

Workshop to Work: Video Case Studies of the Journey through Discovery

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Systems change towards improved outcomes

Partnerships in Employment project (PNS)

- Employment systems change leading to improved employment outcomes for people with IDD
- Primary partners: ACCES-VR, OPWDD, DD Planning Council, NYS State Education, SCDD (UCEDD)
- Funded by AIDD
- Eight funded states:
 - AK, CA, IA, NY, MO, MS, TN, WI

NYS Partnerships in Employment (PIE) Goals

1. Improved employment preparation for high school students;
2. Increased numbers of students transitioning from high school to competitive, integrated employment with a concomitant decreased participation in day habilitation programs and sheltered workshops;
3. Increased numbers of young adults employed in competitive employment settings;
4. Enhanced cross-agency communication and collaboration;
5. Sustainability for the above.

These efforts will produce an *Employment First* policy in NYS with improved quality of life and independence for people with IDD.

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E1 and Raising expectations

Adopting an Employment First philosophy in NYS

Belief that employment is attainable for all

Need to assess for and train towards least restrictive employment options

Integrated, competitive employment as Gold Standard:

- 20+ hours per week at prevailing wage
- Fully integrated within work environment, utilizing natural support

The path to employment for people with IDD

Sheltered workshops
Work activity centers

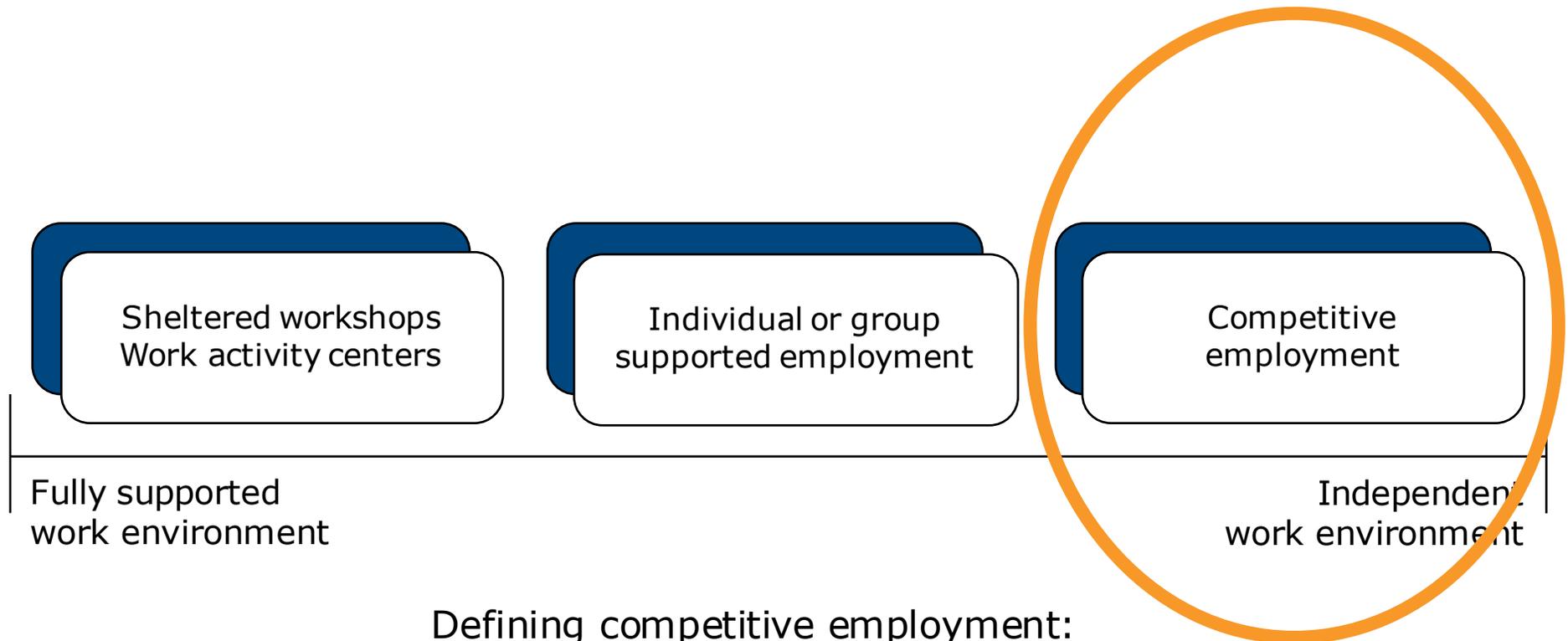
Individual or group
supported employment

