

Opening the Door: Importance of Great Person-Centered Conversations on Employment

October 19, 2022



Welcome to Today's Webinar



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Thank you for joining us to learn about the importance of person-centered conversations on employment.

This webinar is co-sponsored by the National Center on Advancing Person-Centered Practices and Systems (NCAPPS) and the State Employment Leadership Network (SELN).

NCAPPS is funded by the Administration for Community Living (ACL) and Centers for Medicare & Medicaid Services (CMS).

NCAPPS webinars are free and open to the public.

The goal of NCAPPS is to promote systems change that makes person-centered principles not just an aspiration but a reality in the lives of people across the lifespan.





Webinar Logistics

- Participants will be muted during this webinar. You can use the **chat** feature in Zoom to post questions and communicate with the hosts.
- Toward the end of the webinar, our speakers will have an opportunity to **respond to questions** that have been entered into **chat**.
- The webinar will be live captioned in English and live interpreted in Spanish.
 - Live English captions can be accessed by clicking the “CC” button at the bottom of your Zoom screen. You can adjust the size of the captions in your Zoom settings.
 - Live Spanish interpretation can be accessed by clicking the “interpretation” button at the bottom of your Zoom screen (world icon). Once in the Spanish channel, please silence the original audio.
 - Se puede acceder a la interpretación en español en vivo haciendo clic en el botón "interpretation" en la parte inferior de la pantalla de Zoom (icono del mundo). Una vez en el canal español, por favor silencie el audio original.
- This live webinar includes polls and evaluation questions. Please be prepared to interact during polling times.



Feedback and Follow-Up

- After the webinar, you can send follow-up questions and feedback about the webinar to NCAPPS@hsri.org.

(Please note that this email address is not monitored during the webinar.)

- The recorded webinar, along with a PDF version of the slides and a plain language summary, will be available within a few weeks at NCAPPS.acl.gov. We will also include questions and responses in the materials that are posted following the webinar.

Who's Here?

“In what role(s) do you self-identify? Select all that apply.”

1. Person with a disability/person who uses long-term services and supports
2. Family member/loved one of a person who uses long-term services and supports
3. Self-advocate/advocate
4. Peer specialist/peer mentor
5. Social worker, counselor, or care manager
6. Researcher/analyst
7. Community or faith-based service provider organization employee
8. Government employee (federal, state, tribal, or municipal)

Meet Our Speakers



BRYN PETERSON



LISA WADE



TEMERRA BLACKWATER



AMY HUPPI



CORRINE FRAZIER

State Employment Leadership Network(SELN)

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Objectives:

