

The background is a teal-to-blue gradient with faint, semi-transparent circular patterns and numbers. The numbers include 150, 160, 170, 180, 190, 200, 210, 220, 230, 240, 250, and 260, arranged in a circular path. There are also dashed lines and arrows forming circular paths.

CALIFORNIA'S NEON COMMUNITY OF PRACTICE

JULY 2023

COMMUNITY OF PRACTICE

- A collaborative learning environment.
- Supportive discussions to enhance the quality of services provided.
 - Best practice strategies and tactics
 - Financial infrastructure
 - Creative and innovated solution to challenges
 - Shared ownership of the discussions and a commitment to learning

QUESTIONS ABOUT A COMMUNITY OF PRACTICE?



PARTICIPATORY PROCESS



WHY DID YOU ATTEND THIS SESSION?





BUILDING A FOUNDATION FOR **EMPLOYMENT** SUPPORT SERVICES

JULY 2023

CA NEON

THE DEFINITION OF COMMUNITY-BASED EMPLOYMENT SERVICES

MANAGING CHAOS!!!



NAVIGATING THE LANDSCAPE

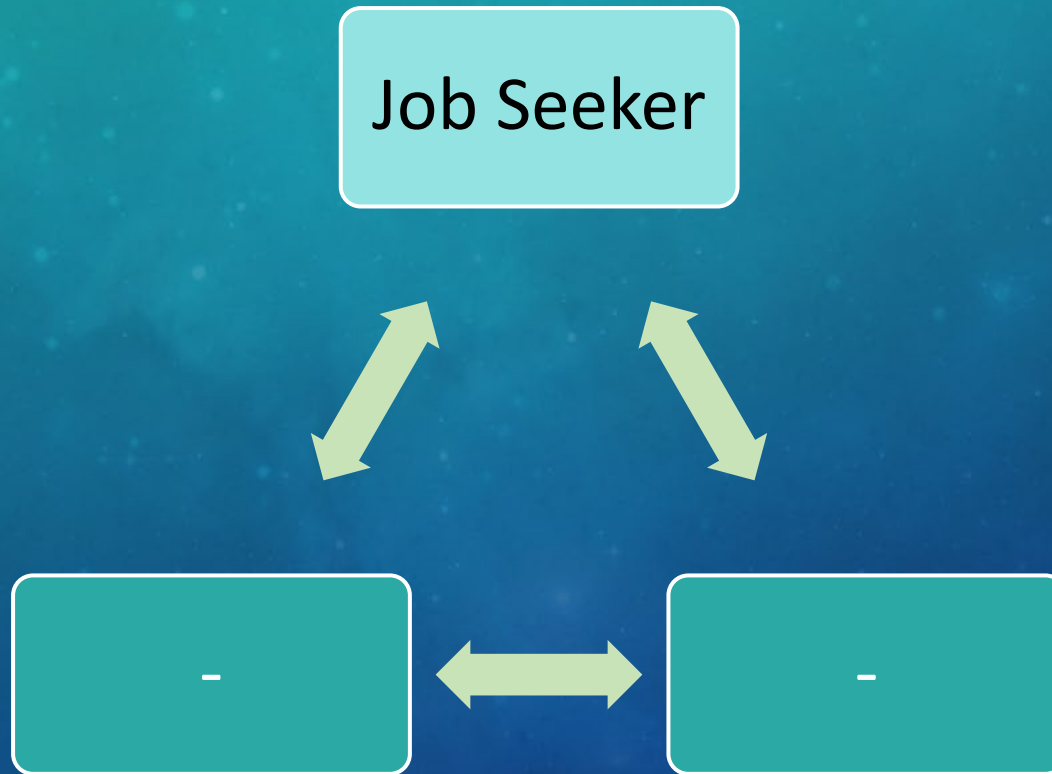


**THE BUSINESS OF DOING BUSINESS WITH
BUSINESS!**

TWO WORLDS: HUMAN SERVICES AND EMPLOYMENT

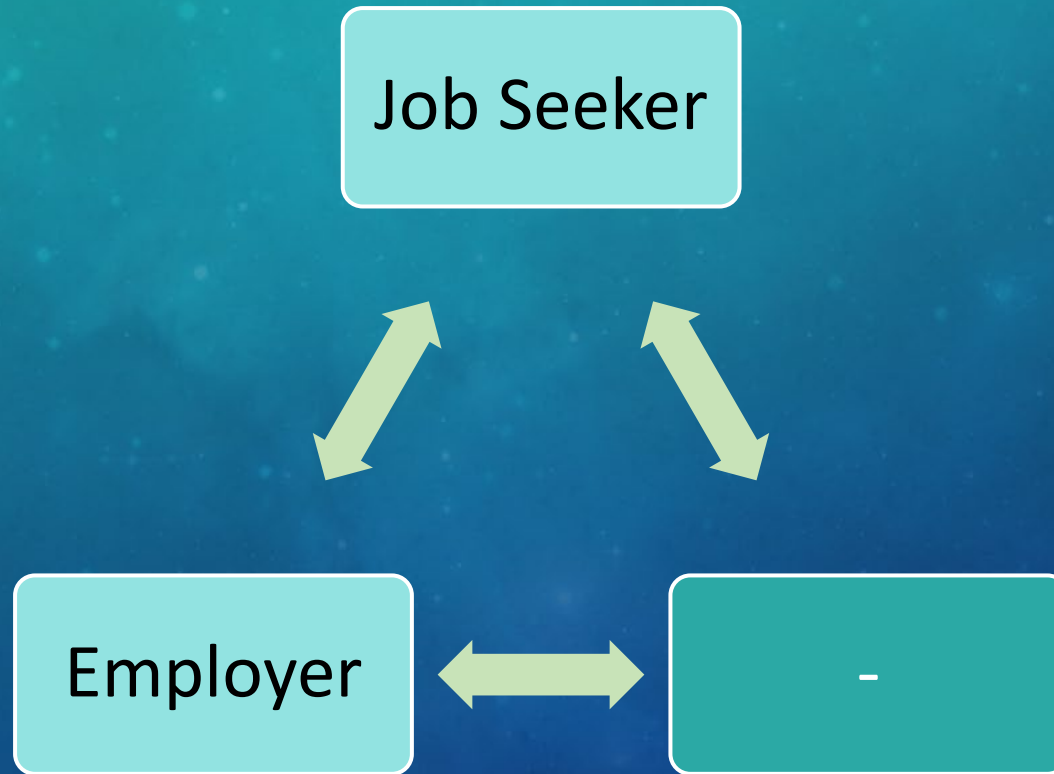


THREE CUSTOMERS



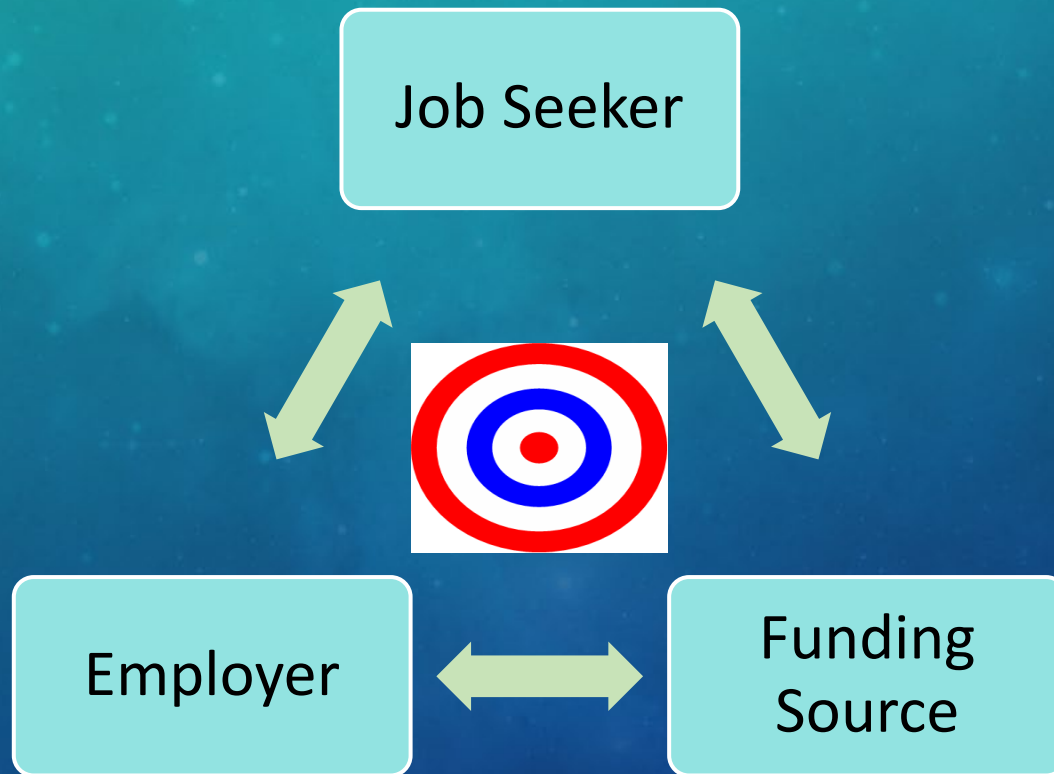
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THREE CUSTOMERS

