

**ENGAGE**



**ENHANCE**

**PROVIDERS**

**EXCEL**

# Welcome!

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Leolinda Iokepa & Mary Brogan

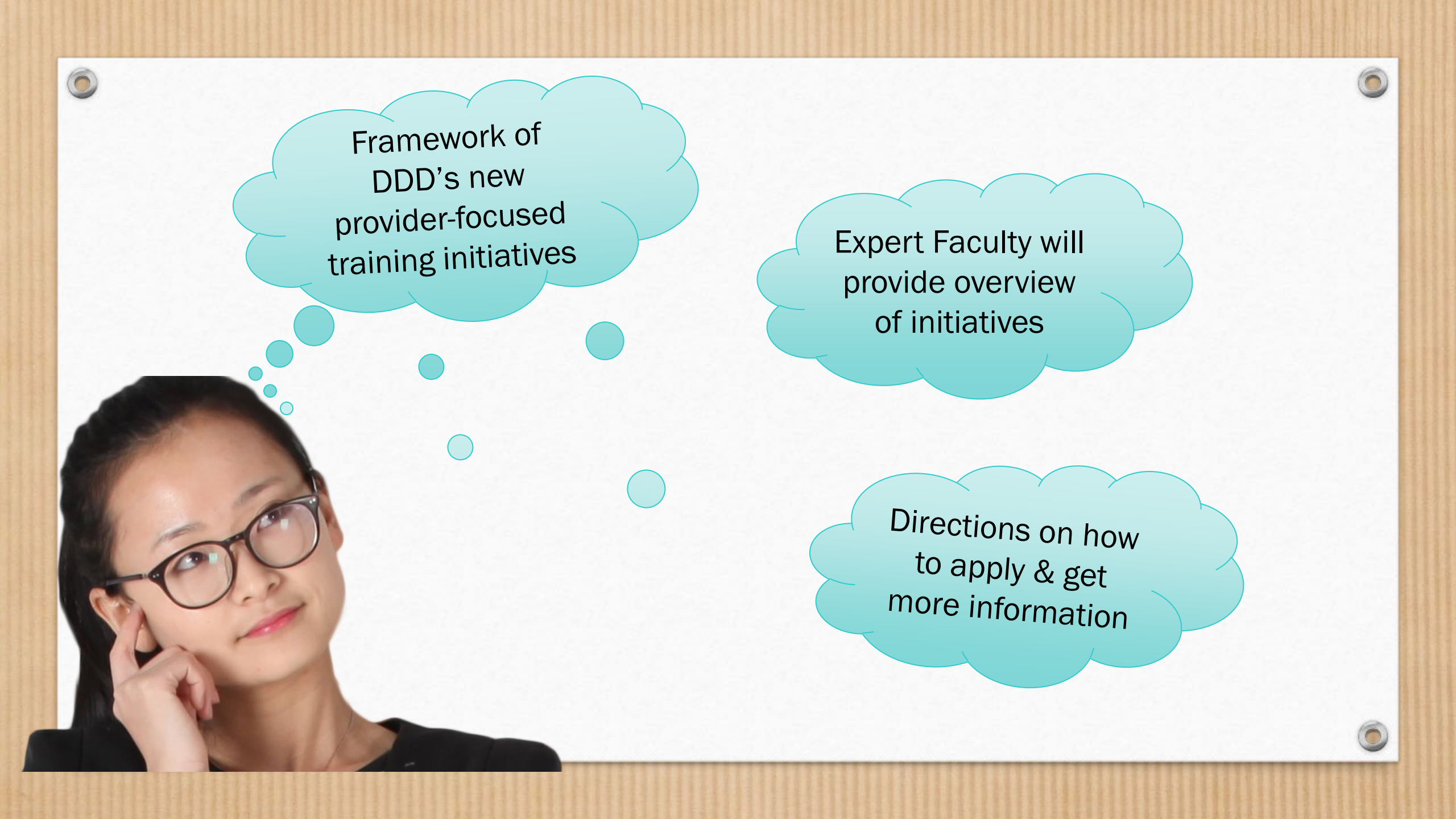
Webinar Co-Hosts

What to  
Expect  
Today



Possibilities  
NOW!

Build  
Agency  
Toolkits



Framework of  
DDD's new  
provider-focused  
training initiatives

Expert Faculty will  
provide overview  
of initiatives

Directions on how  
to apply & get  
more information


# Background

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# ARPA Spending Plan

- Priorities identified through public input process & stakeholder engagement
- Generated a wide variety of initiatives throughout the Division
- All initiatives designed to produce real, lasting, and sustainable change






Possibilities **Now!**



## OVERVIEW OF DDD'S AMERICAN RESCUE PLAN ACT OF 2021 SPENDING PLAN



to enhance, expand, and strengthen the 1915(c) HCBS Waiver

<b>PRIORITY 1</b>	<b>PRIORITY 2</b>	<b>PRIORITY 3</b>	<b>PRIORITY 4</b>	<b>PRIORITY 5</b>
Supports for Participants & Families	Strengthen Provider Capacities	DSP Workforce Development	Improve Protections for Health, Safety & Well-being	Strengthen System Infrastructure & Accountability
				

## Provider-Focused Priorities

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- Increase Provider Payment Rates
- Support Community Integration
- Strengthening Provider Monitoring
- Advance Competitive Integrated Employment
- Support Community Navigator Practice Development
- Quality Management
- Develop Positive Approaches for Individuals with Experiencing Challenging Behaviors



Possibilities  
NOW!

