

# Community Participation Supports Emerging Practices Webinar

*Central Region*

Sheila Theodorou

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- Welcome
- This is the third in at least four Webinars on innovative, remote Community Participation Services
- These remote services were a necessary outgrowth of the COVID 19 Crisis and the need for social distancing.
- The response to remote Community Participation Services has been overwhelmingly positive with requests for this service option to be continued after the crisis.

- About three months ago we requested CPS Providers statewide to submit descriptions of their innovative services.
- We had an internal committee review the numerous submissions, to identify Agencies in each region that could give a taste of the possibilities offered by remote services.

- Today we would like to Present 2 remote CPS services that operate in and around the Western Region.
- Our agencies and presenters today will be:

IFC Services Inc, Inc.

Cory Sisto, COO

Kristy Heeter, CPS Program Director

Kristen Kazmarski, Site Supervisor

Keystone Human Services

Erica Kishpaugh, Employment Services Director, Central ID



# IFC Services, Inc

*Cory Sisto, COO*

*Kristen Kazmarski, Site Supervisor*

# IFC Services, Inc

{ Cory Sisto, COO  
{ Kristen Kazmarski, Site Supervisor

Then, Now, and the Future

# Program Demographics

Participants: 60

Staff: 48

Avg Age 36, Higher SIS scores, most participants dual diagnosed, complex behavioral health needs; standard distribution of physical health diagnoses and risk factors for COVID

Mount Union, Huntingdon County (Rural!!)



# Barriers

Huntingdon Co has the highest COVID Infection Rate in Central PA (684 cases per 100,000 people)

Two State Correctional Institutions

Poor compliance with public health guidelines

Poor testing capacity with primary health provider (~14 day turn around times)



# Initial Actions

Program closed on Friday, March 13<sup>th</sup>.

Our focus at the time was continued engagement with participants through COVID Conscious activities (multi-county scavenger hunt, drive-in movie @ CPS program, letter writing campaigns, themed activity nights, etc.)

Heavy reliance on social media to share experiences and maintain bonds between folks.

In early April, we recognized that the program was not opening any time soon- it was time to reinvent the model.





Virtual programming was our choice.

Assessed IT capacity/interest in participation

Completed interest inventories and interviews

Developed weekly programming schedules and prepared materials/distributed

Distributed equipment

This was an 'all hands on deck' effort. We went live on 4/20/20 after a week of planning.

# A New Approach

Participants in our residential programs were easy to engage and insure IT resources.

Outreach to other residential providers and community members was a constant



Family Participation

Scheduling

**ATF Zoom Class Schedule – Week 1**

Start Time: 9:00 AM Time Interval: 15 minutes

Time	Monday	Tuesday	Wednesday	Thursday	Friday
9:00 AM	Game Groups: 1 & 2	Game Group: 2	Art Group: 1	Art Group: 8	Game Group: 1
9:15 AM	Intro to Zoom Program	Game Day: Yahtzee w/ Kaz	Arts & Crafts w/ Heather	Arts & Crafts w/ Heather	Game Day: Yahtzee w/ Kaz
9:30 AM		Socialize w/Friends			Socialize w/Friends
9:45 AM		Materials Needed: *Refer to packet	Project: Pinwheel Materials Needed: *Refer to Packet	Project: Pinwheel Materials Needed: *Refer to Packet	Materials Needed: *Refer to packet
10:00 AM	Game Groups: 4 & 5	Game Group: 4	Art Group: 3	Art Group: 7	
10:15 AM	Intro to Zoom Program	Game Day: Yahtzee w/ Kaz	Arts & Crafts w/ Heather	Arts & Crafts w/ Heather	
10:30 AM		Socialize w/Friends			
10:45 AM		Materials Needed: *Refer to packet	Project: Pinwheel Materials Needed: *Refer to Packet	Project: Pinwheel Materials Needed: *Refer to Packet	
11:00 AM	Game Group: 6	Game Group: 5	Art Group: 2	Art Group: 5	Wellness Group: 2
11:15 AM	Intro to Zoom Program	Game Day: Yahtzee w/ Kaz	Arts & Crafts w/ Heather	Arts & Crafts w/ Heather	Exercise – Modified seated program w/ Stephanie
11:30 AM		Socialize w/Friends			
11:45 AM		Materials Needed: *Refer to packet	Project: Pinwheel Materials Needed: *Refer to Packet	Project: Pinwheel Materials Needed: *Refer to Packet	
12:00 PM	Game Group: 7	Game Group: 6	Art Group: 4	Wellness Group: 1	

# Act 1, Getting Connected

# Act 2, Development

Fine tuning groups/timing

Guest speakers and activities

Linking to community outings

Expanded participation



COVID Education was peppered throughout virtual programming pending reopening including virtual tours and updates.