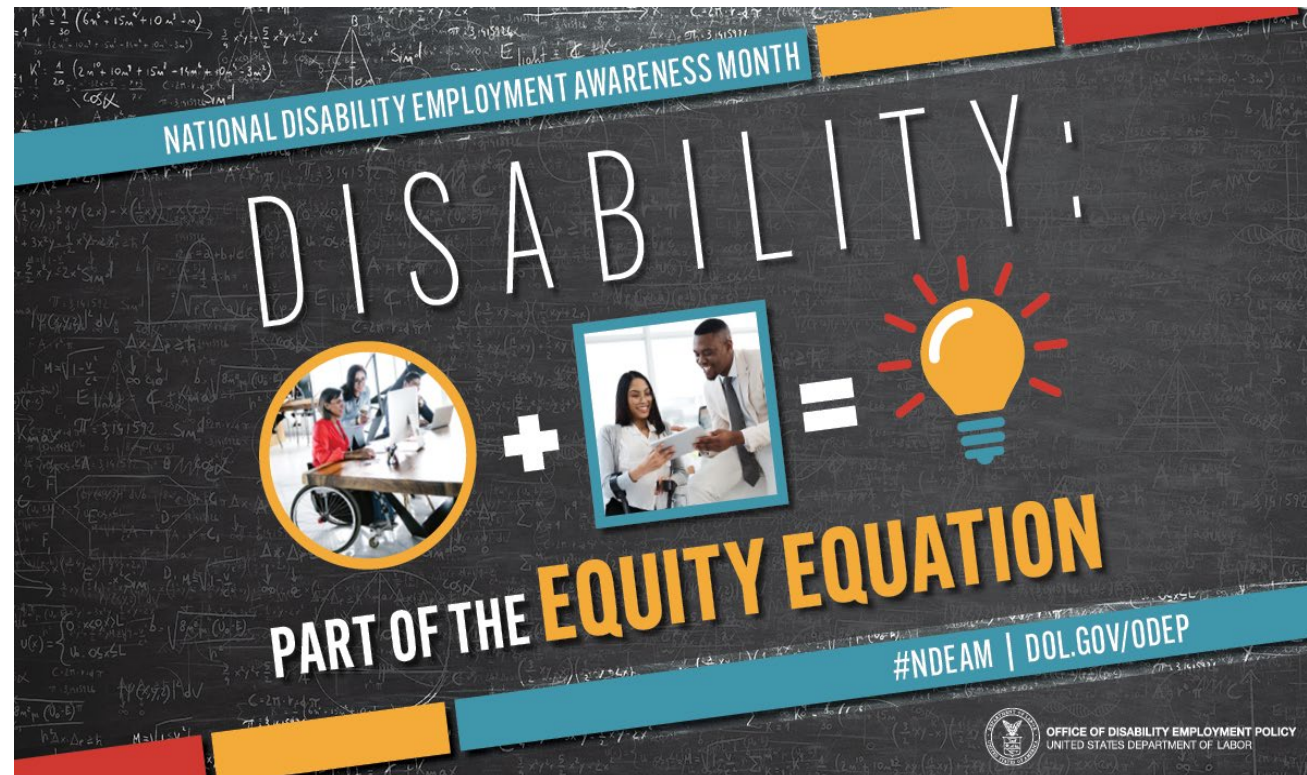
- Introduce the SELN and NDEAM
- Spotlight the importance of person-centered thinking in LTSS HCBS
- Explain the role and value of employment in people's lives
- Why employment conversations are an essential part of person-centered planning
- Support and resources through the SELN

About the SELN



National Disability Employment Awareness Month

Awareness Month (NDEAM)



Importance of PCT in LTSS HCBS

- Person-Centered Thinking (PCT): helps to establish the means for a person to live a life that they and the people who care about them have good reasons to value.
- Long Term Services and Supports (LTSS): support Medicaid beneficiaries with disabling conditions and chronic illnesses in a continuum of settings from institutional care to community supports.
- Home and Community Based Services (HCBS): provide opportunities for Medicaid beneficiaries to receive services in their own home or community rather than institutions or other isolated settings.

Sources: <https://www.medicaid.gov/sites/default/files/2019-12/system-wide-person-centered-planning.pdf>, <https://www.medicaid.gov/medicaid/long-term-services-supports/index.html> and <https://www.medicaid.gov/medicaid/home-community-based-services/index.html>.

Role and Value of Employment



- Path to opportunity
- Connects people
- Equity
- Increased economic opportunity

Employment First

"Employment First means that above all else, people with disabilities, people of all abilities, need to have a purpose in life. We all have amazing potential to pursue a purpose in life if given the opportunity. Employment First is about making that your top-tier goal in life and really striving to get a job and be a part of your community."

John Fenley, Self-Advocate, People First of New Hampshire

Employment Conversations



Communicate an interest
in working



Feel the urgency



Address challenges and barriers



Ask the right questions

Support and Resources

- Publicly available
 - Guidance for Conversations <https://selnhub.org>
 - Institute for Community Inclusion publications <https://communityinclusion.org>
- Membership
 - Community of Practice
 - Technical Assistance

Person-Centered Planning and Employment

Utah Division of Services for People with
Disabilities (DSPD)
Employment, Planning and Inclusion team

Bryn Peterson — Program Administrator

Lisa Wade — Program Manager

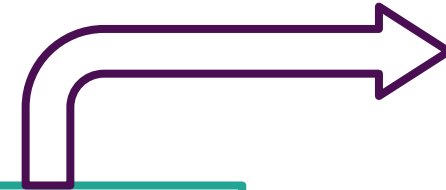
Temerra Blackwater — Employment First
Program Specialist



