

Best Practices in Provider Self-Analysis for Transformation to an E1st Agency - Part II

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SUBJECT MATTER EXPERT

OFFICE OF DISABILITY EMPLOYMENT POLICY

MARYLAND WEBINAR

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“Tom”

- 48 years in the field
- Started in direct services
- Several positions providing TA
- 33 years as President/CEO of historic community based agency
- 3 years as SME for Depts. of Labor & Justice



Part 1 Homework

Select

Select a preliminary group of individuals to be on your transformation team. Remember you can always modify the composition as needed.

Determine

Determine what information you need to complete the first ½ of the assessment.

Complete

Complete the first ½ of the assessment, answering all questions and follow-up questions

Share

Come to the next session prepared to share some of your in-sights.

Components of ODEP's Criteria for Performance Excellence in Provider Transformation

Part I

Leadership

Strategic Planning

Customer Focus

Part II

Workforce Focus

Operations Focus

Measurement, Analysis and Knowledge Management

Results

Workforce

Staff Deployment

Qualities and Skills

Recruitment and Hiring

Staff Training

Staff Support



STAFF DEPLOYMENT

How many staff do we have deployed to:

- Community integrated work
- Pre-vocational services
- Community based day support
- Facility based work
- Facility based day support

Do we have plans to shift staff positions to new roles as we transform our agency?



Qualities and Characteristics



Have we identified the qualities and characteristics required for staff in community based employment positions?

Have we identified the training needs of current staff as they make the transition to community based services?

Recruitment

Are we hiring staff for the future, meaning people who have the qualities and skills for community based work?

Have we changed the following processes to attain the best staff for community based work?

- Advertising strategies
- Interview process
- Job descriptions
- Orientation



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Training

Below is a list all training we provide related to community employment and meaningful community inclusion along with the categories of staff (senior managers, middle managers and direct support professionals) who have participated in the training.

Topic	Staff category	Timeframe Duration of training	Follow-up provided?	Comments
Person Centered Planning				
Supported Employment				
Customized Employment				
Community based day supports				
Community based pre- vocational supports				
List others				

Support

Have we changed supervisory strategies to support our field based staff?

Have we developed strategies to support our field based staff electronically?

Have we changed staff wages to reflect new roles and responsibilities?



Operations Focus



**People Served and
Services**

Funding and Relationships

Finance

Development

Services

Who are we serving and what are the services we are currently providing?

How many people are we serving in each area?

What are our funding sources and are we using them optimally?

How do we feel about our quality?

Funding

Who are our funders ?

Do we have plans to diversify our funding?

Are we participating in local and statewide efforts to get adequate funding for the services we are providing?



Building Relationships



What community relationships do we have?

Are our funders pleased with our performance?

How do we know?

Are we getting sufficient referrals from our funders?

Finance

What is our total annual budget?



What percentage does each of the services below represent in our budget?

- **Community integrated employment, individual placement**
- **Community employment, group**
- **Facility based work**
- **Community based pre-vocational services**
- **Facility based pre-vocational services**
- **Community based day support services**
- **Facility based day support services**

FINANCE₂

What percentage is staffing of our total budget?

What locations do we operate out of? Do we own or lease these facilities or offices?

What percent of our budget is devoted to staff development?

Fundraising

Do we raise private funds or grant dollars?

What percent of private funds are represented in our budget?

Do we have designated staff to do fundraising or grant development?



Measurement, Analysis and Knowledge Management

Quality Assurance
Customer Feedback

Quality Assurance



Are we accredited by an entity external to the state? What were the outcomes by the most recent survey?

What were the results of our most recent surveys of quality and compliance by our funding sources regarding community employment and meaningful community day support?

What were the overall strengths and opportunities for improvement in recent surveys?

Feedback

Do we routinely survey individuals served, their families, case managers, employers and other key stakeholders to assess their satisfaction with services provided?

Do we survey staff routinely to assess their satisfaction with the support and training provided to them?

Do we respond to the feedback that we get through the surveys and take action as needed?



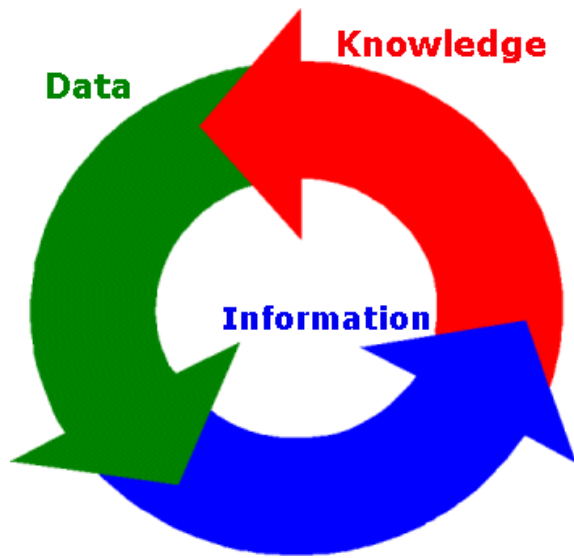


Data

Benchmarking

Information Technology

Data and Benchmarking



Do we use data to benchmark our performance in achieving individual and agency outcomes towards community integrated employment?

Do we record data on competitive integrated employment including:

- Length of time to placement
- Type of placement achieved
- Wages/hours of work
- Method for placement
- Career advancement or termination of employment

Do we use data for management purposes?

Information Technology



Do we have an electronic data based system for customer information and data collection?

Do we have strategies and devices for communication with staff in the community?

Do we compensate staff for use for personal devices if they are required to use them?

Next Steps

Conduct additional research as necessary.

Compile data into a simple report noting agency strengths and areas for improvement relative to movement towards CIE and other meaningful community services.

With the change management team, develop plans with specific outcomes to achieve with timelines and resource requirements.

Vet plan with board and staff and other stakeholders.

Begin implementation. Seek assistance as needed and as available. Remember that others in your state have begun to move forward and they may be willing to assist.

Measure progress and adjust plan as needed.

KEEP GOING!!

Summary

Self-reflection is key in transformation. Using a self-analysis tool can help.

You have to know who you are and how you are positioned before you can begin to make change – once you know who you are, then you can begin to become who you want to be.

Transformation is not just tacking new services on – it is real and significant change in most aspects of the agency. You have to identify what areas need to be addressed, plan for change, prioritize the tasks at hand, get help where you need it and don't give up – you will make it!

Part 2 Homework

Select

**Would you select the same team to complete the 2nd part of the assessment?
Who to add or delete?**

Determine

Determine what information you need to complete the 2nd ½ of the assessment.

Complete

Complete the 2nd ½ of the assessment, answering all questions and follow-up questions

Share

Come to the next session prepared to share some of your in-sights about this section as well as the overall insight you've gained.

Contact Information

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