LEVEL UP Indiana

Employment Specialist Initiative

Welcome to
**Preparing for Possibilities:
Developing a Contingency Plan**

This is the first webinar in the series, **Beyond Basics: Virtual Service Delivery**

To access closed captioning, click on the 'CC' Icon on the toolbar, and select "Show Subtitles"

We will begin at 10 am EST.

Beyond Basics: Virtual Service Delivery

Webinar 1

Preparing for Possibilities: Developing a Contingency Plan

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Public Consulting Group

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Housekeeping Notes

- Everyone's microphone is muted
- Ask questions through the chat box
- To access closed captioning, click 'CC' on the navigation bar.
- Files will be transferred through the chat box
- Recorded webinar and files will be posted on the Level Up Indiana: ESI website

LEVEL UP Indiana
Employment Specialist Initiative

The Level Up Indiana: Employment Specialist Initiative (ESI) offers skills development and networking opportunities to expand the capacity of the state's employment specialists.

Level Up Indiana: ESI provides Indiana's employment specialists opportunities to:

Learn → Grow → Collaborate

https://www.invrtraining.com/

Beyond Basics: Virtual Service Delivery

This Beyond Basics series helps providers level up for virtual service delivery. This will be beneficial in the case that services must be virtual, but may also help increase efficiency and opportunities on a long-term basis.

- Increased convenience, access, and efficiency

- Offers options for people with limited transportation, mobility, and limitations due to health/covid

- Pivot to a changing labor market

Today we're talking about planning for the possibilities. The following sessions will give additional specifics and resources to 'tool' your plan.

Beyond Basics: Virtual Service Delivery

Webinar	Date	Time (EDT)
Preparing for the Possibilities: Developing a Contingency Plan	September 25	10:00 – 11:30
Gear Up: Facilitating Effective Use of Technology with Participants	October 2	10:00 – 11:30
Successful Practices in Delivering Virtual Employment Services	October 9	10:00 – 11:30
Leveraging Technology to Support Your Team	October 16	10:00 – 11:30

https://www.invrtraining.com/beyond-basics

Objectives

During today's webinar, learners will:

- Identify considerations and tools for building a contingency plan
- Consider what may need to be done to preparing participants: Expectations, Supports, and Skills
- Consider what may need to be done to preparing staff: Managing needs and supports, caseloads and workflow

- Resources

A quick note…

The goal of this webinar is to think about how to plan ahead for changes in service delivery that may occur with a changing landscape.

The goal of this webinar is *not* to provide guidance for mitigation of Covid-19. See resources for relevant information.

Poll

Are you engaging in virtual service delivery?

Building a Contingency Plan

Why a Contingency Plan?

A contingency plan supports your organization to:

Be flexible

Promote seamless service delivery

Continue revenue generation

Increase access and reduce barriers to service delivery

Contingency Planning

Planning ahead can reduce stress for everyone involved and support strong service delivery on the long term. To support a comprehensive plan, there are different areas and implications to consider:

- What are your **goals**?

- What **strategies** will you use reach your goal?

- What staff need to be involved?

- What **resources or partners** are need?

- What is the **communication** plan?

- How will you know if the plan works?

Contingency Planning Tool

Use the Level Up Indiana: ESI Contingency Planning Tool as a place to start systematic planning. This tool is flexible, changeable, and is meant to be edited to meet your organization's needs.

