Moving from Facility Based to Community Based Services in the time of COVID-19
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
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
<table>
<thead>
<tr>
<th>Community</th>
<th>Work</th>
<th>Non-Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated Employment</td>
<td>Community-Based Non-Work/Community Life Engagement</td>
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<tr>
<td>Facility</td>
<td>Facility-Based (Sheltered) Work</td>
<td>Facility-Based Non-Work</td>
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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

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Quote</th>
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</thead>
<tbody>
<tr>
<td>Self assessment</td>
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<td>“It made us examine who we are, where we’re at, and where we want to go.”</td>
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<td>Site visits (in person or virtual)</td>
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<td>Strategic planning</td>
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<td>“It forced us to do things we’ve talked about before but never gotten around to doing.”</td>
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<td>Program evaluation</td>
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<td>Technical assistance</td>
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<tr>
<td>Communities of practice</td>
<td></td>
<td>“It got people’s mindsets to change to a new way of doing things, a new set of goals, a new focus.”</td>
</tr>
</tbody>
</table>
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 succeed.

Contact us

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