# Possibilities! NOW!



**Vision for a Good System!**

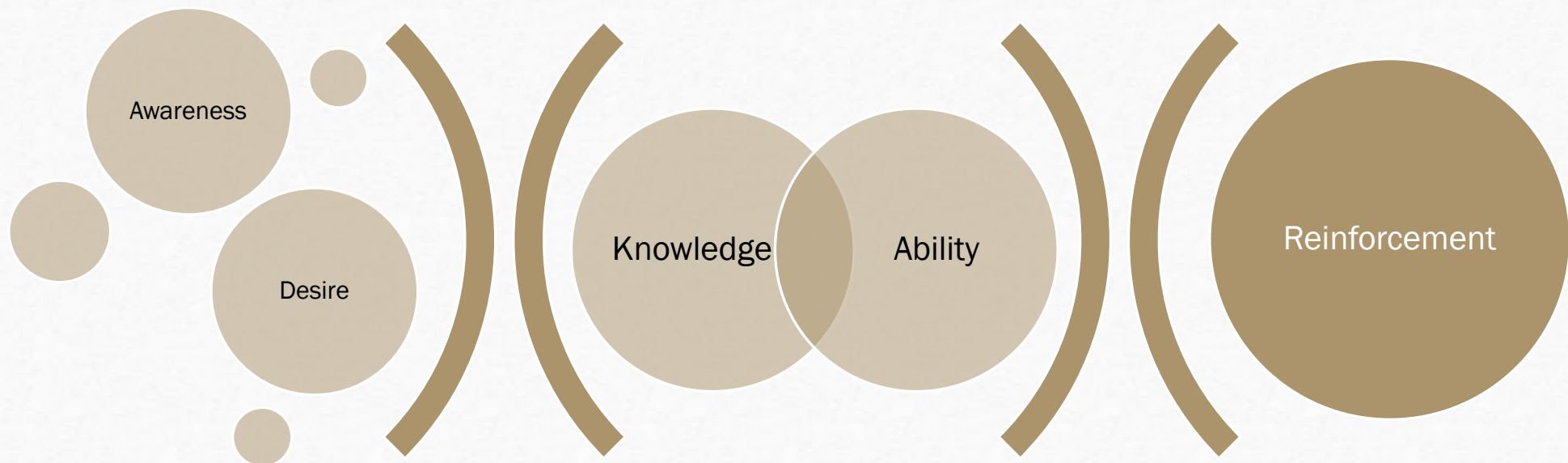


# Approach

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...All initiatives designed to produce real, lasting, and sustainable change

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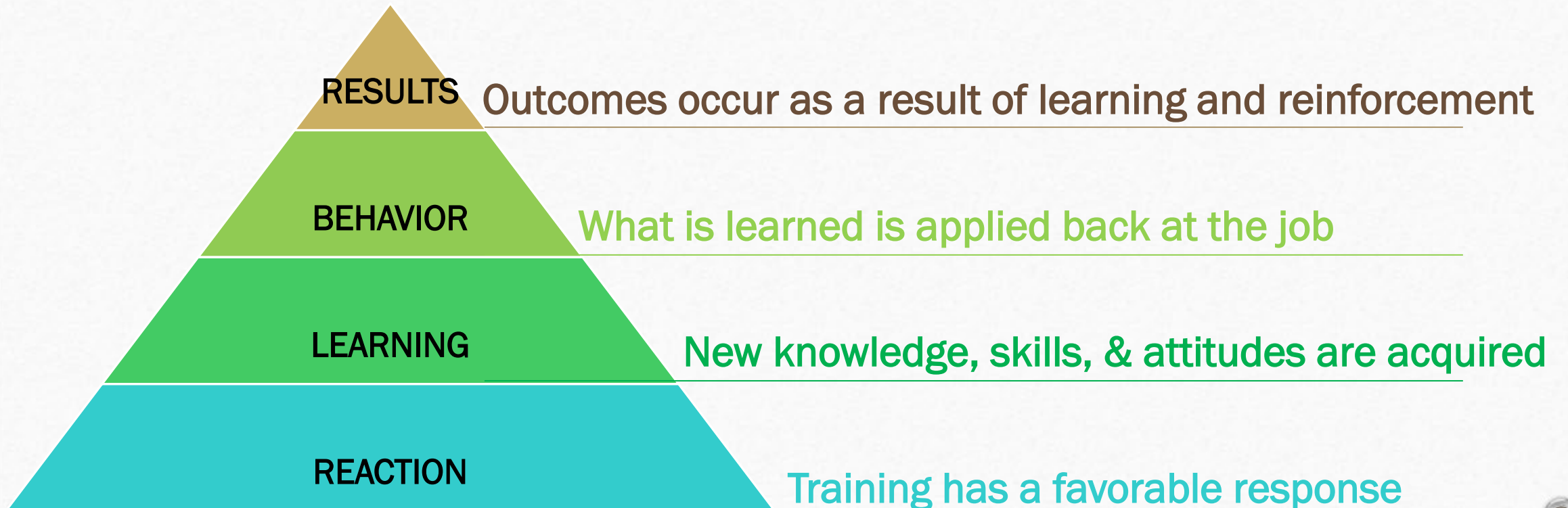
Where we've been

