

Region V Services

The mission of Region V Services is to provide desired training and supports that promote interdependence and relationships within community and lessen reliance upon agency services.

Principles

To fulfill its mission, Region V Services believes:

1. Every person has value.
2. Every person shall be treated with dignity and respect.
3. Every person is capable of growth and learning through community experiences.
4. Every person shall experience life in their desired setting.
5. Every person shall make decisions in his/her life and is responsible for the direction it takes.
6. Every person is protected by the constitution.

Goals

- Goal 1:** Region V Services will provide education/opportunities so that people make informed choices and experience desired outcomes.
- Goal 2:** Region V Services will support people in developing interdependent lifestyles by emphasizing personal relationships and community involvement.
- Goal 3:** Region V Services will provide a quality service system that is responsive and accountable to people, their families, and the public.
- Goal 4:** Region V Services will conduct public education activities to promote understanding, support, and full acceptance of all people.
- Goal 5:** Region V Services will provide staff with training and information necessary to provide quality services to people.

Quality Statement

Region V Services will promote quality by focusing on satisfaction, employee involvement, teamwork, communication, continuous improvement, and data-based decision making.



**Region V
Services**

(Biological Symbol for a New Beginning)



Region V Services' Position Paper

Summer 2000

Purpose of Position Paper

This paper will provide direction for Region V Services. Recent changes, external and internal, reflect a new era of services for Nebraskans.

This position paper is not policy. It is an attempt to anticipate the future of developmental disability services in Nebraska and plan for Region V's place in that future. This position paper was originally approved by the administrative directors in June 1995, updated and approved in October 1996, most recently updated during the summer of 2000.

Internal Forces

Mission

The mission of Region V Services is to provide desired training and supports that promote interdependence and relationships within community and lessen reliance upon agency services.

◆ **Outcome-Based Performance Measures**

We must continue to recognize and celebrate our success in promoting outcomes so that this is our standard mode of operation.

◆ **Growth**

As Region V continues to grow, we will need to change our structure and processes to accommodate the larger numbers.

◆ **Services for all Nebraska**

Region V desires to provide services to all those who require it. Services will be planned, comprehensive and principled.





External Forces

❖ **Consumer choice drives the system.**

❖ **Competition exists.**

We are experiencing competition in our communities. We will continue to see additional competition from vocational rehabilitation, private providers and groups that we have never considered competitors.

❖ **Funding will be determined by the Nebraska Health and Human Service System.**

Service coordination conducts an assessment for each individual that determines the intervention hours of support he/she receives. Our job is to help design the best possible plan within those intervention hours to help the person achieve their life goals and enhance relationships with family and the community.

❖ **Labor Shortage in Nebraska**

Nebraska is experiencing a severe labor shortage that affects our ability to recruit quality staff. We anticipate this situation will be even more challenging in the future and will require creative, intensified efforts.

❖ **Housing Shortage**

Many communities in southeast Nebraska are experiencing a shortage of affordable housing. This affects our ability to provide residential services in a timely manner and will require creative, intensified efforts.

❖ **Transportation issues**

Transportation issues affect where people live and work and our ability to serve people in their home communities.

❖ **Requests for services reflecting more diverse needs**

We continue to experience a greater diversity of needs, challenging us to think in non-traditional methods in developing services.

❖ **Federal legislation - Labor laws**

There are potential changes in labor laws evolving from both the legislative and judicial arenas that could impact our ability to continue to provide contract work in workshops.

❖ **School districts**

Our relationships with school districts are changing, with positive and negative effects.



Direction of Region V Services

To maintain the integrity of future services, this position paper is consistent with our mission. Discussion of the future will center on three distinct areas: people, staff, and organization.

People Served

We anticipate requests for new services to continue as the state addresses the waiting list. As current services are reevaluated, we also expect changes in what is currently authorized and provided.

- ❖ **We will develop services to meet the needs and desires of each individual. We will not put people in available openings when it is not in their best interest.**

Outcome-Based Performance Measures will be used to identify the minimal need and desired supports for the person. For new people, this should be done in their homes or at a neutral site, not in our workshop or office. Moving into the workshop or group home for an "assessment period" should not be the first option.

We should seek the answers to these questions:

- ❖ What job and living experience has the person already had?
- ❖ What are they interested in doing?
- ❖ Who do they know who might help?
- ❖ Can other providers be involved (Vocational Rehabilitation, Local Housing Authority, League of Human Dignity, etc.)?

- ❖ **All services will emphasize the establishment of natural supports.**

Natural Supports are types of assistance that are typically available to individuals who are not disabled to help them with access and participate in the **employment** and community **environment of their choice**.

- ❖ Our mission commits us to "lessen reliance upon agency services." This can only be accomplished if people in services become more independent and interdependent. Family, friends, co-workers and acquaintances make up the support we all need to lead a happy and fulfilling life.
- ❖ We know it works. Long-term success on the job and at home is many times more likely to occur when natural supports are in place.
- ❖ We are going to be asked to serve each person less expensively so the funds can be used for other people. Natural supports are less costly than staff supports.
- ❖ A person's pride and self-esteem are enhanced when he/she is more interdependent. We, as individuals and as an agency, should do whatever we can to increase each other's self-esteem. We will all benefit.
- ❖ **We will respect each individual and expectations will be high.**
 - Are the activities in which he/she participates challenging and interesting?



- Do these activities make efficient use of his/her time?
- How were supports and activities selected for this person?
- What benefits will these provide for this person?
- Has the person made progress? If no, why not?
- What has been done to personalize the activities to the person?
- Is the person involved in all decisions affecting his or her life?