Person-Centered Planning and Employment

Motivations

- Improving person-centered planning
- Employment First
- Settings Rule
- State level values and mission



Support/Technical Assistance

- NCAPPS
- SELN
- State partners and stakeholders
- Centers for Medicare and Medicaid Services (CMS)



Projects and Outcomes

Person-Centered Planning

- Communication Plan
 - Quarterly Stakeholder public meeting
- Person-Centered Planning Foundational Handbook for Support Coordinators
- Integrated Person-Centered Planning software
- Charting the LifeCourse tools for support webinar series
- Charting the LifeCourse Ambassador Training
- “My Vision for Adulthood”
- Support Team Quick Guides
- In progress: Creating Person-Centered Planning Toolkit for Brain Injury

Employment and Inclusion

- Communication Strategy
 - Quarterly Stakeholder public meeting
- “Opportunities to Seek Employment” webinar series
- Charting the LifeCourse Ambassador Training
- Employment Services Workflow
- DSPD Employment Pathway Tool
- Charting the LifeCourse tools for support webinar series
- Community Integration Strategies resource document
- Employment First Collaboration



Utah Department of

Health & Human Services

Services for People with Disabilities

My Vision of Adulthood

1	Creating my vision (Pre-transition) Age 12-14	→ Person Centered tools/resources → My Role and Responsibilities → Support Member Roles and Responsibilities
2	Planning my vision (Transition Planning) Age 14-16	→ Person Centered tools/resources → My Role and Responsibilities → Support Member Roles and Responsibilities
3	Making my vision happen (Implementing the Transition plan) Age 16-18	→ Person Centered tools/resources → My Role and Responsibilities → Support Member Roles and Responsibilities
4	Living my vision (Transition out of high school) Age 18-22+	→ Person Centered tools/resources → My Roles and Responsibilities → Support Member Roles and Responsibilities



My Vision of Adulthood (cont.)

Step
2

Planning my vision

Person Centered tools:	My (Student) responsibilities: <ul style="list-style-type: none">• Use my PCP tools and resources to plan out my vision at my IEP
<u>Family Perspective on Employment Portfolio</u>	Who can support me to plan my vision: (Roles and Responsibilities) <ul style="list-style-type: none">• Vocational Rehabilitation (VR):• WIOA Youth• DSPD Support Coordinators• DSPD Provider
How do I know I am done with this step?	<input type="checkbox"/> My support team helped me build my transition plan from my vision.



Support Team Quick Guide

Person-Centered Planning Tool

Purpose and how to use the tool:

Suggested use of the PCP tool

Family Perspective on Employment

The image shows two side-by-side forms. The left form is titled 'INTEGRATED SUPPORTS STAR | FAMILY PERSPECTIVE ON EMPLOYMENT' and features a star-shaped graphic with four colored segments (red, blue, green, yellow) and a white star in the center. The right form is titled 'LIFECOURSE PORTFOLIO | FAMILY PERSPECTIVE ON EMPLOYMENT' and contains several text entry fields with labels: 'NAME OF PERSON COMPLETING', 'DATE', 'ON BEHALF OF', 'WHAT ARE MY FAMILY MEMBER'S SKILLS, POSITIVE TRAITS AND INTERESTS TO HELP WITH EMPLOYMENT?', 'WHY DO I THINK IT IS IMPORTANT FOR MY FAMILY MEMBER TO WORK?', and 'WHAT ARE THE BEST STRATEGIES TO SUPPORT MY FAMILY MEMBER WITH EMPLOYMENT?'.

The portfolio makes use of 3 different tools, the One-Page Profile, the Trajectory for Planning, and the Integrated Supports Star, all from the perspective of the family and focused on employment.

For Vocational Rehabilitation Counselors:

The Family Perspective on Employment Tool can assist VR Counselors in identifying and understanding their client's team/support system.

-For Educators: ...

