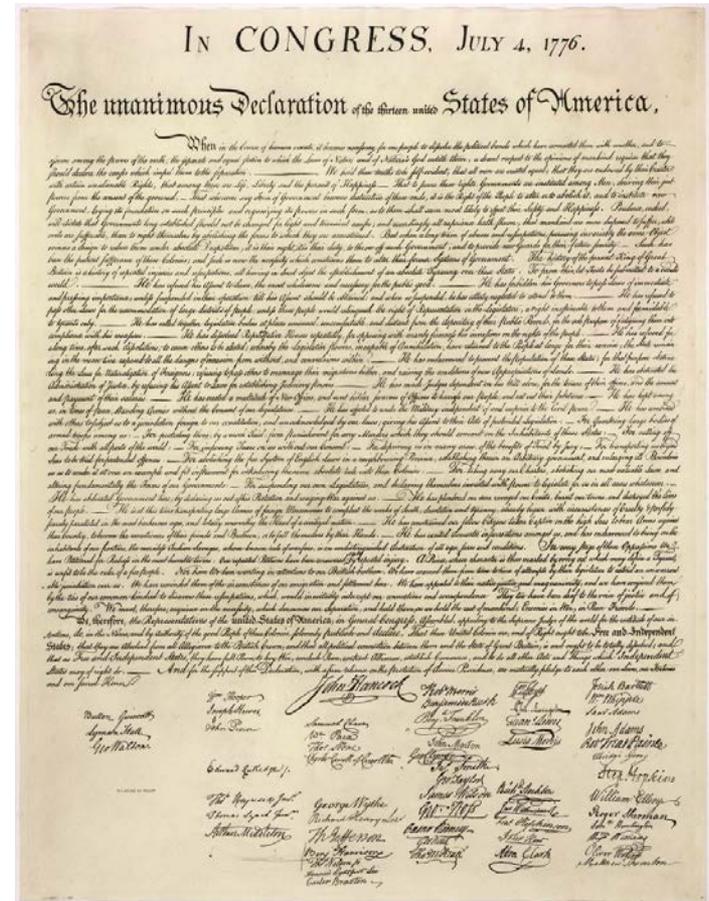


# WHY EMPLOYMENT?



# WHY EMPLOYMENT? (CONTINUED)

- Americans with Disabilities Act
- *Olmstead v. L.C.*
- HCBS Final Settings Rule
- “We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness.”



# EMPLOYMENT FIRST

- All individuals, including individuals with significant disabilities, are capable of full participation in competitive integrated employment and community life.
- Employment First means that employment in the general workforce should be the first and preferred option for individuals with disabilities receiving assistance from publicly funded systems. Simply put, Employment First means real jobs, real wages.



EMPLOYMENT FIRST  
EMPLOYMENT NOW



# HOW WE STARTED

- Commitment to change the service delivery system
- TN became a Protégé State in 2012 under ODEP's E1st First State Leadership Mentoring Program (EFSLMP)
- Secured buy-in from provider and state partners
  - Vocational Rehabilitation
  - Dept. of Labor and Workforce Development
  - Dept. of Mental Health & Substance Abuse Services
  - Bureau of TennCare
  - Dept. of Education
  - Council on Developmental Disabilities
  - Dept. of Intellectual and Developmental Disabilities



# NEXT STEPS

- Executive Order No.28
  - Executive backing for Employment First
  - E1st First Task Force
  - Annual reports to governor
- E1st Strategic Plan
- MOUs
  - Transitioning Youth
  - VR/DIDD
  - E1st MOUs with providers
  - VR/TennCare
  - VR/DMHSAS