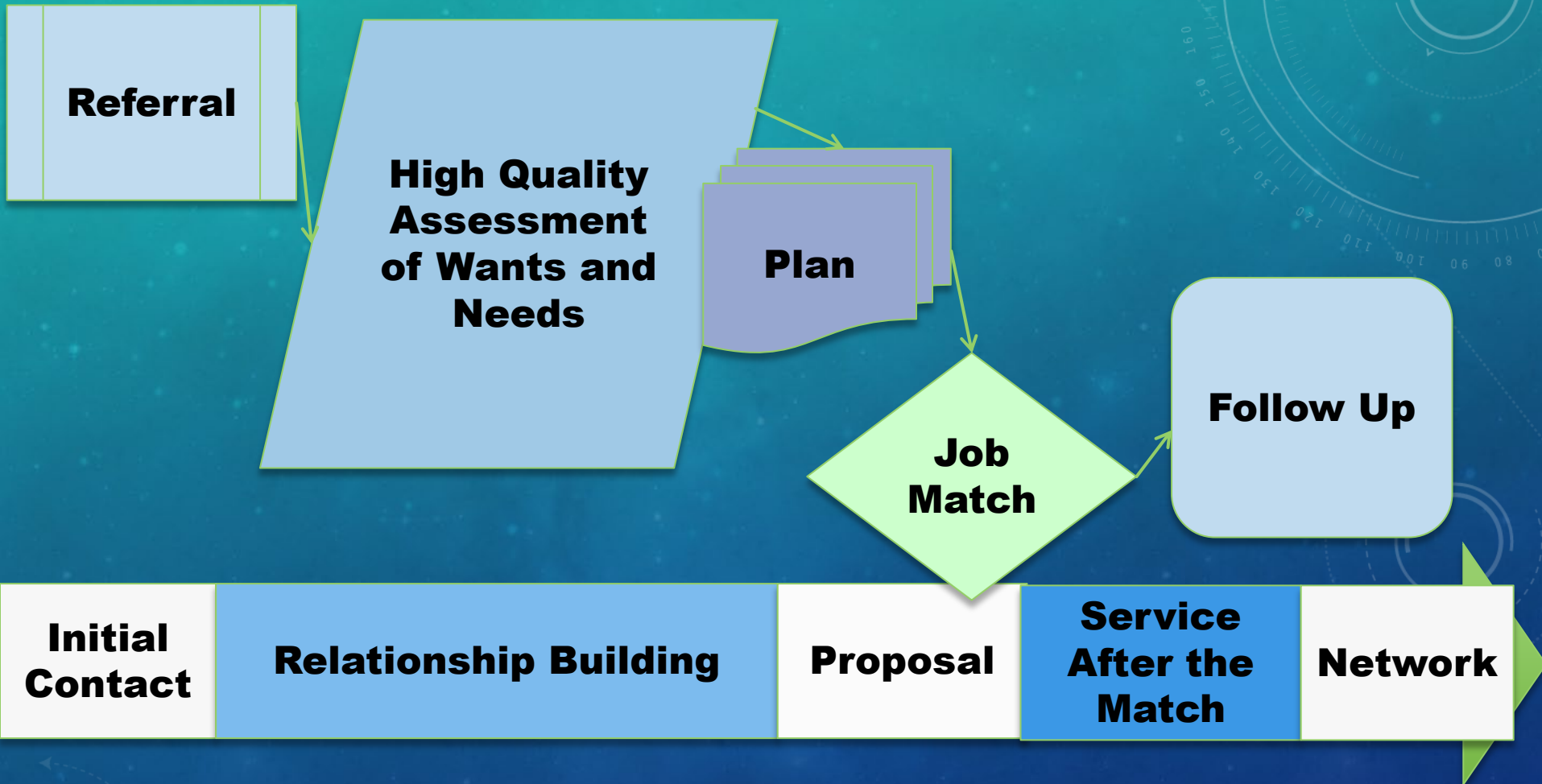
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JOB MATCH