-For Support Coordinators/Providers:

Tools to Plan Support Webinar Series

- 5-part webinar series completed January-May 2022
 1. Intro and one-page profile
 2. Life domain and life domain vision tools
 3. Integrated supports star and relationship map
 4. Exploring decision-making supports, good day/bad day
 5. **LifeCourse Portfolio: Family perspective on employment, DSPD Employment Pathway Tool**



DSPD Employment Pathway Tool



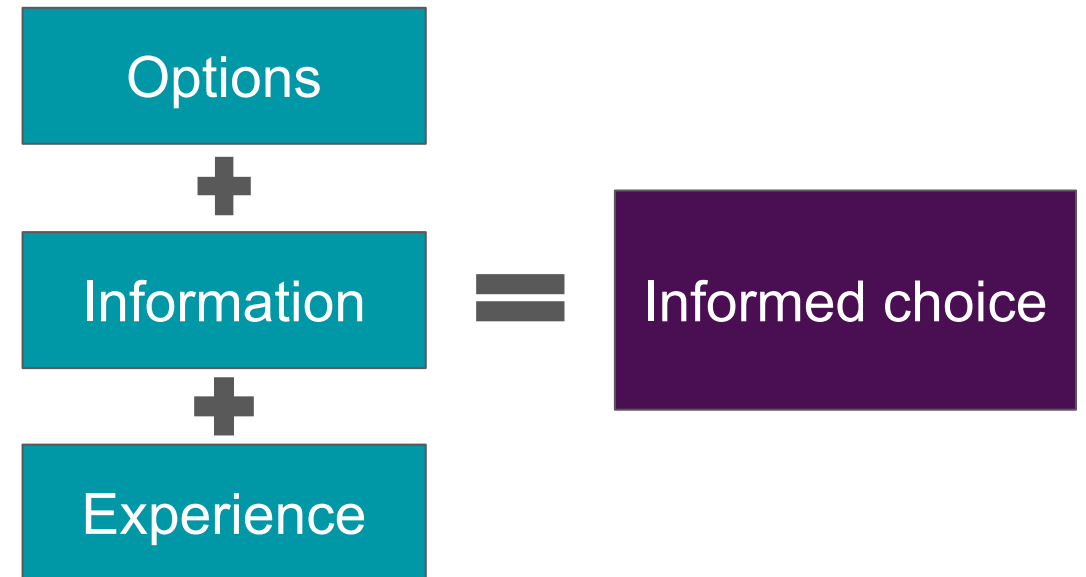
Overview of the DSPD Employment Pathway Tool

- Value of employment
- Purpose of DSPD Employment Pathway Tool
- Section 1: Identifying the Employment Pathway
 - Appendix A
- Section 2: Exploring Pathway A,B,C or D
- Section 3: Develop the Services and Supports
- [DSPD Employment Pathway Tool](#)

Purpose

Guided conversations should:

- Gain perspective from the person's point of view.
- Broaden the person's understanding of options, information, and experiences to develop informed choice.
- Help the person develop professional abilities and build social connections through their experiences.
- Be sensitive to the unique needs of the person and communicate in a way that the person understands.



DSPD Employment Pathway Tool

Employment Pathway Tool
Pathway A – The person is unemployed and expresses interest in work.

Activities & Interests | Job Experience | Current Employment | Employment Pathway | **Pathway Questionnaire** | Develop a Plan

Create a new question

Question : *

500 characters remaining.

Answer : *

2000 characters remaining.

Suggested Questions

Please click on question below to copy them over to **Question** text area on the left

- What is your dream job?
- How will things change when you start working?
- What is important to you about work?
- Tell me about the things you are good at.
- What makes you feel most proud or important?
- Are there certain jobs or tasks you know you do not want to do?
- What relationships do you have in the community that could help you find the job you have chosen?
- Are you interested in any of the jobs that your connections have?
- What types of jobs are interesting to you?
- What opportunities have you had for work experience?
- What do you think makes it hard to work?
- Do you have any fears about work?