# EMPLOYMENT FIRST IN TENNESSEE

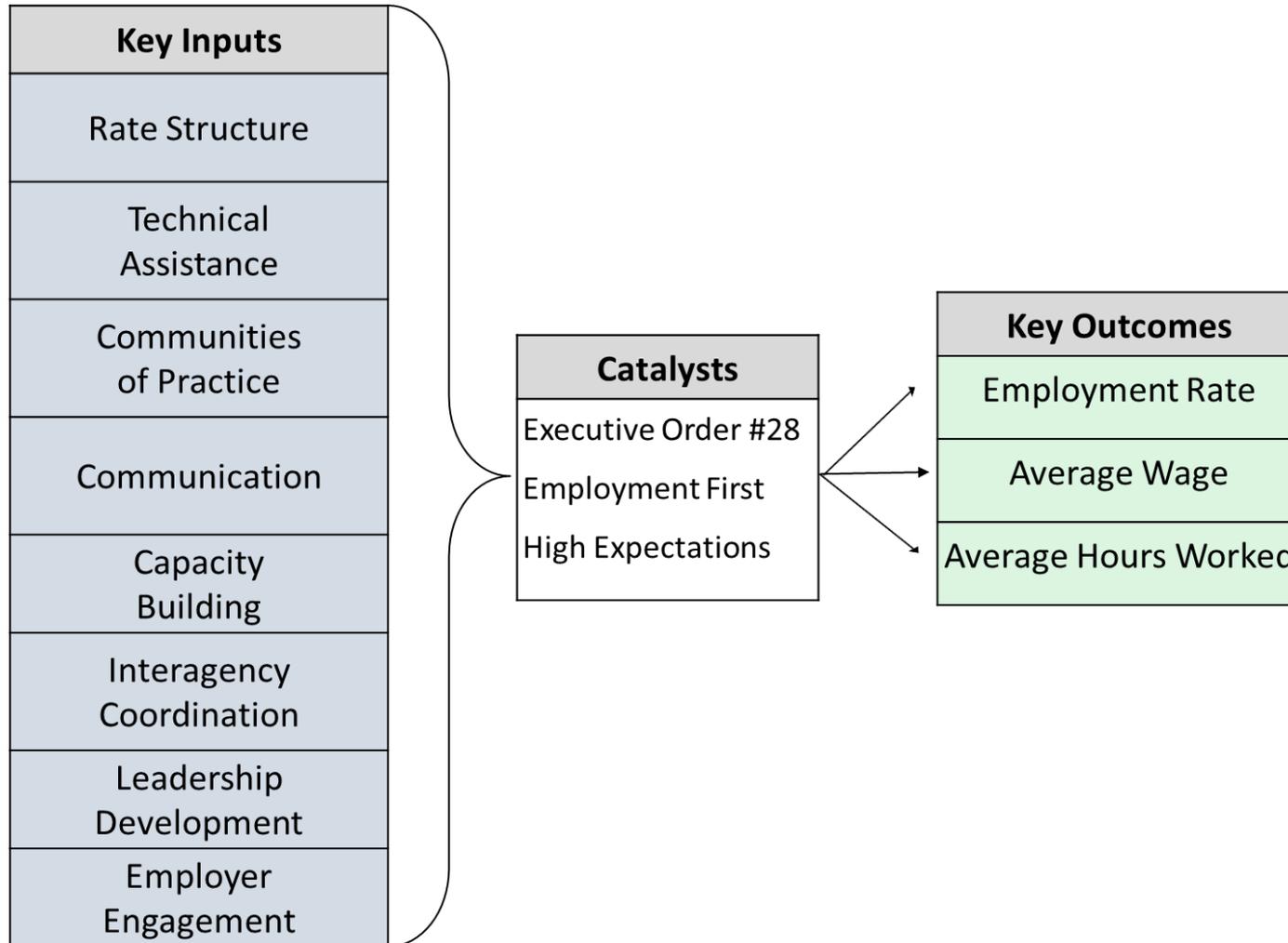
- Office of Disability Employment Policy (ODEP)
- Employment First State Leadership Mentor Program (EFSLMP)
- Employment First Task Force
- TennesseeWorks Partnership
- Employment Roundtable



# TENNESSEE PARTNERS



# SYSTEMS CHANGE MODEL: MOVING THE EMPLOYMENT FIRST NEEDLE IN TENNESSEE



# ST. JOHN'S COMMUNITY SERVICES



- Driving Social Change for 148 Years
  - Washington, DC
  - Virginia
  - Pennsylvania
  - Tennessee
  - Delaware
  - Maryland
- “advancing community support and opportunities for people living with disabilities”

# GATHERING 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”.



# BENEFITS



## The Individual

- Connections with the community for relationships and social outlets;
- 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.