EMPLOYMENT FLOW



SKILLS IN THE TOOL BOX

- **JOB MODIFICATION, JOB RESTRUCTURING, and TRAINING**
- **TASK and SEQUENCE ANALYSIS**
- **FLOW DIAGRAMS**
- **TECHNOLOGY**

METRICS



DISCUSSION

What are the most important metrics for direct support services?



SMALL GROUP DISCUSSION

What are the best metrics for your team in order to improve services?



The background is a teal-to-blue gradient with various circular patterns, including dashed lines, solid lines, and numbers (160, 170, 180, 190, 200, 210, 230, 240, 250, 260) arranged in a circular fashion, suggesting a technical or data-driven theme.

STRATEGIC FOUNDATION: EMPLOYMENT SERVICES

ESTABLISHING A VISION

- Aligns people in activities that cut across the organization.
- Helps set priorities and facilitates goal setting.
- Clearly states, “this is who we are, this is what we do, and this is where we are going.”
- Does your organization have a vision focused on competitive, integrated employment?

THE LEADERSHIP EFFORTS FOR ALIGNMENT

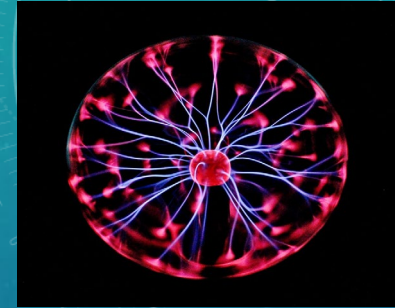
- **Information/Education Plan**
- **Internal discussions with management/staff/boards**
- **Clarifying philosophy and values**
- **Working with Boards**
- **Development of a vision of what services could look like**
- **Development of service models to get there**
- **Working with people served and families**
- **Working with funders and other community partners**

THE PIECES

- Mission Statement (consistent with the Vision Statement)
- Strategic Plan and Operational Blueprint (consistent with the Vision Statement)
- Organizational Infrastructure (consistent with the Operational Blueprint)
- Team and Management Development Tools and Process
- Financial Plan (Consistent with Operational Blueprint)
- Infrastructure for Data Driven Decisions



ENERGIZING GROWTH

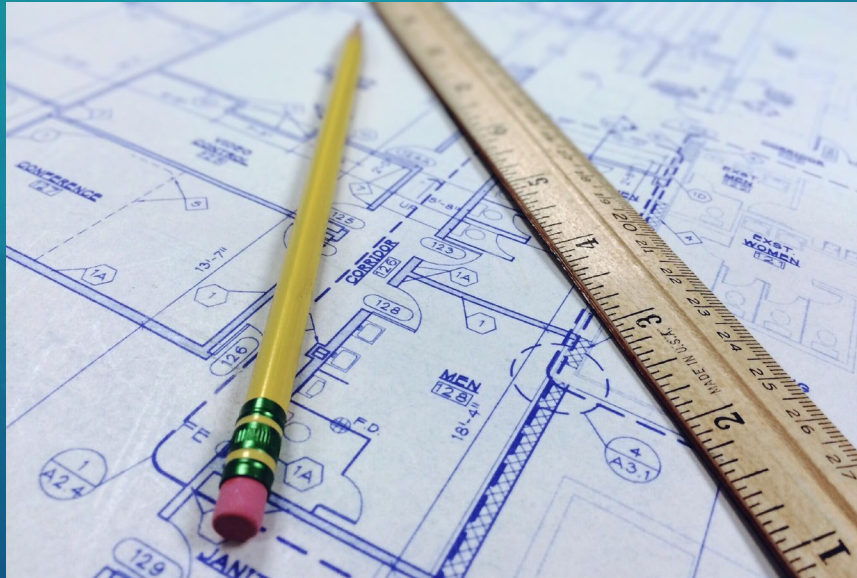


- Establish a transformation/growth team
- Utilize assessment tools to structure your Blueprint (such as the self assessment guide)
- Engage all stakeholders
 - Virtual town halls
 - Focus groups
 - Targeted work groups
- Create the Blueprint