Where we are

Where we want to be

# Performance Framework Across Initiatives

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# Training Transformation

1 Day

Multi-day

1 Way

Multi-modal

Do as I Say

Social learning

Go Away

Demonstration of applied learning



# Training Customization

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Faculty

Cohort Size

Content

Design

Commitment

# DDD Provider-Focused Training Initiatives

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# Initiatives

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- Integrated Employment
- Community Navigator
- Quality Management
- Positive Approaches

Who?

Local & National Subject Matter Experts

What?

Focused Training for Agency TEAMS

When?

Various cycles over 2022-2023

Where?

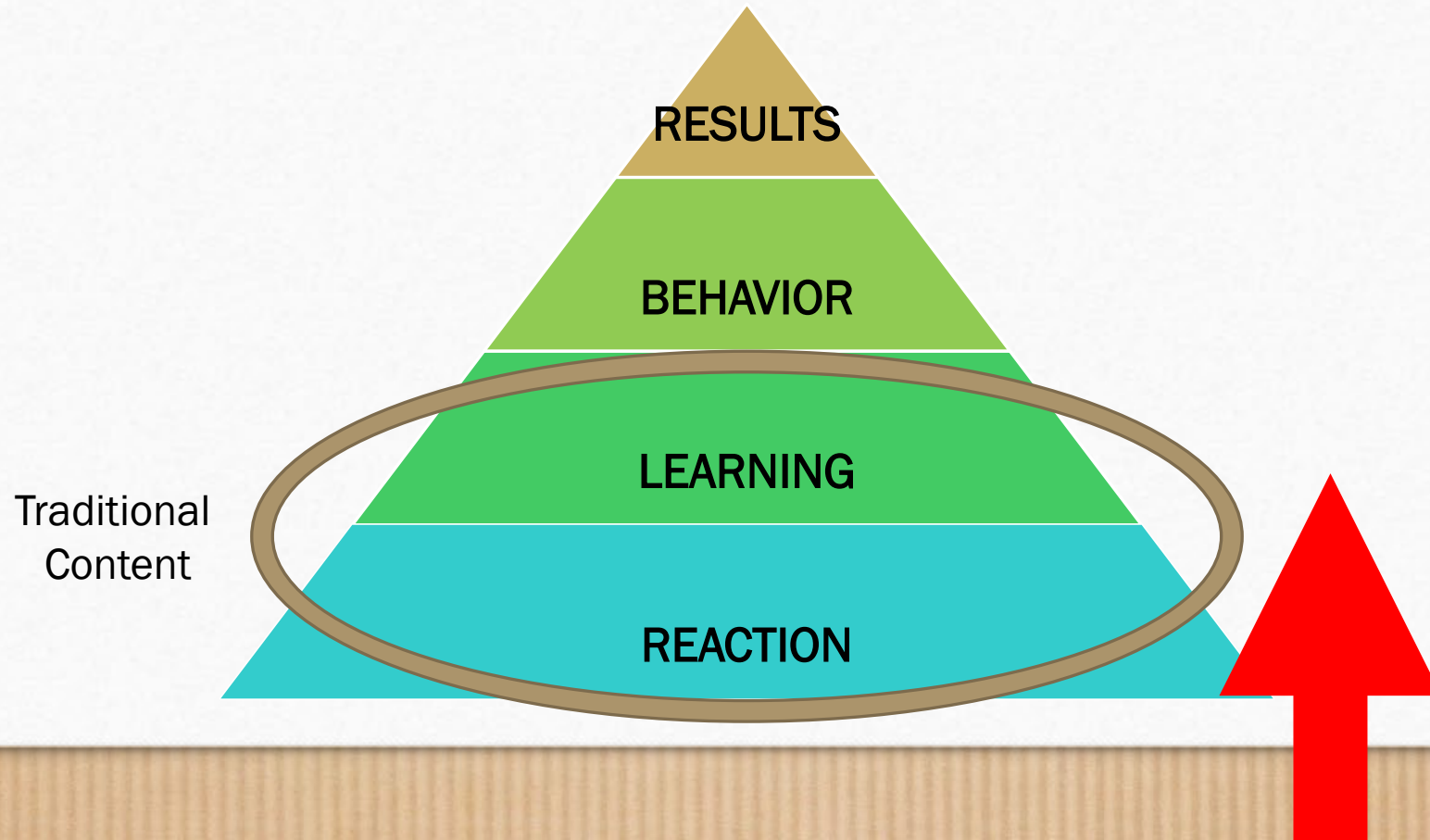
Online & In Person

How?