Committed to maintaining the virtual component after facility reopened.

- Target Audience
- 'Studio Crew'
- Key Benefits
- Constantly fine-tuning/upgrading
- Inclusive programming between virtual / facility
- Unexpected wins!



# Act 3, Transition

# Act 4, Scene 76,495 (and counting!)

Potential closures drive our desire to expand model and insulate from impacts. Aligns with existing goals of increasing community time.

Balance of 2020:

- Site modifications to create a more permanent production studio (including mobile), 'test spaces', greenhouse, improvement of outdoor programming areas, etc.
- Increase staffing capacity to accommodate target of 100% CPS and remain COVID conscious. Vehicles too!
- Invest in IT for accessible community options
- Dedicate our 'studio crew' to the production of virtual content.
- Inclusion of online learning platform (Google Classroom) as repository
- Expand participation/inclusion of non-traditional participants
- Rethink our facility space to be mixed use- create our own 'community hub.'



Make our program a community hub with diverse activity/engagement

Free the program from past norms - program times, geographic boundaries, maybe licensing :) ?

Diversify participation – not just consumers, but guests and presenters

Incorporate other service lines and providers (eg. employment)

Expand community partnerships

# The Big Picture



# Keystone Human Services

*Erica Kishpaugh – Employment Services Director, Central ID*

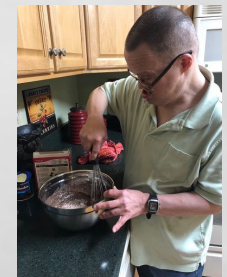
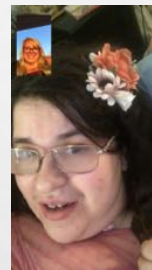
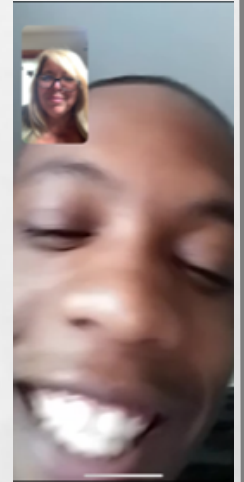


# **INNOVATIVE PRACTICES**

**IN EMPLOYMENT SUPPORTS**



# OVERVIEW



COMMITTED AND PASSIONATE EMPLOYMENT TEAM

COLLABORATION WITH RESIDENTIAL, LIFE SHARING, AND OTHER TEAMS

ALWAYS WANT TO LEARN, TRY NEW THINGS

WHAT WE LEARNED

# COLLABORATION WITH RESIDENTIAL SERVICES

## *CAREER ASSESSMENT*

WHAT WE LEARNED:

GOOD WITH

FOLLOWING INSTRUCTIONS

USING MEASURING CUPS AND SPOONS

USING APPLIANCES APPROPRIATELY

INCLUDING THE TIMER



# RESIDENTIAL CONTINUED

*JOB DEVELOPMENT*

SMALL BUSINESS

START UP



# COLLABORATION WITH LIFE SHARING SERVICES

*UNFAMILIAR TASK IN AN UNFAMILIAR  
PLACE*

USING ZOOM (IT WAS HARD)

BEING OPEN TO LEARNING NEW THINGS

WANTING TO DO THE JOB CORRECTLY

FOLLOWING INSTRUCTIONS

(DIPS BRUSH INTO STAIN AND APPLY IT  
TO WOOD ABOVE THEIR HEADS, ON THE  
SIDES ,AS WELL AS THE FLOOR)



# LIFE SHARING CONTINUED

## *CAREER ASSESSMENT*

UNFAMILIAR TASK IN A FAMILIAR PLACE

ASSESSED APTITUDES, INFORMATION

RETENTION, SPARKED A VARIETY OF

CONVERSATIONS



# CONCLUDING THOUGHTS

ALL SERVICES WERE FOCUSED ON THE PERSON, FIRST

THE EMPLOYMENT TEAM FOCUSED ON DEVELOPING RELATIONSHIPS WITH THE PERSON'S CIRCLE OF SUPPORT

TRY ANOTHER WAY ATTITUDE

GOOD TO KNOW IF A PERSON IS A FACE TO FACE TYPE LEARNER

MAXIMIZE THE USE OF TECHNOLOGY AS MUCH AS POSSIBLE



## Question & Answer Session

To submit a question for our presenters, navigate to the question pane of your GoToWebinar panel and enter your question in the text field.

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