❖ **Living supports will include a wider variety of options and reinforce the organization as a supporter/facilitator.**

- ❖ May be provided in any community.
- ❖ Increase in supported settings (live-out and Extended Family Homes).
- ❖ Individuals may rent their own homes and take care of utilities, food, etc. Region V would provide only staff time.
 - This is a cost effective model for small, assisted residences.
 - Allows for least reliance on agency.
 - Burden of locating housing and furnishing home may be handled by person or their family.
 - Individuals may be eligible for other types of assistance.

❖ **Vocational and day services will include a wider variety of options and make a difference in a person's life.**

- ❖ We recognize that a person's work is an important part of a person's self perception and how the person is perceived and **valued** by others. We must demonstrate that we value his or her time and life.
- ❖ We should attempt to provide services in an integrated setting. When possible, this should be full- or part-time competitive employment.
- ❖ We should use the "place-train" model with employment consultants (job coaches) helping to align natural supports.

❖ **The role of our workshops will be redefined.**

- ❖ People in our workshops who are preparing for a job in the community will be in an intense, realistic program focused on reducing barriers to placement.
- ❖ The work environment will be as realistic as possible. The behavior and productivity expectations should be similar to what exists for everyone else in the community.
- ❖ People should receive training on searching for a job, resume preparation, application completion, and interviewing, etc.
- ❖ People should receive needed therapies. They should be provided in as typical and useful environment as possible.
- ❖ If a person is doing sub-contract work, he/she should be able to make "real" money (at or moving toward prevailing wage). We should use equivalent jobs in the community when they are available.
- ❖ "Options" or retirement will be readily available for persons for whom employment is not desired. Many activities will take place outside the workshop setting.

❖ **Simulated work does not have a place in our workshops.**



Staff

- ❖ **The organization will retain its commitment to full-time employees with a competitive benefit package for long-term stability.**
- ❖ **Opportunities for staff to continually grow and develop professionally and personally will be available.**
- ❖ **We offer staff schedules and training that are diverse in their times and locations (to meet a wider variety of service requests).**
 - ❖ To maintain full-time status with corresponding benefits will require greater flexibility on the part of the employee and Region V Services. The employment hours will be there, but they may not be at the same place at the same time.
 - ❖ We will focus on being responsive to peoples' changing needs and desires.
 - ❖ Recruitment emphasis will be on people who can meet a wide variety of needs. Respecting all individuals for their capability to learn and supporting them to make informed choices is an important aspect of the job interview.
- ❖ **We will be continually asked to produce more with less.**
- ❖ **Outcome-based, person-centered supports, will result in added value to staff.**
 - ❖ Satisfaction of making a significant difference in peoples' lives by helping them reach their own goals.
 - ❖ The demands of the job focus on providing supports desired by the individual rather than something required by a faceless bureaucracy.
 - ❖ Paperwork requirements that are efficient and accountable.
- ❖ **Training emphasis will include technical aspects, as well as stronger organizational values, teamwork and outcome-based processes.**





Organization

Organizational changes that we may experience in the next five years. All issues are projections in relation to our mission and external issues.

❖ **We will have to change our organizational structure to deal with issues of growth.**

❖ **We will expand services to more communities with the following benefits:**

We will better utilize natural supports of family and communities.

We will have a larger labor pool.

We will have more job opportunities for people served and staff.

❖ **Geographic boundaries will not be seen as barriers.**

We will not be limited to the 16 counties of Region V or the state of Nebraska.

❖ **Transportation will change.**

We will explore how to improve transportation in rural communities. (Families, other organizations and the communities themselves will help us rather than expecting Region V to fill all transportation gaps.)

❖ **Our information and communication systems will improve.**

Computers and technology will play a larger role in the future. We will develop a web site. As we serve a larger area, we will empower staff to make more decisions at every level. We will need to have sufficient information and guidance to make those decisions.

❖ **We will continue to review our organizational chart, position descriptions and overall structure to create a more flexible, responsive system built on strengths of our staff.**

As we develop more personalized services, jobs will be changing. We will continue to work closely with staff in making changes.

❖ **We will continue using full-time employees who earn benefits.**

This will require greater flexibility on the part of the employee and Region V for schedules and job responsibilities, but we must not lose sight of the stability full-time workers bring to the organization.



❖ **Our compensation plan is dependent upon the parameters of the funding system; we must not spend more than we earn.**

❖ **Service development will change.**

With a "managed care" concept of intervention hour approval, our most significant challenge will be to develop services that provide people with the minimum supports necessary. We will shift our emphasis beyond the traditional workshop/group home structures.



❖ Assumptions

- ❖ Many new requests will be for supported (part-time) services, not assisted (full-time).
- ❖ Service requests may be in geographic locations other than our traditional service areas.
- ❖ Amount of live-out and in-home requests will increase, both from new requests and potential reductions of current services.
- ❖ The desire (agency and individual) for smaller residential settings (1-3 people) will continue.

❖ The focus of what happens in our facilities will evolve as we provide desired supports.

The present workshop and administrative office buildings will remain in use for the foreseeable future. The building could be used as a home base. In some locations, there may be job opportunities for people in services. People will also receive therapy and participate in "options" or "alternative services" and other constructive activities.

❖ We will provide services to individuals with a wider variety of disabilities and needs.

We will not limit ourselves to serving only people with developmental disabilities. Our concern should be whether we can meet the person's needs in a quality fashion with adequate reimbursement.

❖ Management will emphasize accessing additional revenue from diverse sources to accomplish desired outcomes, not simply "managing" an established budget.

❖ Community and family education will need to emphasize partnerships and the value of people served to change the image that Region V can be all things to all people for all time.



Region V Services

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