Application Process

# Performance Framework Across Initiatives

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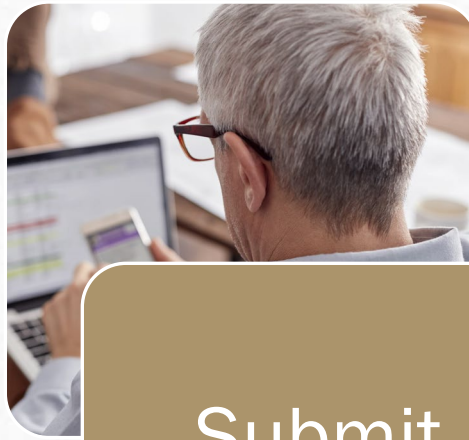




# Application Process



Complete  
Online  
Application



Submit  
Application



Receive  
Response

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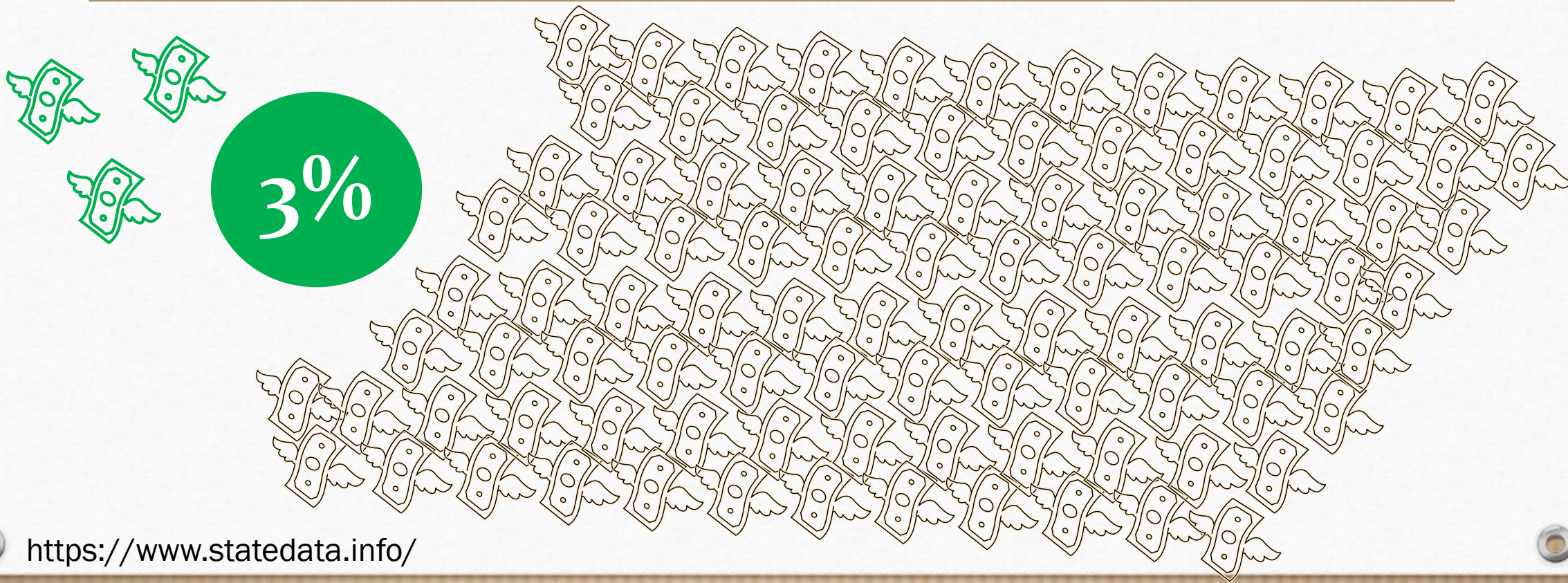
# Advanced Integrated Competitive Employment

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6 Agencies

# Percentage of People with I/DD Served in Integrated Employment in 2018

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**Advisory Committee on Increasing Competitive Integrated  
Employment for Individuals with Disabilities**

Final Report to:

The Honorable Thomas E. Perez  
United States Secretary of Labor

The United States Senate  
Committee on Health, Education, Labor and Pensions

The United States House of Representatives  
Committee on Education and the Workforce

September 15, 2016



**OFFICE OF DISABILITY EMPLOYMENT POLICY**  
UNITED STATES DEPARTMENT OF LABOR



**GOV. MSG. NO. 1155**

EXECUTIVE CHAMBERS  
HONOLULU

DAVID Y. IGE  
GOVERNOR

June 16, 2021

The Honorable Ronald D. Kouchi,  
President  
and Members of the Senate  
Thirty First State Legislature  
State Capitol, Room 409  
Honolulu, Hawai'i 96813


