

# Provider Perspective: What does it really take for “Provider Transformation”? : Implementation



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EFSLMP COMMUNITY OF PRACTICE PARTNER

# Overview:

SRVS closed our sheltered workshop on June 30<sup>th</sup>, 2015.

Presentation will cover the nuts and bolts of organizational transformation from segregated, facility-based services to fully integrated, community-based employment and day services.

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# Self-Assessment

- Approached in Fall of 2012 by TN-DIDD to participate in EFSLMP (Initially said No)
- Independent research (Georgia & Rhode Island)
- 50+ year history
- Board member ties to workshop
- Met w/SMEs



# Leadership/Board Buy-In

- SME support as part of EFLSMP
- Created “Steering Committee” that included board members, family members, people receiving services and staff
- Board members on committee championed the closing
- Board approved closing the shop (Aug 2013)
- “Tipping Point” – going from a vision to a goal!

# Objectives

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- **Staff Development**
- **Decentralization of Services**
- **Capacity Building**
- **Ongoing Communications with Stakeholders**
- **Identification of Barriers/ Challenges**

# Decentralization

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- **Assessment of Community, demographics and resources**
- **Social Capital and relationship building- outreach to churches and community centers**
- **Blended day services**
- **Volunteering, Job Club sites, other community activities**
- **Travel- resources, partnership with MATA**

# Skill Development

- Consistent Message
- Transition Planning
- Training on community services
- Career Center
- Soft Skills Curriculum & Classes
- Group Discovery Pilot



# Strategic Plan

## Roll-out to all stakeholders:

- **Staff**
- **Independent Support Coordinators**
- **People in services and families**
- **Existing workshop customers**
- **Clear communication of closing date**
- **Reduce time in workshop**
- **Community exposure for people in workshop**
- **Develop relationships in community**





# Capacity Building

- Outcomes Measurement Database
- Deployment Plan
- Employment Network - Ticket to Work
- Building Relationships with VR- Pilot LOA's, Counselor on site
- Employment Staff Reorganization- Stabilization Job Coaches, Sales and Marketing staff
- Grants Writing and Presentations – Over \$900,000



# Stakeholder Communication

Steering Committee: board members, staff, people in services and families

- Newsletters: highlight success stories
- Monthly Family Meetings: VR process, CB day, SS benefit planning
- Individual conversations with families
- Celebrate Success: “Wall of Fame”
- Media opportunities
- Employer Task force: Warm Handoff



# Ongoing Barriers/ Challenges

- **Transportation-** Decrease reliance on Para Transit, MOU with MATA to transition people to mainline
- **Wrap Around Supports (Job Clubs & CB Day)**
- **Employment Retention**
- **Benefits Planning : Fears**
- **Long Term Supports: Unfunded Mandates**



# QUESTIONS?



# Contact Information

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