## Their 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;
- Chance for new generations to grow up with people with disabilities thereby increasing acceptance and understanding of diversity.



# NO MARGIN/ NO MISSION



- Lean Management: Evaluate and reposition key personnel.
- Braiding current services and funding to support community-based service delivery.
- Look at all potential funding sources available for untapped revenue pockets:
  - Medicaid Waiver,
  - VR,
  - Ticket to Work,
  - County funding,
  - Fundraising, Grants,
  - WIOA, ECF Choices,
  - Supported Employment Services, Foundations.
- Lease/sell/repurpose buildings.



# 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.



# CONVERSATIONS THAT MATTER: OPEN AND HONEST COMMUNICATION (CONTINUED)

- 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.



# 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.

# SHARE THE STORIES

- July 1, 2016, closed the sheltered workshop facility after 31 years of operation.
- Currently support 47 individuals through our Supported Employment/VR programs.





**Ben Markie**

Operations Manager

**Jesse Kowalewski**

Marketing Manager





# Mike McCrory Cook



# RESOURCES

- [Tennessee Employment First Expect Employment report](#)
- [Employment on Campus at UT Martin](#)
- [Provider Transformation Issue Brief:](#)
  - Transforming Employment Services from Sheltered Work to Competitive, Integrated Employment for all Job Seekers with Disabilities



# MORE RESOURCE

## ➤ Employment First Technical Briefs

- Connecting the Dots: Using Federal Policy to Promote Employment First Systems-Change Efforts
- Federal Legal Framework that Supports Competitive, Integrated Employment Outcomes of Youth and Adults with Significant Disabilities
- Criteria for Performance Excellence in Employment First State Systems Change & Provider Transformation
- Federal Resources Available to Support State Employment First Efforts



Service Provider Transformation: From Policy to Opportunity

# QUESTION & ANSWER



# NEW WEBINAR ARCHIVE AVAILABLE

➤ Cooperation and Collaboration: The Role of Interagency Coordination in Securing Competitive Integrated Employment for Transition

➤ Available here:

<http://www.leadcenter.org/webinars/cooperation-and-collaboration-role-interagency-coordination-securing-competitive-integrated-employment-transition>



# UPCOMING WEBINAR

## ➤ The ABLE Act: A Tool for Financial Stability and Employment Outcomes

➤ Thursday, April 27, 2017

➤ 3:00 – 4:30 PM EDT

➤ Register Here:

<http://leadcenter.org/webinars/able-act-tool-financial-stability-and-employment-outcomes>



# CONNECT WITH THE LEAD CENTER

- Website: [www.leadcenter.org](http://www.leadcenter.org)
  - Employment First: <http://employmentfirst.leadcenter.org/>
- Sign up for LEAD Center News: <http://eepurl.com/sQiHr>
- Follow the LEAD Center on...
  - Facebook: [www.facebook.com/LEADCtr](http://www.facebook.com/LEADCtr)
  - Twitter: [@LEADCtr](https://twitter.com/LEADCtr)
  - LinkedIn: [linkedin.com/groups/LEAD-Center-4828089](http://linkedin.com/groups/LEAD-Center-4828089)
  - YouTube: <https://www.youtube.com/user/LEADCtr>
- Contact us:
  - Rebecca Salon, Project Director, [rsalon@ndi-inc.org](mailto:rsalon@ndi-inc.org)
  - Elizabeth Jennings, Asst. Project Director, [ejennings@ndi-inc.org](mailto:ejennings@ndi-inc.org)
  - Aramide Awosika, Project Coordinator, [aawosika@ndi-inc.org](mailto:aawosika@ndi-inc.org)