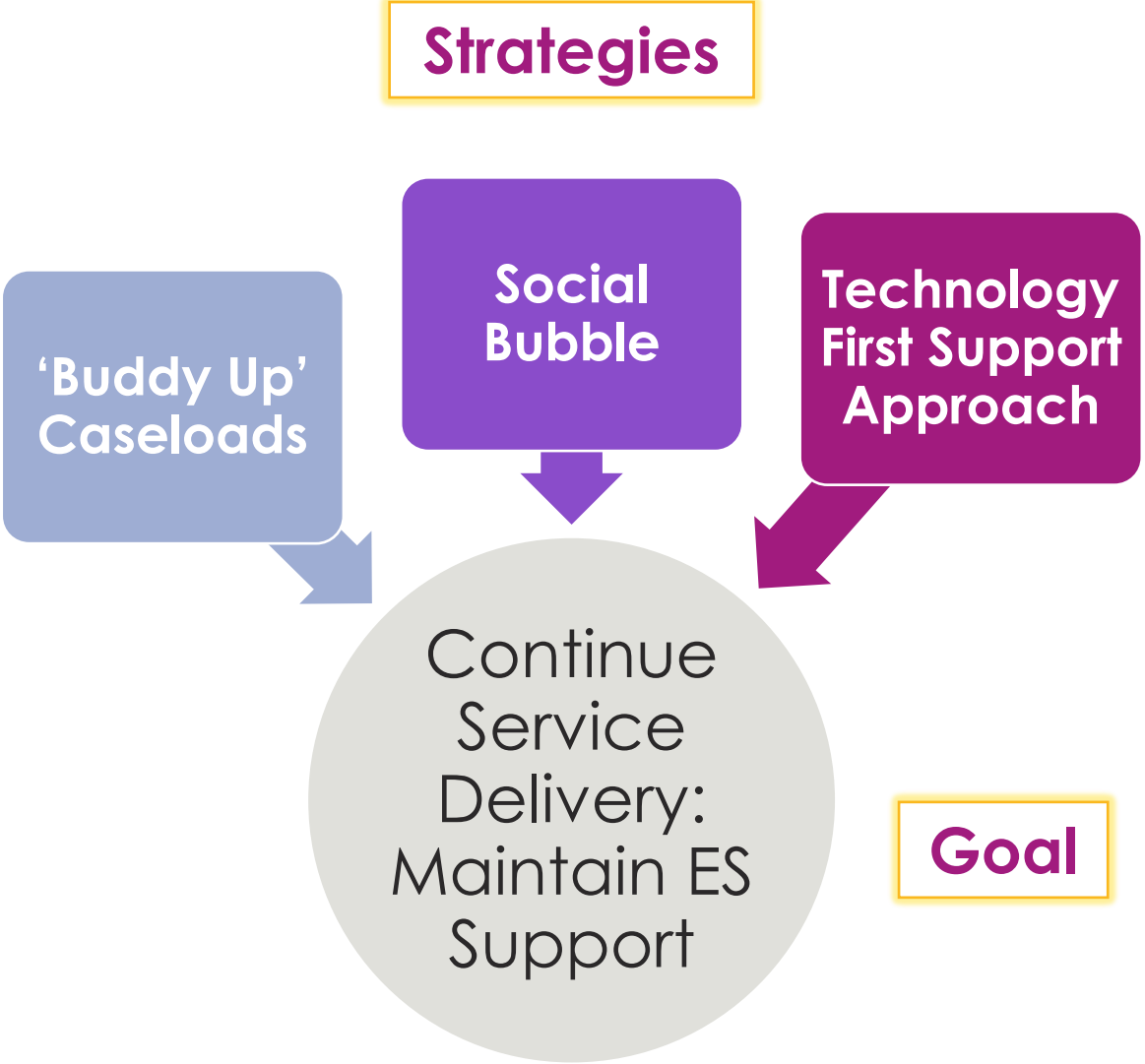| Goal	Strat #	Strategy	Resources, Staff, Partners	Does it work?

Goals: Address Potential Gaps

Each organization has different needs and areas to plan for. Here are some examples of common challenges currently faced:

- If a staff member is unable to work, what happens to their case load?

- If a significant number of employees cannot come to work, how will your organization keep services moving?

