

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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