The Honorable Scott K. Saiki,  
Speaker and Members of the  
House of Representatives  
Thirty First State Legislature  
State Capitol, Room 431  
Honolulu, Hawai'i 96813

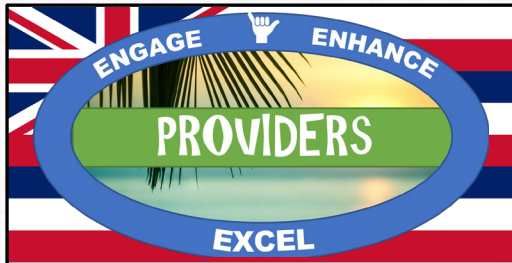
Dear President Kouchi, Speaker Saiki, and Members of the Legislature:  
This is to inform you that on June 16, 2021, the following bill was signed into law:

SB793 SD1 HD1 CD1

RELATING TO THE MINIMUM WAGE  
ACT 055 (21)

Sincerely,

  
DAVID Y. IGE  
Governor, State of Hawai'i



# Advanced Integrated Competitive Employment

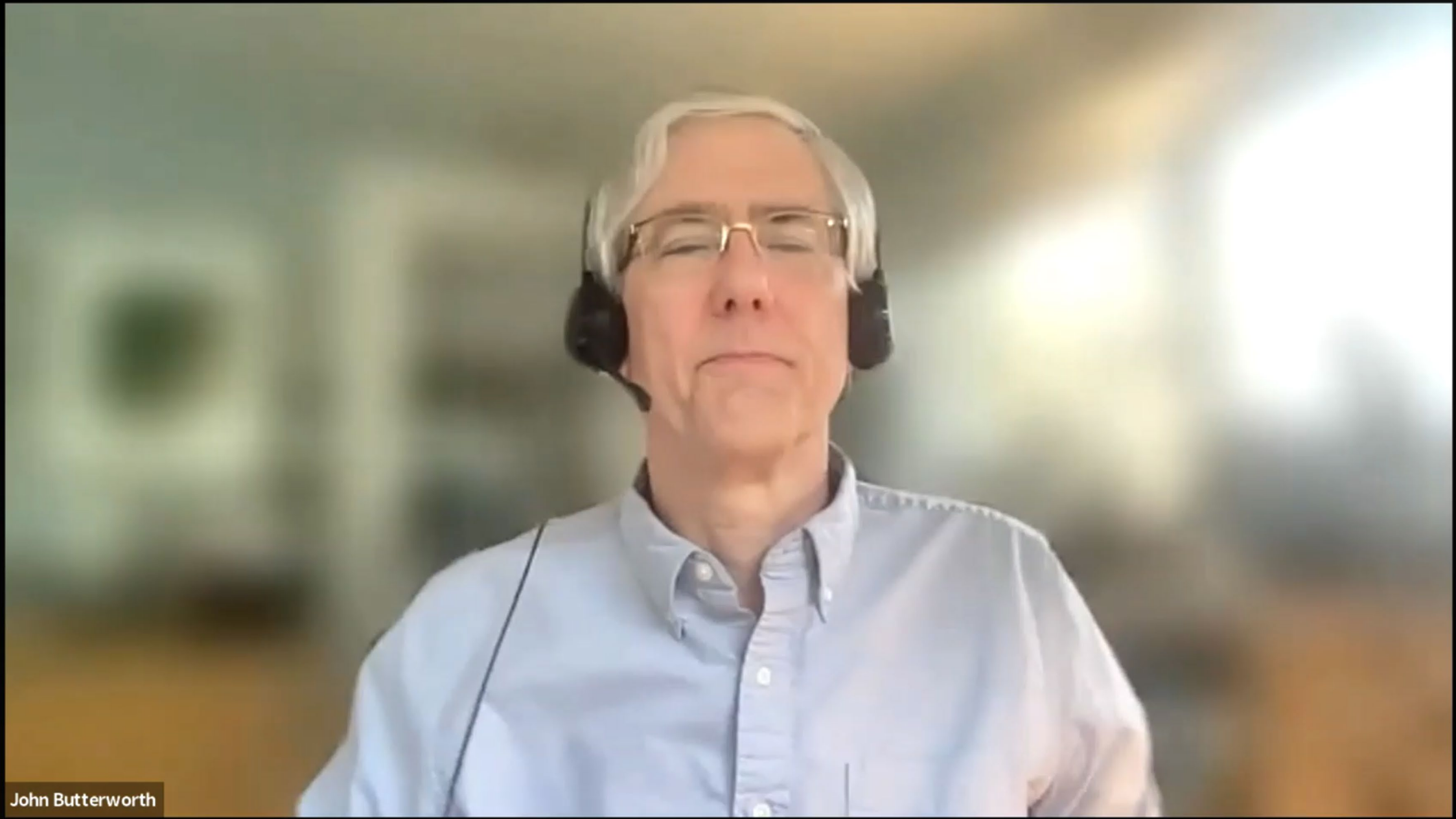
Faculty

**John Butterworth**



# ThinkWork!

INSTITUTE FOR COMMUNITY INCLUSION, UMASS BOSTON



John Butterworth

- Long term engagement with DDD
- Work in over 40 states
- Technical assistance and research on provider transformation
- Direct support and provider management
- 35 years of data on employment and day services and outcomes
- Waiver services, vocational rehabilitation, education and postsecondary education (ThinkCollege)



**ThinkWork!**  
INSTITUTE FOR COMMUNITY INCLUSION, UMASS BOSTON



# Hawaii Employment Transformation Initiative

## Goals

**Provider transformation.** Support providers to expand capacity to support people to obtain and succeed in competitive, integrated employment.

