



Transforming Possibilities

A Supplemental Newsletter Providing Information & Updates on Progress Resulting from our Balancing Incentive Grant

Relevant Terms & Concepts:

Balancing Incentives Program (BIP):

The Balancing Incentive Program authorizes grants to States to increase access to non-institutional long-term services and supports (LTSS). The Balancing Incentive Program will help States transform their long-term care systems by:

- Lowering costs through improved systems performance & efficiency
- Creating tools to help consumers with care planning & assessment
- Improving quality measurement & oversight

The Balancing Incentive Program also provides new ways to serve more people in home and community-based settings, in keeping with the integration mandate of the Americans with Disabilities Act (ADA), as required by the Olmstead decision. The Balancing Incentive Program was created by the Affordable Care Act of 2010 (Section 10202).

Olmstead Act:

Supreme Court's decision in Olmstead v. L.C., a ruling that requires states to eliminate unnecessary segregation of persons with disabilities and to ensure that persons with disabilities receive services in the most integrated setting appropriate to their needs.

Earlier this year Wayne ARC was awarded a Balancing Incentives Program (BIP) Grant through the Office of People with Developmental Disabilities. The BIP funding was created to provide unique opportunities to engage developmental disabilities providers, advocates and local governments in developing systemic improvements that address barriers encountered when working to transform the system of care for individuals with developmental disabilities. The \$203,570 grant awarded to us is underwriting



3 Major Initiatives ...

1. the transformation of the sheltered workshop program and current vocational services into a series of new and expanded micro-businesses that will offer competitive employment opportunities to the people we serve:

The Vocational Redesign team continues to explore the possibility of renovating 150 Van Buren Street and establishing businesses that would provide jobs in integrated work settings that pay at or above minimum wage.

The project would renovate the front of the building, facing the Erie Canal and Van Buren Street, from what is now the cafeteria to the residential offices. Some changes have been made to the proposed design, which would transform the front of the building into a Street of Shops including a print shop and mailing service, and a bakery /deli with a seasonal ice cream shop. The plan features a relatively open floor plan.

The project would eventually include a vibrant and state-of-the-art Learning Academy where individuals would receive the training to work successfully in at least one of the businesses or another business in that field. Participation would be based on each person's interests and skills. The Academy would train individuals from Wayne County and other communities in food service, culinary arts, janitorial skills, printing and mailing, etc. so that individuals can gain employment.

General offerings at the Academy would include safety and sanitation, food preparation; measurement, conversion and portioning; quality standards and presentation, recipe adherence, organization and stocking, purchasing, cost control, serving and selling.

Safety and sanitation topics would include food temperature management, handwashing and personal hygiene, pot, pan, utensil and dish washing, security, lifting and movement, food storage, labeling and rotation, safety with sharps, clean as you go, safe food handling, chemical use and storage, and other topics.

The Bakery Operations program may include use of baking tools, bread making, pastries, pie making, cakes and cupcakes, muffins, and filling and icing. (con't)

Wayne ARC, a parent based organization, advocates for and serves persons of all ages with or without special needs. The Agency assists individuals in taking their full, independent, productive place in society through an array of quality individualized services.

Home & Community Based Services (HCBS):

Home and Community-Based Services (HCBS) provide opportunities for Medicaid beneficiaries to receive services in their own home or community. These programs serve a variety of targeted populations groups, such as people with mental illnesses, intellectual or developmental disabilities, and/or physical disabilities.

Personal Outcome Measures (POMs):

Developed by the Council on Quality and Leadership (CQL), POMs is a list of 21 personal outcome questions designed to measure if the person is supported in a way that achieves the outcomes that are most important to them. These outcome measures focus on a person's uniqueness and evaluate the effect of the supports in place through the lens of the person.

Council on Quality Leadership (CQL):

Provides training, accreditation and customized consultation to human service organizations and systems that share their vision of dignity, opportunity and community for all people. Wayne ARC was recently awarded 3 Year Accreditation following an extensive review process.

Transformation Agenda:

A series of shared goals identified by New York State and the Centers for Medicare & Medicaid Services (CMS) that will improve opportunities for individuals with developmental disabilities in the areas of employment, integrated living, and self-direction of services.

The Culinary Program would include cooking methods, sandwich preparation, and salad making. Café Operations would include instruction and experience with coffees, teas, espresso, smoothies, and use of café equipment. The Ice Cream Service program would include topics such as scooping and portion control, customer service, cash register use, inventory, etc.

The Vocational Redesign Team and Catapultian (the consultants hired through the BIP grant) continue to work with the Wayne ARC Board of Directors to determine the feasibility and scope of the project. The team hopes to obtain significant funding for the project from both public and private grants.

2. the development of residential options that comply with the Home and Community Based Services (HCBS) waiver and the Olmstead Act, offering individuals living in residential programs greater choice in housing and integrated supportive services :

As the year came to a close, staff finished training curriculums suggested by consultant, Chris Liuzzo (Cornell's Citizen Centered Leadership series and NYSACRA's Learning Institute Program). Jennifer Simpson, Residential Program Coordinator, obtained trainer certification in Person Centered Thinking and will be offering PCT training to agency employees in 2016.

In regard to current housing stock, the Lyons IRA was chosen to be assessed by PathStone, a corporation committed to affordable housing options in Wayne County. PathStone provided recommendations for future renovations, if the current "single family" design was not desirable. Wayne ARC will continue to build relationships with housing experts and find potential funding resources for future projects.

Each Individual living at the Lyons IRA, participated in their own person centered planning process. Desirable housing options were discussed during each session and each person's plan was charted. Repetitive themes emerged from the planning sessions; people feel the pressure of living with too many people and living with people they don't like, people described their home as "chaotic" and "noisy", people described too little control over their own lives, and people are eager for equal, trusting relationships with the staff that support them. Wayne ARC will continue to support Individuals to "Imagine Better" and each plan will continue to grow with more detail.

Those plans will then drive future development. Wayne ARC staff, families, and Individuals will work collaboratively to achieve personal outcomes. The agency will investigate funding resources, technology, and support options. The agency is committed to making change to our current system and developing innovative housing options.

3. the education and training of staff in Personal Outcome Measurements (POMs) to ensure that the services we provide are person-centered and reflect CQL certification outcomes :

We have had a successful first year conducting Personal Outcome Measures (POMS) interviews with approximately 70 individuals participating in an interview. The agency has approximately 26 trained interviewers and 2 reliable interviewers that were certified by CQL. **For 2015, the Top 5 Outcomes were:**

- People are connected to Natural Supports
- People are Safe
- People have the Best Possible Health
- People are Treated Fairly
- People are Free from Abuse and Neglect

In 2016, the agency will continue to focus on and educate individuals on all 21 outcomes to enhance their person centered plan and goals. The agency will continue to conduct POMS interviews this year with approximately 75 individuals expected to participate.