- If a participant cannot meet in person, how will services be delivered?
    - If they don't have internet?
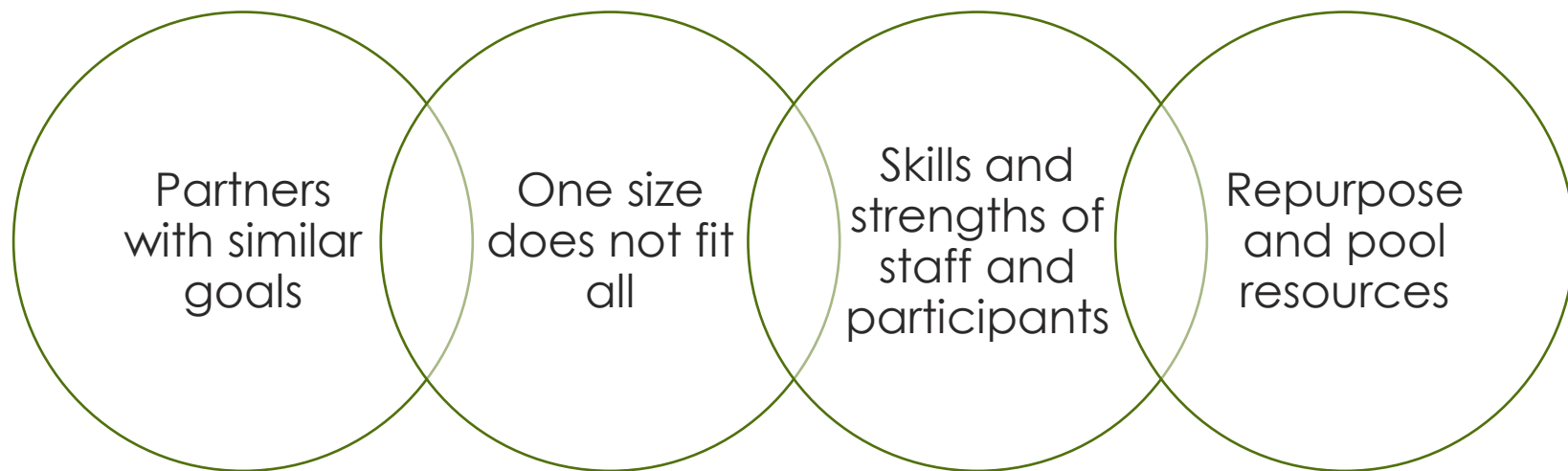   - If they don't have experience using video conferencing application?

Identify Strategies to Meet Goals

Consider **multiple strategies or layers** to achieve the goal.

Strategies

'Buddy Up' Caseloads

Social Bubble

Technology First Support Approach

Continue Service Delivery: Maintain ES Support

Goal

Resources, Staff, and Partners

To meet goals and strategies, you need to have the resources to get the job done.

Partners with similar goals

One size does not fit all

Skills and strengths of staff and participants
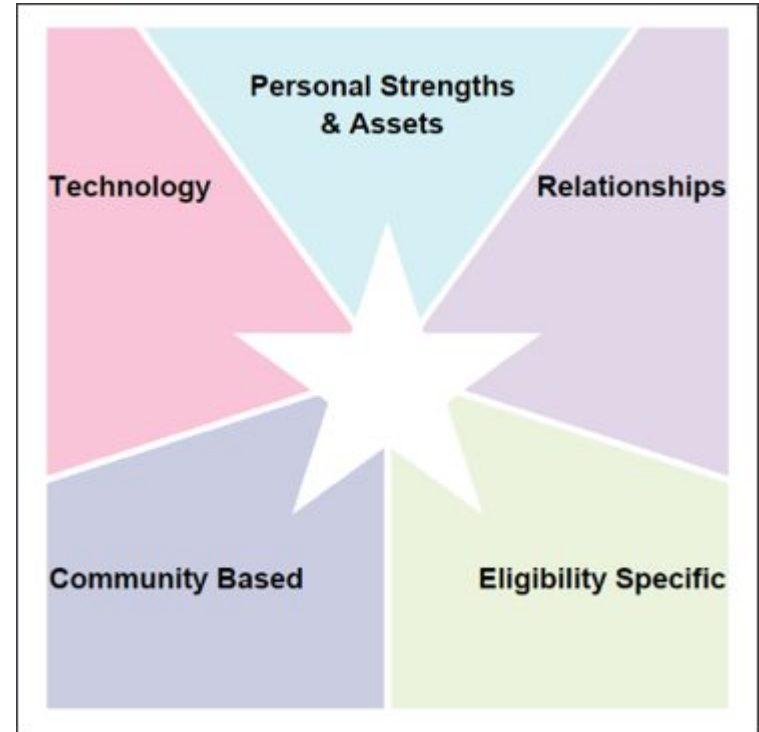
Repurpose and pool resources