Employment Pathways

- A. The person is unemployed and expresses interest in work.
- B. The person is unemployed and expresses they do not want to work right now.
- C. The person is working, but desires a change.
- D. The person would like to maintain their position and continue to grow in their career.



Pilot

The pilot testing schedule was divided into multiple small rounds. Each round focused on a different element of the tool:

- Phase 1 objective: Can the facilitator easily navigate the tool?
- Phase 2 objective: Which questions under each pathway are useful?
- Phase 3 objective: Were the suggestions in "Develop the Services and Supports" useful?
 - Which suggestions were helpful or unhelpful?

Comments and Feedback

“I was very impressed by this tool, and the way that it opened up our client to being able to lead the meeting into a place where he was able to let us know what he likes, and what he dislikes in an employment pathway.”

“The questions were centered around helping our client to make the best informed decision regarding his employment desires. He has been kind of all over the board on what he wants, and the questions help us to get a clearer picture of what would be a good fit for him at this point in his life.”



Moving Forward - PCP and Employment

- Training individuals, families, educators, support coordinators, and vocational rehabilitation counselors on My Vision of Adulthood and the Quick Guide
- Training providers and support coordinators on new person-centered planning software
- Develop guidance and training for unique situations: acquired brain injury considerations, significant medical concern, etc.
- Provide examples and additional versions of the planning tools for all communication styles
- Create and implement Person-Centered Planning participant survey
- Employment First Collaboration Workgroup



Utah Department of

Health & Human Services

Services for People with Disabilities

Journey to Employment

A team approach

Lisa Wade

Corrine Frazier

This is Brandon



Read
Computer skills
Puzzles
Problem-solve



Behaviors
Yelling, hitting
Running away
Unsafe



Post-high work-based learning experiences

- Two different job sites
- Neither was successful
- Stuck at school or district office
- “Is this as good as it gets?”



The Pilot Project

- Collaboration with Employment First and State Developmental Disability Agency
- Self-directed staff as job developers/coaches
- Modified customized employment training “Self-Guided Discovery” from Griffin-Hammis
- “Team Brandon” attended the full-day training
- Assigned a coach for monthly check-in’s, additional training, support, next steps

Success!

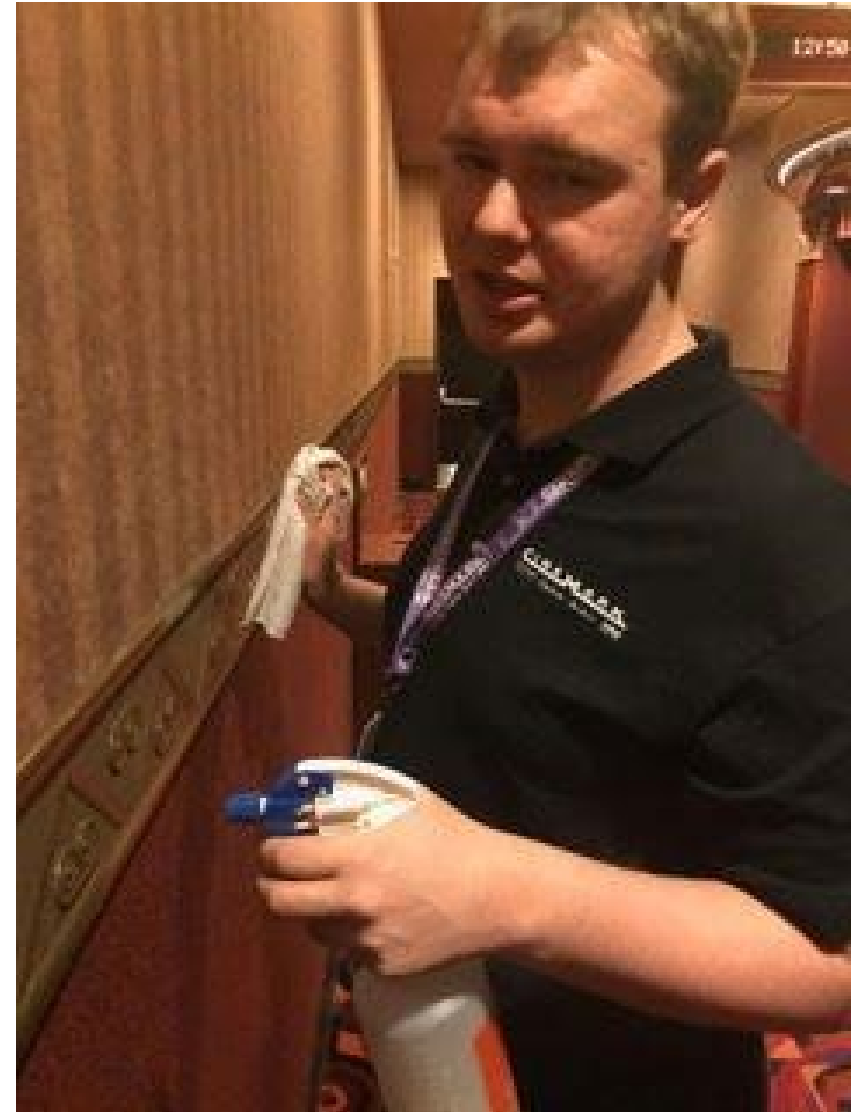
- Entertainment theme
 - Informational interview at movie theater
 - Got the job!
 - Lasted 3 years
-



