Moving from Facility Based to Community Based Services in the time of COVID-19

The Arc.
For people with intellectual
and developmental disabilities

A project of
ThinkWork!
at the Institute for Community Inclusion, UMass Boston

ICI
HEALTH CARE
EMPLOYMENT
EDUCATION
COMMUNITY LIFE

Institute for Community Inclusion
PROMOTING THE INCLUSION OF PEOPLE WITH DISABILITIES

UNIVERSITY OF MASSACHUSETTS BOSTON · BOSTON CHILDREN'S HOSPITAL

Poll #1 Have you heard of…

☐ The Institute for Community Inclusion?

☐ The Four Guideposts for Community Life Engagement?

☐ The 10 Elements of Organizational Transformation?
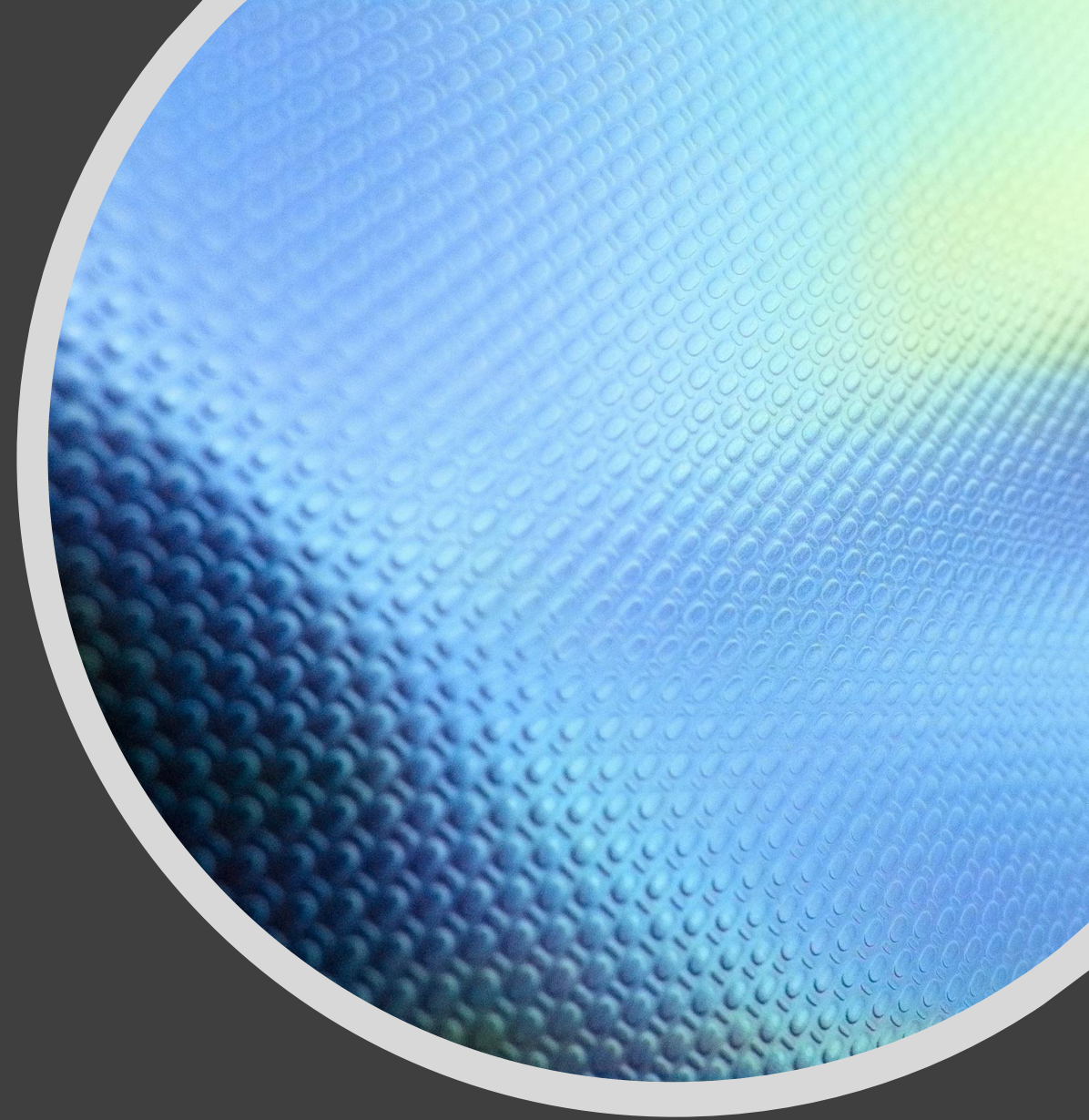
The challenge and the opportunity