Resource Planning

We can consider supports and resources from different areas.

- Technology
- Personal Strengths and Assets
- Relationships
- Eligibility-specific Supports
- Community-based supports

Given Covid-19 limitations, it may be beneficial to consider **technology first.**
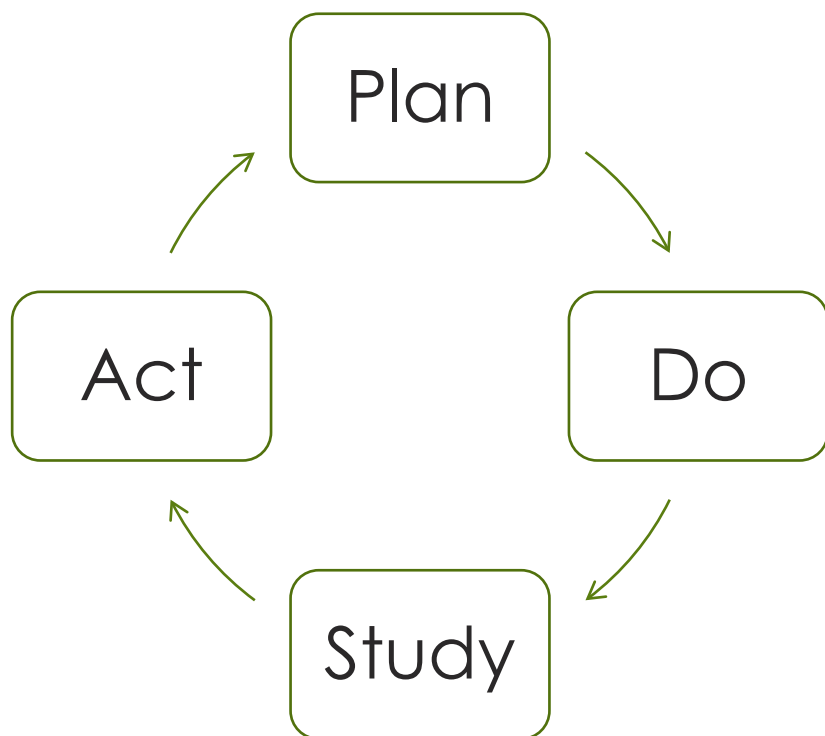

LifeCourse Integrated Supports Star

Poll

In response to the pandemic, are you using technology more to do your job?

Communication Plan

Strategies and plans only work if people know what to do.

Strat #	Message	Format/ Method	Who Initiates	Who Receives	Timeline

Does the Plan Work?

Plan → Do → Study → Act → Plan

We've all learned we need to be **creative, flexible, and adaptive** to the changing landscape.

It's important to **evaluate and pivot** to make things work.

Evaluate your approach and plan on a regular basis.

Participants: Expectations, Supports, and Skills

Preparing Participants: Expectations

Set up front expectations so that if/when things change, everyone is prepared.

Service Delivery

- Staffing
- Schedule
- The way services are delivered

Employment

- Job Market
- PPE and Precautions
- The way you work and get support

Participant Supports

| Transportation and access | Direct support | Resources | | Communication | Adapting work skills and environment |

| Support | | Skills |

| Health, Basic Needs, Security |

Participants: Skills

While participants may be in different places in the employment process, they will need skills to change the way they operate and respond through Covid-19.