Competitive
employment

Fully supported
work environment

Independent
work environment

The "Gold" Standard



Fully supported
work environment

Independent
work environment

Defining competitive employment:

- 20+ hours per week
- Prevailing wages with commensurate benefits
- Fully integrated environment

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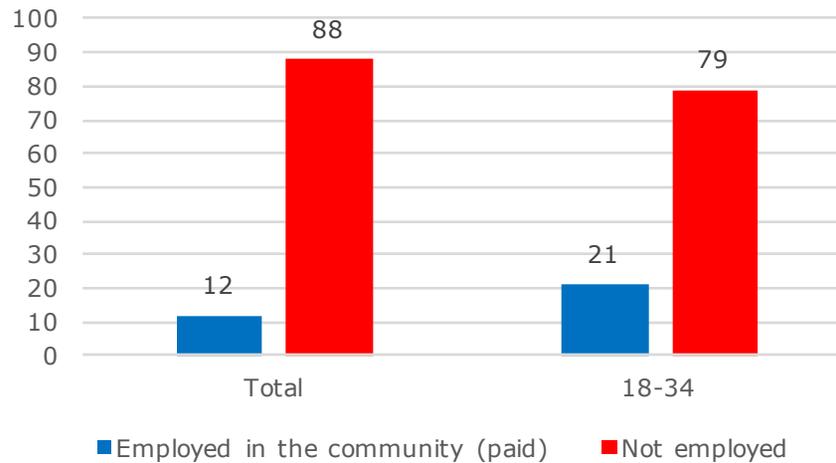
Lots of Work to Do

Sheltered workshops
Work activity centers

Individual or group
supported employment

Competitive
employment

Fully supported
work environment



Source: National Core Indicators (2013-2014)

Medicaid redesign in New York

2013 – no new entries into sheltered workshops

6-year timeline for closure / redesign of existing workshops

2015 – agencies to submit transformation plans

Reinvestment prioritized

Agencies operating sheltered workshops asked to submit proposals for workshop transformation and fiscal reinvestment

Impetus for pilot project

NYS PIE Model demonstration projects

- Test new models
- Build local/regional capacity
- Process and outcome evaluation
- Focus on feasibility and sustainability of adapted model
- Replication and scaling up

Adapting Project SEARCH™

Pilot Project SEARCH™ adapted as a workshop-to-work transition program

Partnered with agency with 7 years experience implementing Project SEARCH™ high school model

- 123 students served
- 84% completion rate (through 2014)
- 74% employment outcomes (through 2014)

Adapted program structure

12-month program

- Not tied to school schedule
- 4 internships, minimum of 3 to “complete”
 - OK to begin job development after 2 rotations
 - 4th internship available for those who need it
 - Rolling recruitment not allowable per Project SEARCH™

DD approval and funding

Agency used reinvestment dollars per workshop transformation agreement with OPWDD

- “Dollars follow the person”
- VR as participating partner; SEMP referral when individual is ready for job development
- Reverse of the typical high school funding model

Intention to utilize OPWDD prevocational dollars

- Day habilitation dollars approved
- Agreement that return to workshop not an option