Lessons Learned

- Employment can be a behavior intervention
- The secret to success?

Person-Centered Planning



Team Brandon

- “Lightbulb Moment”
 - Training to heart
 - Team Members Roles...bite size pieces
-

Support Coordinator Role

- **Trainings** — Put them to use!
- **Rule of 3** — Choose how to implement 3 new things you learn.
- **Interests and passions**
- **Person-centered** — Applying skills to experiences
- **Real life**

Person-Centered Employment Meetings

- Notes...more notes...and follow-ups
- Collaboration between agencies
- Goals

Golden Nuggets

- Schedule / Check-off list — choice and control
- Emotions — practice and generalize
- Perks — what is important and motivating to the person?

Journey Part 2

One year later...

- Theater not ready to rehire
- Found a need in our community
- Fit Brandon's themes
- Applied, interviewed and was hired

Another success!



This journey's impact on me

- Champion for employment
 - My own job at Utah's Parent Training and Information Center — Person-Centered Planning
 - Current job at Utah's Division of Services for People with Disabilities Employment, Planning and Inclusion team
-





Questions?

Real-Time Evaluation Questions

- Please take a moment to respond to these six evaluation questions to help us deliver high-quality NCAPPS webinars.
- If you have suggestions on how we might improve NCAPPS webinars, or if you have ideas or requests for future webinar topics, please send us a note at NCAPPS@hsri.org

Real-Time Evaluation Questions (cont.)

- 1. Overall, how would you rate the quality of this webinar?**
- 2. How well did the webinar meet your expectations?**
- 3. Do you think the webinar was too long, too short, or about right?**
- 4. How likely are you to use this information in your work or day-to-day activities?**
- 5. How likely are you to share the recording of this webinar or the PDF slides with colleagues, people you provide services to, or friends?**
- 6. How could future webinars be improved?**

Resources

- SELN Guidance for Conversations:
<https://www.selnhub.org/guidanceforconversations#:~:text=SELN%20Guidance%20for%20Conversations.%20Case%20managers%20play%20a, and%20make%20their%20own%20decisions%20about%20work.%20>
- ICI Publications: <https://communityinclusion.org>
- DSPD Employment Pathway Tool:
<https://dspd.utah.gov/providers/trainings/>
- Tools to Plan Support Webinar Series for People on the DSPD Wait List:
<https://dspd.utah.gov/resources/person-centered-planning/>

Thank You.

Register for upcoming webinars at

ncapps.acl.gov

NCAPPS is funded and led by the Administration for Community Living and the Centers for Medicare & Medicaid Services and is administered by HSRI.

The content and views expressed in this webinar are those of the presenters and do not necessarily reflect that of Centers for Medicare and Medicaid Services (CMS) or the Administration for Community Living (ACL) .