- Ensuring health, safety, and financial security
- Participating in job or employment process differently
- Job market or work looks different
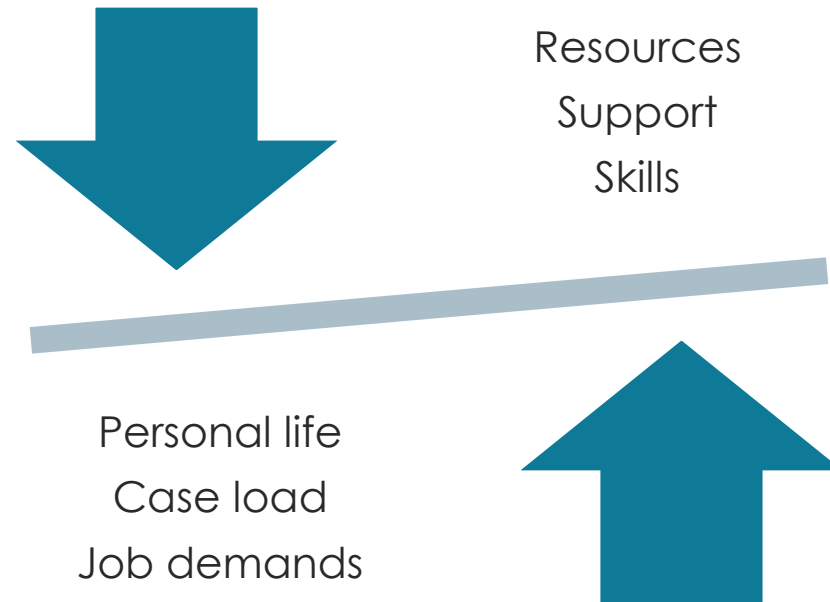- Support mechanism may look different

Proactively prepare participants to operate in contingency plans.

Preparing Staff: Managing Needs and Supports, Caseloads and Workflow

Preparing Staff

"People who are struggling are not lazy. They are tired and overwhelmed."

- Judy Warth

Resources
Support
Skills

Personal life
Case load
Job demands

Preparing Staff: Managing Needs and Supports

Staff whose have adequate **resources, support, and skills** are more likely to be successful.

It's important to **take an inventory to address needs** and identify where additional support and training are needed.

Flexible Schedule

Leadership Support

IT Equipment

Employment Specialist

Mental Health

IT Knowledge and Skills

Social Supports

Caseloads and Workflow

Planning caseloads and workflows employment services requires preparation, regardless of Covid-19! A greater level of planning is needed when considering the priorities, conditions of employment, and changes for employment specialists, participants, and communities. Consider:

- Technology
- Buddy Up
- Social Bubbles
- Flexible work schedules

Small group discussion.

Resources

Resources for Providers

EEOC: Pandemic Preparedness in the Workplace and the Americans with Disabilities Act: https://www.eeoc.gov/laws/guidance/pandemic-preparedness-workplace-and-americans-disabilities-act

NASDDDS: Re-Opening Information for Employment and Day Service Providers: https://www.nasddds.org/news/re-opening-information-for-employment-and-day-service-providers

NASDDDS: Day Program and Employment Services Re-opening Support, Guidelines, and Resources for States

Questions?

Contact us
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Learn more
www.invrtraining.com

References

Charting the LifeCourse Nexus (2020). Integrated Support Star. Charting the LifeCourse: https://www.lifecoursetools.com/lifecourse-library/foundational-tools/person-centered/

National Association of State Directors of Developmental Disabilities Services. (2020). Day Program and Employment Services Re-opening Support, Guidelines, and Resources for States. https://www.nasddds.org/news/re-opening-information-for-employment-and-day-service-providers

Warth, J., Blumhorst, J. (2020). APSE Webinar: Strategies for Providing Remote Employment Supports: https://register.gotowebinar.com/register/50440504929734926

World Health Organization (WHO): https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf?ua=1

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