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Tackling the Big Obstacles: One Disability Service Provider's Transformation Success Story

Housekeeping:

- You will be signed up for The Arc Wisconsin updates - (option to unsubscribe)
- Webinar will be recorded
- You will receive recording and materials after the webinar
- You will be muted; type questions in the lower right chat box
- Email Pugh@thearc.org with questions or text 608-469-9385



Lisa Pugh, Executive Director

What you will learn:

- ACHIEVA's success in changing their business model.
- Obstacles and lessons learned.
- Tackling issues like: resistance to change, transportation and funding.
- Expert advice on facility transformation.
- What providers are doing in Wisconsin: The Building Full Lives Project.

Your Presenters



**Shayne Roos,
Senior Vice President,
ACHIEVA Support**

**ACHIEVA, The Arc of Greater
Pittsburgh**



**Molly Cooney,
Employment and Diversity Outreach
Specialist
Building Full Lives Project**

**Wisconsin Board for People with
Developmental Disabilities**



VOCATIONAL TRANSFORMATION

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ACHIEVA

Where it Began

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- It's the right thing to do!
- ACHIEVA Board and Management exhibited leadership and made commitment to close all facility-based day supports

Day Program Census (Workshop & ATF)

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Then: November 2015 - 475 people across 6 facilities

Now: February 2019- 200 people across 2 facilities

Reasons for the reduced census:

- **Successfully obtained competitive jobs in the community or transitioned to ACHIEVA Small Group Employment**
- **100% Community Participation**
- **Retired**
- **Chose other providers**

Referrals from Day Programs to Supported Employment

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Of the reduction, 130 referred to supported employment

- This represents 27% of the people supported in an ACHIEVA day program in 2015 chose to pursue community employment.
- Prior to ACHIEVA's Vocational Transformation, referrals from ACHIEVA day programs made up less than 1% of ACHIEVA Supported Employment referrals.

Successful Community Employment Outcomes

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**Of the 130, there are 98
working**

- **Prior to ACHIEVA's Vocational Transformation, there were only 9 people in our day programs also employed in the community.**

Participating in Community Based Work Assessments or Performance Based Job Coaching Contracts

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Of the 130, another 13 are in some phase of job search

- 13 currently doing community-based assessments, job development, etc.
- 19 decided employment was not the best option for them at this time.

In sum, out of the 130 referrals from our day programs to our supported employment department , 85% have either become employed or are working towards employment

Wages

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Eliminated 14c certificate:

- Allegheny County in January 2017.
- Westmoreland County in January 2018.

People working in our business operations are earning 370% more in hourly wages

- Average Hourly Rate across all ACHIEVA businesses is \$8.93 per hour.
 - **These same people were part of a population making subminimum wage on an average of \$1.90 per hour.**

Small Group Employment

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ACHIEVA Cleaning & Janitorial (Competitive Wages & Integrated)

10 people from our day programs transitioned into our Small Group Employment/Cleaning and Janitorial operation.

ACHIEVA Pallets & Packaging (Competitive Wages & Integrated)

On July 1, 2018 our Bridgeville location transitioned to an Affirmative Industry, Small Group Employment operation. This integrated employment model employs 24 people and offers wooden pallets and crates and packaging solutions to local businesses.

Community Participation Supports

“Employment Skills Development” (Paid)

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An additional 30 people

- **Employment opportunities secured for 30+ people from ACHIEVA’s “Strip District” day programs. These people are policing parking lots of local businesses in the Strip District, integrated within ACHIEVA’s Property Maintenance business**
- **Making minimum wage**

Community Participation Supports Percentages

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- **Over 70 partners developed**
 - Both employment and non-employment
- **Of the 200 remaining in a facility, the total % of time spent in the community vs facility = ~25%**
 - 2/3 averaging greater than 25% time spent in the community.
 - Before Transformation the average time spent in the community was less than 1%.

How Did We Get Here?

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- **Took the steps necessary to build the necessary infrastructure for competitive employment, small group employment and community participation.**
 - **Hired additional 25 Community Inclusion Professionals**
 - **Hired additional 12 Employment Specialists**
 - **Increased vehicle fleet by over 40 vehicles**
 - **Invested in systems upgrades in order to track and bill across 54 service codes**

General Challenges

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- **Resistance to change**
- **Recruitment and retention of DSP's**
- **Transportation**
- **Funding issues**
- **Individuals earnings' impact on benefits**

Questions & Contact Information

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Shayne Roos
Senior VP, ACHIEVA Support
sroos@achieva.info
(412) 995-5000 x488

What's Happening in Wisconsin?

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- Many service providers across WI moving towards service transformation
- Building Full Lives Initiative
 - A project of the Wisconsin Board for People with Developmental Disabilities; started in 2016
 - Technical assistance and training grant
 - Pilot Project and Evaluation
 - RFA's most years for more service providers interested in transformation
 - Statewide learning collaborative and tools for change



BFL Service Providers in Wisconsin

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Round 1

- Goodwill of SE Wisconsin
- ODC Inc
- Headwaters Inc
- Bridge for Community Life

Round 2

- VIP Inc
- Threshold
- Easterseals
- Green Valley Enterprises
- Bethesda

Round 3

- RCS Empowers
- Opportunity Center of Crawford Co.
- Ventures Unlimited

BFL Impact – Service Provider Responses



All sites report BFL pilot participants are:

- Significantly increasing their skills and ability to be more independent in the community;
- Spending significantly more time in paid employment in the community;
- Expressing more happiness/satisfaction while participating in the program;
- Making more choices about how they spend their day;
- Significantly increasing the number of unpaid connections they have in the community.



BFL Impact – Service Provider Responses



All sites report their organization is:

- Experiencing significant changes in philosophy, culture and values;
- Increasing expectations for paid work in the community for individuals with disabilities;
- Increasing the number of policies/practices that support integrated employment in the community;
- Better supporting individuals with disabilities to develop connections in the community;
- Better supporting individuals to make informed choices;
- Better supporting individuals to develop skills to be more independent in the community.

Thank you!

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- For more information:

- <https://wi-bpdd.org/index.php/building-full-lives/>
- Connecting to a Building Full Lives Service Provider: [Link](#)
- Building Full Lives Service Model and Best Practices: [Link](#)
- [Wes's Story \(Spanish\)](#)
- [David's Story \(Spanish\)](#)

Molly Cooney
WI-Board for People with
Developmental Disabilities
molly.cooney@wisconsin.gov

Shannon Webb
Project Consultant
shannon@incontrolwisconsin.org

Questions & Discussion

For More Information

The Arc Wisconsin

www.arcwi.org

[facebook.com/TheArcWisconsin](https://www.facebook.com/TheArcWisconsin)

Pugh@thearc.org

(608) 422-4250