

**CLALLAM COUNTY'S  
WORKING AGE ADULT POLICY  
STAKEHOLDERS MEETING MINUTES  
8.22.05**

**PRESENT:**

Willie Burer (County), Debra Terry (DDD), Bonnie Hurd (parent), Theresa Burrett (Concerned Citizens), Rayna Abrahams (Concerned Citizens), Linda Middleton (Concerned Citizens), Jeanne Griener (Concerned Citizens), Charles E. Jesse (TSI), Terry Frichette (Frichette & Associates), Peter Ripley (DDAC), Cindi Kirchmeier (Morningside), Janel Parker (The Arc),

**FACILITATOR:** Chris Christian

**Why are you here?**

- ◆ DDAC role
- ◆ Excitement about folks still at table
- ◆ Learn from others
- ◆ Take what wasn't working and make it into something cool
- ◆ Very excited to create something unique in Clallam County. That will be unique to individuals and will be outside the box.
- ◆ Think we have the creativity to work together and figure out how to do this
- ◆ Concern that there is always "talk" about serving the people with the most severe disabilities, but the reality doesn't match the talk. Will this process be the same?

**More Resource Handouts**

- ◆ Gainful Employment as the Expected Outcome for Working Age adults with Developmental Disabilities in Washington State – Linda Rolfe, Ray Jensen, Mary Strehlow, Stuart Torgerson
- ◆ Participant Guide for Career Path Services – Snohomish County
- ◆ Job Club – information and resources
- ◆ Good to Great – Michael Smull

The people who have the most passion for change are the most cynical and discontent.

**The Source of Innovation**

- ◆ Sense of being jaded, trapped by the rules- permeates our system and industry
- ◆ Breakthrough thinking and creativity is overlaid with cynicism
- ◆ Think different/Do different
- ◆ Most interested/most engaged = most cynical
- ◆ Easy to find 100 reasons why it can't work and it's not our fault

In order to really be innovative and make effective change, it has to be premised on the belief IT CAN BE DONE! Take a long look in the mirror. Why did I believe “XYZ” for such a long time, even when I saw evidence to the contrary and cool changes happening despite my cynicism?

Your Belief becomes a self-fulfilling prophecy.

Comments:

Bonnie – It has to be on a case by case basis. That is the only answer. It won't look the same in every community.

Chris- Certain things, descriptors, benchmarks will be similar. We are working with people who are more challenging. The ones we could assist easily have been worked with. We will need to balance these challenges with the limits of public funding.

Bonnie – It has got to be more individualized. More severely disabled people are the ones left and I fear they will get shuffled off without assistance.

### **Agenda Changed**

- ◆ The previous planned agenda was focused on current CA providers becoming pathways providers. This is a very specific, detail-oriented topic that needs to happen later after more discussion has occurred.

### **Natural Supports**

- ◆ Natural Supports- train the employer and/or the co-workers. Don't train the supported employee. The employer and co-workers do that.
- ◆ Natural Supports help with the pathway
- ◆ Functional things are related to natural supports
- ◆ Job developing can be easy with those who know what they want. Many people don't know what they want and will need to use an exploration mode:
  - Job Tours
  - Job Clubs
  - Assessments
  - Discovery processes
- ◆ However you develop jobs, you must approach natural supports in the beginning, from the very start. **DO NOT INJECT YOURSELF INTO THE PROCESS.**
- ◆ Volunteer/ Non-Profit development is the same as job development, although harder
  - All workers are volunteers and are less inclined to provide natural supports
  - Requires marketing
  - Natural supports have to prevail
  - If natural supports don't prevail, you will be stuck in a squirrel cage from day one
- ◆ Support the Employer and Co-Workers to do the supports.
- ◆ “Matrix Out” – there are a fixed number of people we can support if we don't use natural supports. We will be saying “Can't accept any new clients. We are full. We've been full for the last 20 years!”
  - service tether
  - Limited number of people get service

- ◆ Idea: Use carrots/incentives for the employer to provide natural supports
- ◆ If your tendency is to always provide the supports yourself, you will never get out of it.

If you believe Natural Supports have to begin from the first step, what do you do about transportation?

- ◆ Be innovative and creative
- ◆ Currently in Clallam County, less than 20% of people being served in CA are using public transportation.
- ◆ Vendors comment that it uses up available service hours waiting for transport, client frailty –ability to cope with foul weather
- ◆ Start at the beginning, look at the whole
- ◆ Innovation – Co-worker support
- ◆ Discussion about risks, acceptance, allowance, ability to cope, safety networks and choices
- ◆ For people who are significantly challenged, it will take a long time anyway – Why tether, if it is going to take a long time anyway?
- ◆ All these things need to be fleshed out before the person even goes to work

Chris Advice:

- ◆ Keep motivated
- ◆ Make a big deal of successes and accomplishments

### **Unspeakables (eruptions regarding role clarity)**

- ◆ Residential Providers are told by Employment Provider to provide transportation for the person to get to work without being asked to be at table and part of the planning process
- ◆ Residential rates are based on people being “gone” all day
- ◆ What about the folks on a twisty pathway who aren’t ready to “go to work tomorrow”? They will take a long time
- ◆ How good are you? How good do you have to be?

### **Third Party Facilitation**

- ◆ Someone needs to be at the helm – holding to process, assigning tasks and holding others accountable
- ◆ The PCP needs to be:
  - Meaningful
  - Not an event, it’s a process
  - It unfolds differently over time and across different people
- ◆ Can’t afford to pay outside facilitator, we have to do it ourselves. If had funding, it would be great to have someone with the skills
- ◆ Fresh eyes
- ◆ Help people become more creative and innovative
- ◆ Not a vested interest in the service delivery
- ◆ Trade facilitators with other agencies
- ◆ Don’t over-glamorize or over-institutionalize
- ◆ Don’t put all your eggs in one basket
- ◆ Use a train the trainer model and train a core group in Clallam County. Set up a pool of facilitators that can be used as needed. Consortium or coop? Would require intensive training and modeling
- ◆ Would prefer to have an outside facilitator and get to be a participant

- ◆ Requires variety, process needs to be fluid, use different methods, reconvene (support faded, passion dimmed, nothing manifests) to keep plan alive and revived.
- ◆ “Experience Resume”
- ◆ Train the trainer
  - Do the facilitation outside your own agency
  - Watch expert do several facilitated sessions, (pair with interested trainee) and have mentor available for observation and feedback
  - If you bring in experts from Seattle, you have to deal with their limited availability and transportation issues
  - Go through training series and work with a mentor
  - Professional observation, critique and recommendations for improvement, mentoring

The Number One Reason a Person Center Plan doesn't work is **LACK OF ACTION**, nothing happens.

Remember to meet and celebrate what was successful/accomplishments. Could also be accomplished in alternative formats.

### **NEXT MEETING**

- ◆ Agency/organization/self inventory of skills and training needed
  - What is your action plan to achieve?
  - Identifying problems and expecting someone else to solve them is not going to move you forward
  - If you need outside advice to identify and figure out your action plan, ask for it. Seek it out.
- ◆ The Unspeakables

**Thursday, September 15<sup>th</sup> at 5:30 pm.**

Willie will reserve room and inform members.

Potluck