Why consider transformation now?

Employment First

CMS Community Rule

WIOA

14c is vulnerable

COVID-19

Poll #2 How is COVID currently affecting operations at your facility?

❑Our operations haven't been affected

❑We were shut down but are now back to full capacity

❑We are operating at reduced capacity

❑We are still completely shut down

❑Other. Explain more in chat

	Work	*Non-Work*
Community	**Integrated Employment**	**Community-Based Non-Work/Community Life Engagement**
Facility	Facility-Based (Sheltered) Work	Facility-Based Non-Work

Community Life Engagement

People with intellectual and developmental disabilities (IDD) accessing and participating in their communities outside of employment as part of a meaningful day

Community Life Engagement...

- *Leads to employment* through career exploration & networking

- *Wraps around employment* to fill gaps in time, experience, social connection

- *Supports people in retirement* in integrated ways

Community Life Engagement & COVID: Four Guideposts

1. Individualize supports for each person

2. Promote community membership and contribution

3. Use human and social capital to decrease dependence on paid supports

4. Ensure that supports are outcome-oriented and regularly monitored
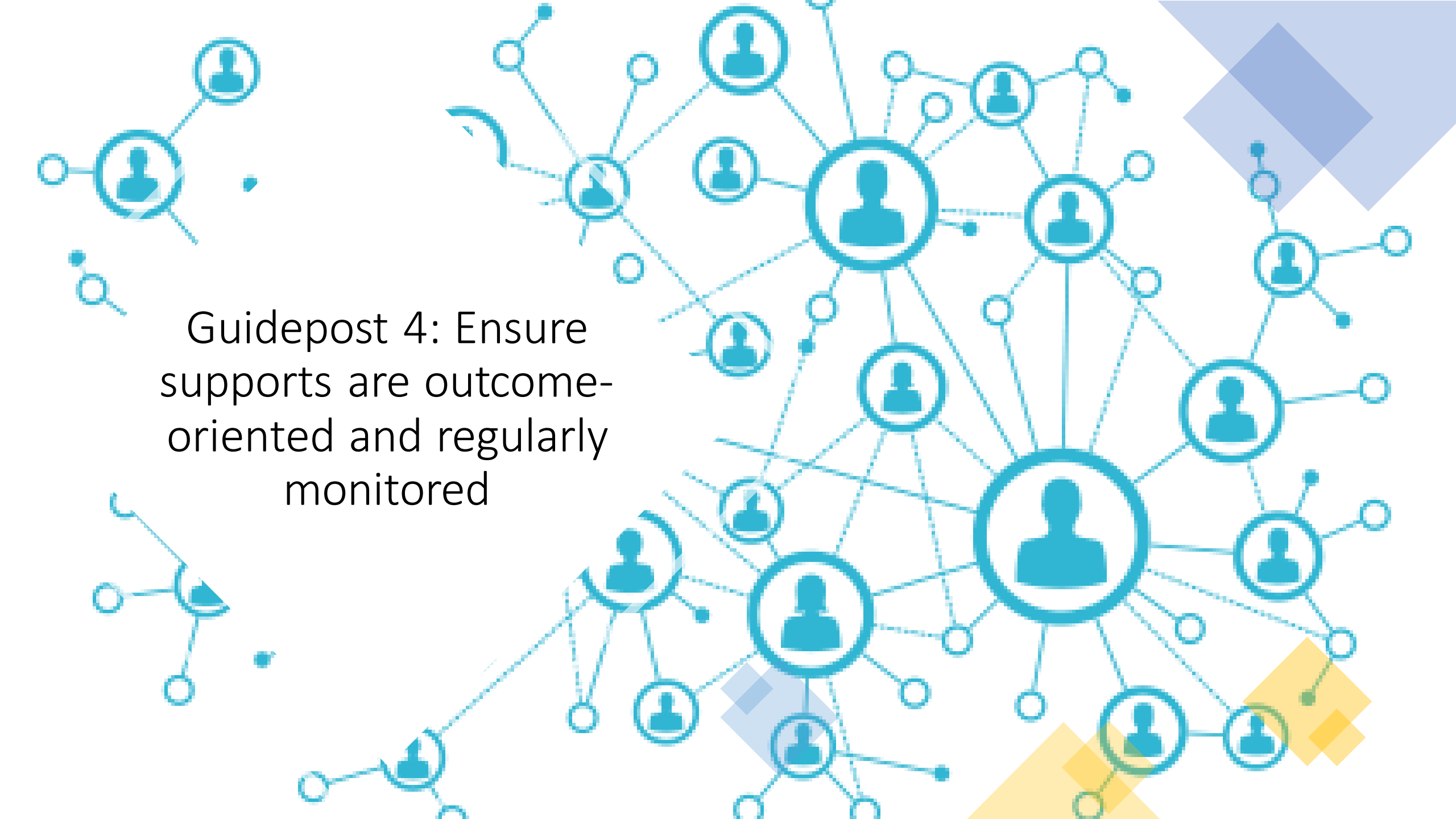
Guidepost 1: Individualize supports for each person