STRATEGIC AND OPERATIONAL PLANNING

- Strategic planning without an Operational Blueprint is only wrapping paper!
- The Operational Blueprint is the aligned projects and fiscal planning necessary to accomplish the strategic goals.
 - Communications
 - Financial infrastructure
 - Project Plans have defined and measurable objectives, as well as dependent sequencing.
 - PMBOK
 - DICE

A BLUEPRINT FOR CHANGE



BEWARE OF THE DUALITY PERIOD: THE TWO HEADED MONSTER



This can become our “Valley of Death”

THE PAST AND THE FUTURE

PREVIOUS

DESIRED

THE PAST AND THE FUTURE₂



PREVIOUS

DESIRED

THE PAST AND THE FUTURE₃

PREVIOUS

DESIRED

LEADING THE WAY – THE CHALLENGE



CHANGE DOES NOT HAPPEN IF ONE IS COMFORTABLE



WHAT ARE WE TRYING TO ACCOMPLISH?

❖ **Consistently high quality Services**

❖ **Sustainability**

❖ **Employment 1st best practice**

HIGH QUALITY SERVICES

- **Customer focused and customer driven**
- **Quality control, cost control and innovation**
- **Continuity in the delivery of best practices and procedures**

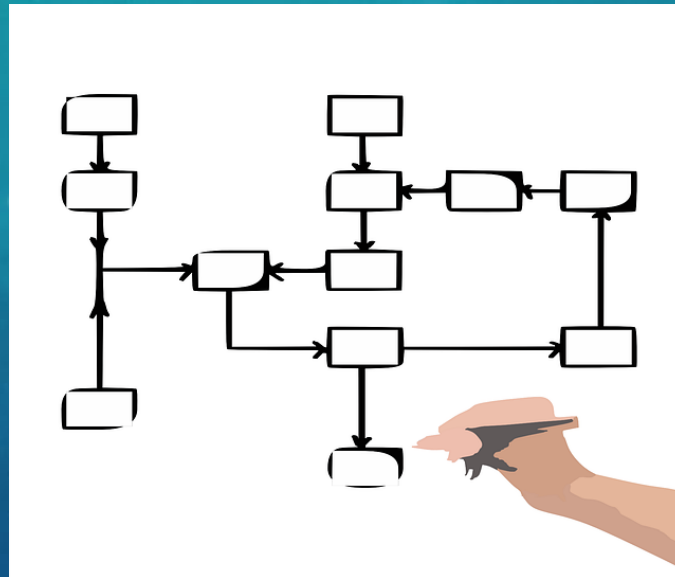
SUSTAINABILITY

❖ **Lasting**

❖ **Affordable**

❖ **Self-Perpetuating Energy**

DEVELOPING A BLUE PRINT



BLUE PRINT SEQUENCE

CONTINUOUS COMMUNICATION

Vision

Design

Operational
Plan

BLUE PRINT FORMAT

The screenshot shows an Excel spreadsheet with the following structure:

ORGANIZATIONAL GOALS													
PROJECTS						DELIVERABLE(S)		COST/HOURS					
AT RISK	STATUS	PRIORITY	DEADLINE	TASK	DESCRIPTION	ASSIGNED TO	DELIVERABLE	% DONE	FIXED COST	ESTIMATED HOURS	ACTUAL HOURS	STATUS KEY	PRIORITY KEY
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Legend:

- Not Started: Red
- In Progress: Green
- Complete: Blue
- On Hold: Yellow
- Overdue: Orange
- Priority Key: High (Red), Medium (Orange), Low (Blue)

COMMUNICATION: THE KEY TO SUCCESS

Communication considerations as it is woven into the Blueprint

- Consistency of the Message (e.g. organizational title; how we portray persons with disabilities; and team member job titles.
- Inward and Outward Communication: Directional and Targeted Messaging
- Continuous attention to communicating progress and challenges
- Multiple vehicles of communication (e.g. posters; emails; announcements; and updates in meetings)

A COMMUNICATION PLAN FOR ALL STAKEHOLDERS



CONTACT INFORMATION

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