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Pilot program participants

9 participants

- 5 male, 4 female

Age range: 26-45

of years in workshop: 1-10 (avg: 4.75 yrs)

- 3 had prior work experience
- 1 had participated in another prevocational program
“unsuccessfully”

Evaluation design

Implementation and outcome evaluation

- Mixed methods
 - Project SEARCH™ and JOBS Scale skills assessment
 - **Participant interviews**
 - Model fidelity audit
 - Longitudinal outcome tracking

About participant interviews

Qualitative descriptive approach

Pre- / during / post-video interviews

- 1st week of program
- End of each internship (approx. every 12 weeks)

Semi-structured, one-on-one

Purpose of video interviews

Document individual growth

- Demonstrated ability to articulate:
 - Vocational strengths
 - Career goal(s)
 - Perceptions of benefits of employment
- Measured improvements in level of confidence (including analysis of body language, eye contact, volume and strength of speech)

Interview guide

Focus on (growth assessed over time):

- Reflective experience in workshop
- Stated goals for participation in Project SEARCH™
- Stated career goals
- Articulation of self-identified vocational strengths
- Ability to self-assess progress and advocate for assistance / accommodations as needed
- General program feedback

Status of project

Interviews Completed:

- June 2015: Pre-interviews
- September 2015: Post-1st internship
- December 2015: Post-2nd internship
- March 2016: Post-3rd internship

Results: Participants

8 participants consented, all with ID

- 25-45 years of age
- 50% female, 50% male
- 4 Caucasian, 1 Asian, 1 African American, 2 Hispanic (Caucasian)

Results

Length of interview doubled after 1st internship

	Pre	1st internship
Participant 1	3.5	8
Participant 2	7	13
Participant 3	6	12.5
Participant 4	5	19
Participant 5	5.5	10.5
Participant 6	15	15
Participant 7	7.5	16
Participant 8	5	10
AVERAGE (mins)	6.8	12.9

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Increased ability to answer questions related to:

Identification of vocational strengths

Articulation of career aspirations

Training goals (ability to self-assess areas of needed skill development)

NOTE for presentation distribution:

Due to privacy protections, we are unable to supply the original video. We apologize for this inconvenience.

Transcripts of video content are provided in the slides that follow.



Motivation for participation

All but one participant indicated a desire to get out and work in the community

“Um, to get an outside job, some type of training, ‘cause it’s been a while since I’ve had an outside job. So, just for the training purposes.” (33yo female)

“I’d like to uh... get a... competitive job, out in the community.” (45yo male)

Motivation for participation, cont.

Making money is a primary motivator – although participants are not paid while in Project SEARCH™ (they agreed to give up their paycheck from the workshop while in the program)

“Project SEARCH is a good thing... you guys can get money when you get hired, start your job. So that’s what I’m tryin’ to work for myself” (27yo male)

Motivation for participation, cont.

A recognition that staying in the workshop was not likely to be an option was an additional motivator.

“Try something different and communication. No Arc anymore, we work in the community, make more money. ” (45yo female)

Articulation of prior experience

Participants were able to describe their roles and tasks within the workshop

“I uh... I’m a material handler, and uh... and I uh... put labels on bottles, glue labels on bottles.” (45yo male)

“Um, material handler... so, I basically put everything in bags and put `em on skids, and put things together... put `em in bags and, put `em in boxes and, put `em on skids.” (33yo female)

Articulation of prior experience, cont.

Some participants indicated having taken on leadership roles within the workshop setting.

“Check people, the coworkers work and box `em up, make sure there’s nothing wrong with it.” (45yo female)

“Well if I’m with other coworkers, I may find their mistakes... that’s one thing I’m probably good at. ” (25yo male)

Career goals and aspirations

Thinking about career goals was difficult to describe in detail and often closely linked to the setting in which the Project SEARCH™ program was located.