Guidepost 2: Promote community membership and contribution

Guidepost 3: Use human and social capital to decrease dependence on paid supports

Guidepost 4: Ensure supports are outcome-oriented and regularly monitored

How can we support provider transformation efforts?
ICI and the Arc of the United States

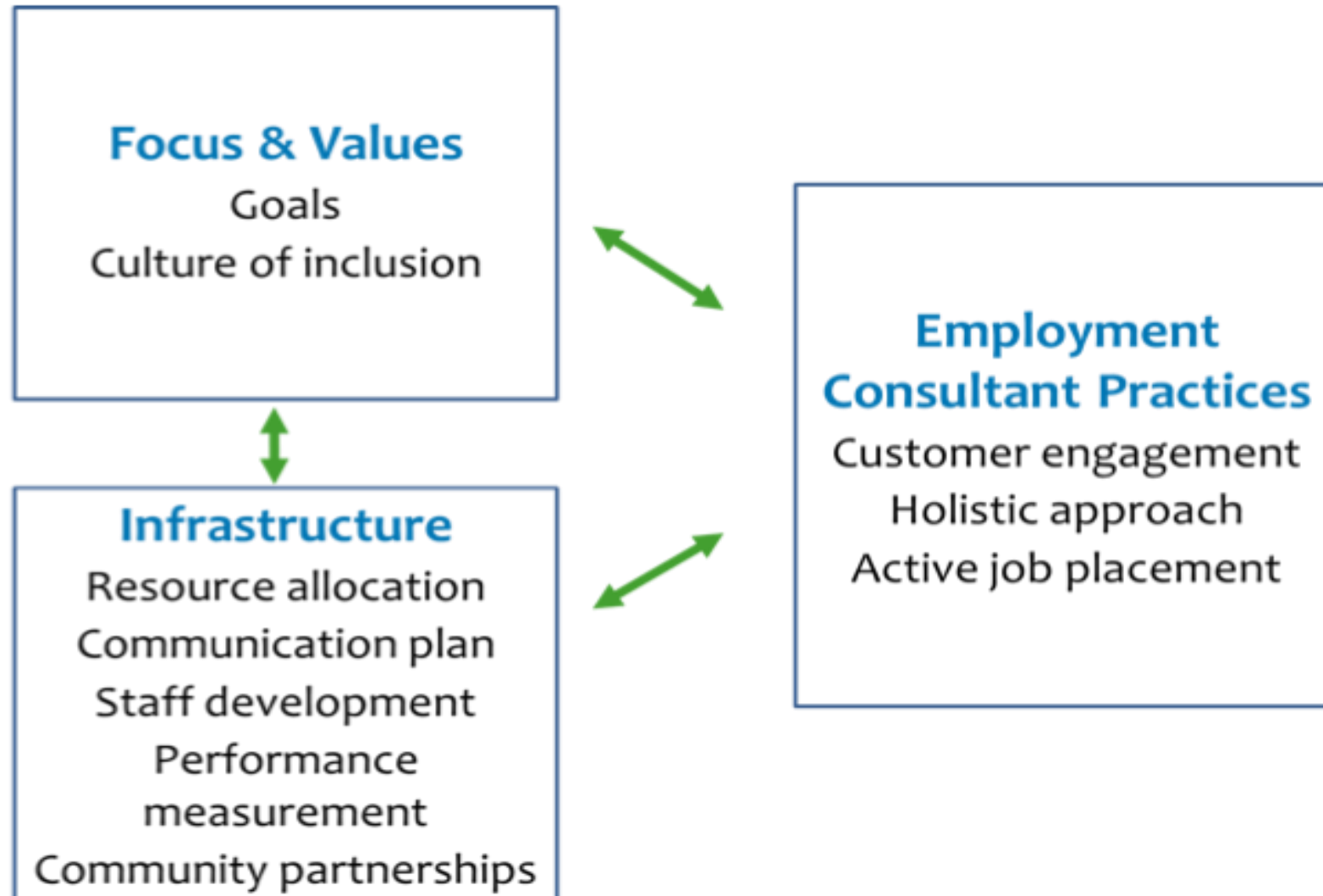# Thinking about transformation

Goals

Develop a model to support provider transformation that can be brought to scale

- Delphi Panel: Framework

- Case studies: How the framework looks on the ground

- Result: 10 elements

- Development of a

technical assistance

model

Ten Elements of Organizational Transformation

Focus & Values
Goals
Culture of inclusion

Infrastructure
Resource allocation
Communication plan
Staff development
Performance
measurement
Community partnerships

**Employment
Consultant Practices**
Customer engagement
Holistic approach
Active job placement

Technical assistance model

- Self assessment
- Site visits (in person or virtual)
- Strategic planning
- Program evaluation
- Technical assistance
- Communities of practice

"It made us examine who we are, where we're at, and where we want to go."

"It forced us to do things we've talked about before but never gotten around to doing. "

"It got people's mindsets to change to a new way of doing things, a new set of goals, a new focus."

Arc of Madison County

Thank you to Susan Klingel

Executive Director

Arc Of Madison County

for joining us today.

Ten elements as a framework for change during COVID

- Focus and values

- Infrastructure

- Employment consultant practices

Resources

Community Life Engagement Toolkit
thinkwork.org/cle-toolkit

Agency Change Toolkit
http://act.thinkwork.org/

COVID-19 Publications and Resources
covid19.communityinclusion.org

ICI Consulting

ICI CONSULTING

Decades of problem-solving experience.

The Institute for Community Inclusion, or ICI, is nationally recognized for our research, technical assistance, training, and project development in the field of disability. Through ICI Consulting Services, you can access the full breadth and scope of our expertise. We tailor our resources to meet the needs of organizations like yours, so you can grow, thrive, and

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