**Case Manager training.** Support case managers and case manager supervisors to support employment conversations and planning.

**DDD Policy.** Inform DDD policy and strategy.

# Technical assistance to Providers

- 6 providers
- Strategic assessment
- Virtual or in person site visit
- Individual organizational action plan
- Customized technical assistance including monthly Zoom meetings
- Topical learning communities

# 10 Essential Elements of Provider Transformation

**Focus and Values**  
Clear and consistent goals  
Agency culture supports inclusion



**Infrastructure**  
Reallocated, restructured resources  
Strong communication plan  
Ongoing staff development  
Performance measurement & QA  
Diverse community partnerships



**Employment  
Consultant Practices**  
Customer focus & engagement  
A holistic approach  
Active person-centered job  
development



[ThinkWork Agency Change Toolkit](#)

# Case Manager Training

- Virtual training with Case Management leaders and supervisors
- Support for case managers accessing the State Employment Leadership Network eLearning course *Supporting a Vision for Employment*
- Community of practice with case managers to address questions and challenges for strengthening employment outcomes

## For more information

Wendie Lino, [wendie.lino@doh.hawaii.gov](mailto:wendie.lino@doh.hawaii.gov)

Institute for Community Inclusion:

John Butterworth, [john.butterworth@umb.edu](mailto:john.butterworth@umb.edu)

# What You Need to Know About Building this Toolkit

- Designed for Employment & ADH Providers
- 6 Teams will be Selected
- Instructional Design for Organization Transformation
- 6/1/2022 - 11/30/2023
- Wendie Lino is the point of contact



# Advanced Competitive Integrated Employment Application Process

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Link to form will be provided at the end of the webinar and via email

# Community Navigator Practice Development

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10 Agencies







# Community Navigator Practice Development

Faculty

**Jessica Worster**



**Employment Insight, LLC**

Paid Employment for All Abilities



# What You Need to Know About Building this Toolkit

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2

**Member  
Teams**  
Mgr/Supr  
DSP

40

**Hours Over  
12 months**  
Per Trainee

35

**Hours Long  
Sessions**  
Virtual

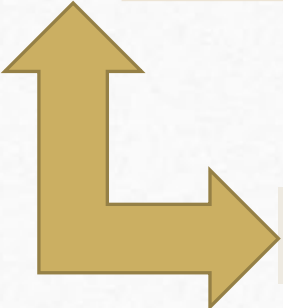
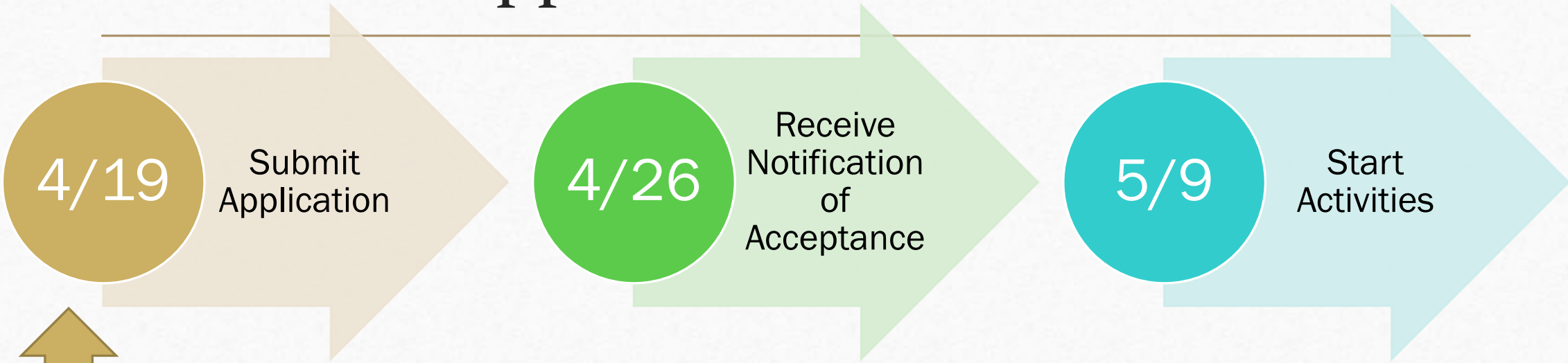
5

