



## Competitive Integrated Employment Training

### Project Review

Presented by  
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### Purpose/Goals

Via a contract with ADDPC, IHD agreed to develop trainings that aligned with 2 ADDPC goals:

- Inclusion
- Employment of persons with (significant) disabilities

**The trainings were designed to advance an interagency approach to raising awareness that competitive, integrated employment is achievable for people with significant disabilities.**

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### WHAT was IHD asked to do?

- Take the lead for planning/coordinating **two, half-day trainings including** a live webcast.
- Collaborate with the Steering Committee on content, presenters, survey questions etc.
- Conduct an evaluation survey immediately after training and 4 months post training.
- Offer CEUs.
- Provide training at no cost to participants.
- Prepare a final report.

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### WHO was involved in planning?

#### Collaborators/Steering Committee:

- **ADDPC** (Erica McFadden & Mike Leyva)
- **IHD/NAU** (Kelly Roberts, Tom Uno, Jill Pleasant, John McDermott, Adi Schaeffer)
- **RSA** (Kristen Mackey)
- **DDD** (Margaret Corcoran)
- **Employment First** (Susan Voirol)
- **AAPPD** (Rachelle Hadland, Brandy Petrone)

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### Initial training: September 2018

**Oh Yes, I CAN Work – Competitive Integrated Employment for Persons with Significant Disabilities**

**Laura Owens, Ph.D.** Presenter/Panel Facilitator; Panel included persons with disabilities, parent of working adult, employer

**Tuesday, 9/18/18**

- In-person half day training (West Valley)
- Simultaneous live webcast (statewide)

**Wednesday 9/20/18**

- Technical assistance meeting with Laura Owens for VR and DDD supervisors

**Thursday 9/20/18**

- Live training repeated at AAPPD Conference (East Valley)

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### September Training

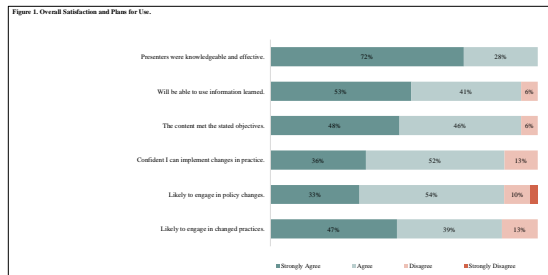


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### September Evaluation Data (112 Respondents)

- 100% responded that the presenters were knowledgeable and effective
- 86% responded they were likely to use the information to engage in changes in practice and/or policy (87%).
- There was some variability in the confidence of responses:
  - 33% of respondents *strongly* agreed that they were likely to engage in policy changes,
  - 36% *strongly* agreed that they were confident that they could implement changes in practices.
  - 55% of respondents requested and identifying additional topics that would help them further implement the concepts identified in the training.

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### Evaluation Data – Attitudes

**Strength of attitudes increased towards competitive integrated employment for individuals with significant disabilities, and understanding of employment options.**

- Respondents were likely to move from general agreement to strong agreement on these topics, indicating improved confidence in their attitudes and understanding.
- Participants responded that people with significant disabilities could realistically obtain competitive integrated employment,
  - (33% strongly agree) before; after the training (69% strongly agree).
  - This was also reflected with an increased understanding of employment options from the beginning of the training
  - (19% strongly agree) before; after the training (47% strongly agree).

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### WHAT IHD added:

Based on initial post training evaluation feedback -participants clearly asked for more training the Steering Committee agreed that follow-up training was important:

- An implementation full day workshop for providers – **how to get the message across to stakeholder groups** (including colleagues).
- A parent presentation

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### March Follow-up Trainings – Sara Murphy

**Service Provider Workshop:**  
*Oh Yes, I CAN Work: Making the Case for Competitive Integrated Employment*  
 Objectives

- Learn strategies to promote buy-in for Competitive Integrated Employment and service transformation efforts.
- Develop talking points and messaging strategies for Arizona’s families, state agencies and service providers.
- Draft a preliminary action plan for promoting “service transformation” with families and staff.

**Evening Presentation for Parents:**

- *Imagine the Possibilities: Your Son or Daughter Having a Real Job!*
- Raising Special Kids co-sponsored event



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### WHO attended the trainings?

- RSA Staff (VR Counselors & Supervisors)
- DDD Staff Support Coordinators & Supervisors
- Direct Care Providers Staff (Employment & DTA staff)
- Educators (High school & Transition teachers)
- Parents
- September: Service Providers 379
- March: Service Providers 65
- March: Families 11
- **Total # of Participants 455**

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## March Training – Survey Results (29 respondents)

- 97% participants responded that the presenters were knowledgeable and effective.
- 90% of participants also agreed that they would be able to use the information to be more effective in their current position.
- 89% stated that they were likely to engage in CIE related policy changes.
- There was some variability in the confidence of responses:
  - 45% of respondents *strongly* agreed that they would be able to use this information to be more effective, and
  - 55% said they *strongly* agreed that they were confident that they could implement changes in policies.

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## Participant action plans (workshop small group activity)

### Themes

- Collaboration and Communication
- Inter/Intra-Agency Messaging
- Implement Practice Changes within Agency
- Community and Parent Outreach

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## Participant Action Plans (continued)

### Examples

- Show them, don't tell them. Make sure the Division published more successful employment stories in members communications.
- Making sure future materials produced do not include deficit-based language, but rather skills-based language.
- Rethink messaging and work on consistent messaging across stakeholder groups.
- We will be posting our success story's of individuals whom have gained integrated employment in our common areas, where our DTA and CBE program members can see a visual of their future!
- I will change up some of the intake process to help promote more of the employment first Initiative
- I will begin using the positive personal profile...
- Implement the picture board of our workers for everyone to see and associate the names with their locations.

**Arizona's Employment First Initiative incorporated workgroup suggestions into their strategic plan**

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## WHAT We Learned - outcomes

- In general, most participants were pleased with the overall training events
- There is a need for and strong interest in training related to Competitive Integrated Employment (CIE) for persons with significant disabilities.
- **Training service providers had an immediate effect on reducing negative attitudes towards CIE for persons with significant disabilities.**
- **However in the absence of continued training, the degree of positive attitude change was not maintained over time.**
- After the training, one-third of participants still doubted there were adequate community resources available to provide appropriate supports.

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## WHAT We Learned (continued)

- Participants felt that interagency collaboration, communication and consistency are critical to improving employment outcomes.
- Training needs to be ongoing, pragmatic and focused on **how to** implement change that supports CIE.
- Buy-in and support from agency leadership is very important for change to occur within the agency.

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## HOW to get more information

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View September videos & presentation materials:

- <https://aztap.org/at-education/community-events/>



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