

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



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Overview:

SRVS closed our sheltered workshop on June 30th, 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.



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

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

Decentralization

- **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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