“[I’d like to] be a dishwasher in a hotel” (45yo female)

“I’d like to work at a motel, workin’ in the kitchen or... (pauses, thinking, blinking fast) and I’d like to uh... do the, work as a dishwasher” (45yo male)

Career goals and aspirations, cont.

For other participants, the focus was on longer-term goals, with an understanding of and interest in the need for further training beyond Project SEARCH™

“One thing I really wanted to do was police work, but that’s gonna take lots of training.” (25yo male)

“I wanna do... be a veterinarian assistant. Do somethin’ with pets, animals.” (33yo female)

Career goals and aspirations, cont.

After the 1st rotation:

Interviewer: What kinds of skills, do you think you would need to work with animals?

Candidate: Ummm, probably like bathing skills... Um, 'cause I've already done a little bit of my own research...with animals and what they need, 'n what they want and different places. Like, I've been lookin' up different places to see if I could get some type of training with animals. Free training. And there's a couple of places that do do training... to do, be bathers, and um, to be groomers. So, you have to be trained to be a groomer. So you don't nick them. (33yo female)

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Identifying individual goals

Participants have the opportunity to set individualized goals for skill development

- Specific job skills
- Soft skills
 - Time management
 - Budgeting
 - Customer service
 - Other personal factors

Personal factors: Eye contact

For one participant – making eye contact was a personal goal

“And, eye contact too, I’m getting kinda better with the eye contact. Like lookin’ at people in their eyes talkin’ to ‘em instead of lookin’ down at the table or whatever. So, that’s what I’m really workin’ on. That’s one of my, uh... my goals I’m workin’ on now, is eye contact.” (27yo male)

(NOTE: He purposely makes eye contact after he’s done talking.)

Personal factors: Eye Contact, cont.

(after 1st internship)

“I am trying to get myself more independent so I can get a job and get money. Umm...I just like to stay busy.”

Personal factors: Speaking up

For one participant – speaking up and finding her voice is a goal

Interviewer: What's the one thing that maybe, you think you need a little bit more help with that you're hoping Project SEARCH™ will teach you?

Candidate: How to speak louder in a loud place. (45yo female)

Personal factors: Speaking Up, cont.

(after 1st internship)

Interviewer: So, how have you worked on talking louder?

Candidate: *(Pauses, thinking)* So everybody can hear us.

Interviewer: Do you think your better at that now, than you were when you started Project SEARCH™?

Candidate: Yeah.

Interviewer: How so?

Candidate: Ask Jean and Chris, they can hear me now... and Amy [*job coaches*]

Interviewer: They can hear you now?

Candidate: Yeah.

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Dignity in risk

The program offers a safe place to try new things and build skills.

“Um, I’m willin’ to try anything at least once... even if I don’t like it, at least I get the experience of doing it.” (33yo female)

“Because I’m a hard worker and I get the job done. 95% accurate. And then if I make a mistake, I’ll apologize... and then I fix it.”
(25yo male)

Personal factors: Fear and discomfort

Some participants expressed their concerns about leaving the workshop. For some, there was fear and discomfort being in a new setting.

“I was a little... the first day when I came to Project SEARCH, I didn’t, I didn’t feel comfortable... I didn’t, I didn’t feel, I didn’t feel... I didn’t, I didn’t, I didn’t, I didn’t feel comfortable at first. I didn’t, I didn’t know any people, I didn’t know, I didn’t know nobody here at first...” (26yo male)

Personal factors: Fear and discomfort

(after 1st internship)

“Project SEARCH is awesome!”



Personal factors: Unsure of the future

Even at the start of the program, participants expressed a desire to leave the workshop, even if they were unsure of what the future might be.

Interviewer: So when Project SEARCH™ is all over, when you're all done training, what are your hopes for yourself for the future?

Candidate: Oh, I don't know...

Interviewer: What do you think you might be doing?

Candidate: *(pauses, thinking, shakes head)*

Interviewer: Ya gonna go back to ArcWorks?