**Field Based  
Community  
Assessments**

P  
O  
C

**Wendie  
Lino**

# Community Navigator Practice Development Application Process



Link to form will be provided at the end of the webinar and via email

# Quality Management

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All Providers

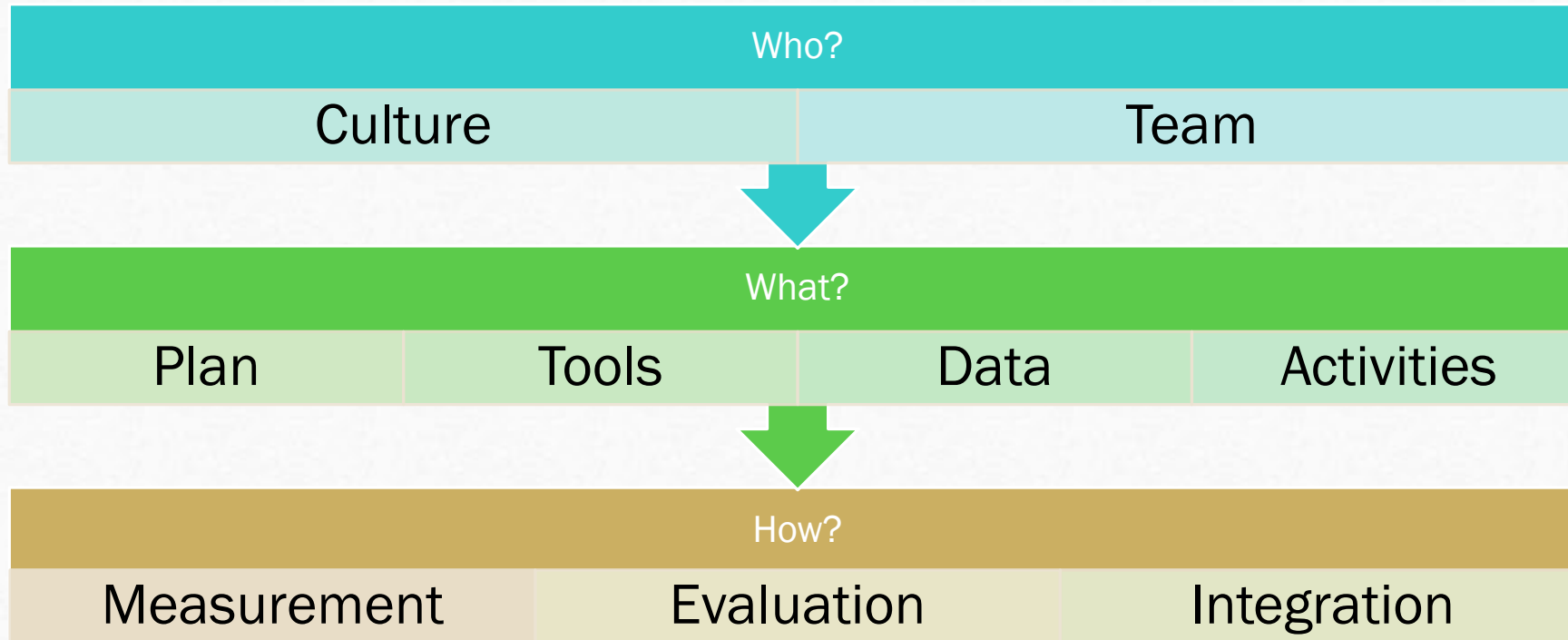


# Quality Journey

Milestone Due Date	Milestone
6/30/2022	Establish QM Structure, define purpose, leadership, priority areas
6/30/2023	Begin baseline measurement, define QI projects
6/30/2024	Implement improvement projects & evaluate their impact, initiate changes to sustain desired performance

# Approach to Building QM Structures & Practices

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# Quality Management

Faculty

Mary Sowers





National Association of State Directors  
of  
Developmental Disabilities Services



Mary Sowers

# What You Need to Know About Building this Toolkit

Milestone Due Date	Milestone	Training Section	Training Dates
6/30/2022	Establish QM Structure, define purpose, leadership, priority areas	QM Program Structure & Priority Selection	5/1/22 – 6/30/22
6/30/2023	Begin baseline measurement, define QI projects	Baseline Measurement & Data Use	7/1/22 – 2/28/23
6/30/2024	Implement improvement projects & evaluate their impact, initiate changes to sustain desired performance	Measurement & Evaluation of QI Activities	3/1/23 – 6/23/23
		Sustaining CQI	7/1/23 – 2/2024