Candidate: No. (32yo female)

Increased growth and self-awareness

Several new themes began to emerge from during analysis of the 2nd round of interviews (after completion of the 1st internship):

- Acknowledgement of areas of difficulty
- Having a life outside of work
- Desire to move out (from parents' house or group home) and live on own

Participants also noted growth in the following areas:

- Confidence
- Independence
- Productivity

Finding out what I don't want to do

Discovery is equally about learning what participants don't like to do. Participants could more easily identify preferences after the 1st internship.

Candidate: I was in the kitchen, doing dishes and cleaning the walls `n stuff, and the other appliances. And I was doing vacuuming... which I didn't like.

Interviewer: What didn't you like about vacuuming?

Candidate: It was too long, and too hard. Well, it really wasn't hard, it was just too boring.

Interviewer: Okay. What made it boring? Do you know?

Candidate: It was boring because I would get it done quickly, and I would have so much... Uh, extra time.
(25yo male)

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Finding out what I don't want to do, cont.

Preferences are further defined by better understanding individual strengths and areas of challenge.

Interviewer: What did you like the least?

Candidate: Um... scrubbing pots n' pans.

Interviewer: Why didn't you like that part?

Candidate: Because it's um... it's too um... deep...
it's too, hard to reach.

Interviewer: So what did you do to get around that,
'cause it was still somethin' that had to get done, and
you kinda didn't like it... so what did you do?

Candidate: So, what I do is I ask for help. (25yo female)

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For some, this is not a good fit

Candidate: It's like... like I be tellin Jean [*job coach*] that I'm too high functioning. I've had jobs out in the community before, and this is just a little stepping stone for me, to get back out into the community. But, Project SEARCH™ is not where I thought it would be.

Interviewer: What did you think it would be?

Candidate: Like, I thought it would be like, more interesting I guess...

Interviewer: What would make it interesting?

Candidate: I don't know... like, if we could like, instead of going to a different hotels, go to different other places, like day care or you know, um like, or like um, like retail, get into retail...

Interviewer: So, It's kind of the location ...of the internships that's really not interesting to you?

Candidate: Yeah

Interviewer: Okay. So, but do you think there are things that you're learning, that you could take with you?

Candidate: Oh yeah. (33yo female)

For others, this was a good choice

Interviewer: So, are you still happy that you chose to come to Project SEARCH™? Was it a good decision for you?

Candidate: Yes.

Interviewer: Why do you say that?

Candidate: Because I wanna earn more money. (45yo male)

A pathway to independence

“I like bein’ here ‘cause I wanna try to get... I’m tryin’ to go forward instead of goin’ backward. So, I’m tryin’ to push myself to go forward. So I can make money and enjoy myself.” (27yo male)

Implications and next steps

7 out of 9 completed the program

- Two job offers from host business
- Remaining participants currently in job development
 - One participant not referred to SEmp

Tremendous growth observed and reported

- Transferable job skills
- Self-confidence
- Poise
- Self-advocacy

Implications and next steps, cont.

Participants are actively engaged in marketing the program to their peers in the workshop

"I'm tryin' to be a good role model, so whoever else is comin' into the Project SEARCH™, they know what to expect of us, instead of... oh, what's goin on over here? So, I wanna see if I step up, and hopefully everyone else from the ArcWork workshop come over to the Project SEARCH™, so if I'm steppin' up... and tellin new guys what's goin on... I can be like a role model to help them out, so I can explain to them, oh, Project SEARCH™ is a good thing... you guys can get money when you get hired, start your job. So that's what I'm tryin' to work for myself, towards that so I can start helpin' them out 'n bring whoever wants to come in the Project SEARCH™ next year, and helpin' them out."
(27yo male)

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Final words: Personal strength and growth

Participant: I've learned about myself, that I am confident, I am brave, and I am strong.

Interviewer: That's pretty awesome.

Participant: Mmm hmm... (25yo female)

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