# What You Need to Know About Building this Toolkit

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All Providers



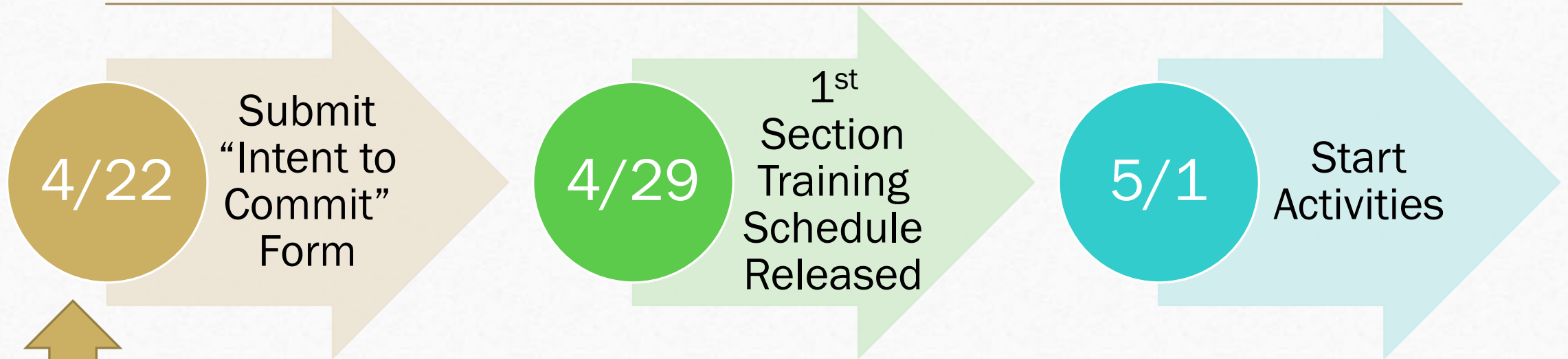
Milestone Driven



Peer Learning

Tracey Comeaux is the point of contact

# Quality Management Application Process



Link to form will be provided at the end of the webinar and via email



**COMING SOON!**



# Positive Approaches for People Experiencing Challenging Behaviors

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# How Might We?

Better understand people who have difficult lives for a variety of reasons?

Improve our skills and services?

Enter into this work through a holistic, compassionate and human-centered design approach?

Understand trauma?

Have a long-term view?

Include families?

Determine who else to include?

Engage the entire person's team?

# Positive Approaches Guiding Principles

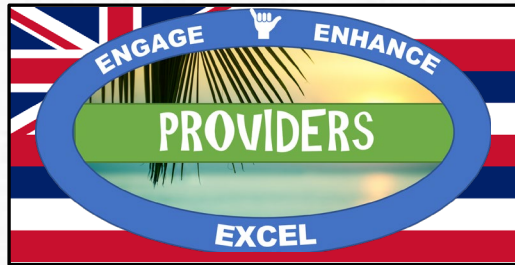
Safety

Equity

Strengths-  
based

Person-  
centered



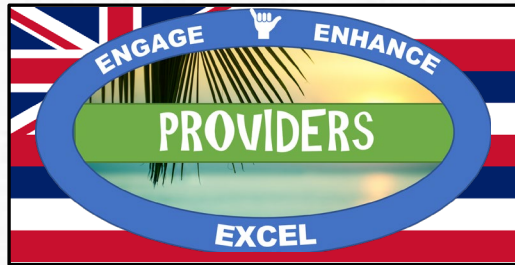


# Positive Approaches for People Experiencing Challenging Behaviors

## Pillars

- Build awareness and skills
- Build cadre of local champions
- Cultural/Organizational change framework
- Codify change: Policies and procedures, training requirements, other





# Positive Approaches for People Experiencing Challenging Behaviors

## Instructional Design

- Two psychiatrists and a change agent/clinician/CEO
- Start with grief and trauma due to the pandemic
- Who are your hardest people?

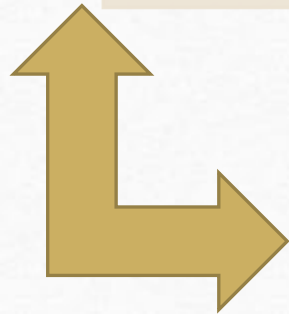


# What You Need to Know About Building this Toolkit

- Broad training for entire network
- Focused provider training for a targeted number of agencies
- Multi-modal approach test application of new strategies and interventions
- Concludes 3/2024
- Dr. Ryan Lee is the point of contact



# Positive Approaches Application Process



Link to form will be provided at the end of the webinar and via email

What would you like to know?





# Recap

## Initiatives

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- Integrated Employment
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- Quality Management
- Positive Approaches

Who?

Local & National Subject Matter Experts

What?

Focused Training for Agency TEAMS

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Various cycles over 2022-2024

Where?

Online & In Person

How?

Application Process

# Links

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Advanced Competitive Integrated Employment

<https://hilopaa.wufoo.com/forms/advanced-integrated-competitive-employment/>

Community Navigator Practice Development

<https://hilopaa.wufoo.com/forms/community-navigator-practice-development/>

Quality Management

<https://hilopaa.wufoo.com/forms/quality-management/>

Positive Approaches to People Experiencing Challenging Behaviors

<https://hilopaa.wufoo.com/forms/positive-approaches/>



# CONTACT US

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[doh.dddpossibilities@doh.hawaii.gov](mailto:doh.dddpossibilities@doh.hawaii.gov)

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