Preparing Provider Staff for Cultural and Systemic Changes in our Future Service Models
Who are we?

DDAWNY is....

WNY Training Institute is....
Why did we plan this project?

• OPWDD leadership had envisioned that the future service delivery system would be more community based and began planning the People First Waiver.
• We recognized that future services will be delivered in peoples own homes and other community settings.
• It was clear to us that staff needed to embrace a new philosophy to prepare for this future.
Our plans for the project were

Prepare staff through seminars to:

• Not only be accepting of the changes that new service models would involve,

• But, also to champion the new models of individualized, person centered services.

• And learn to use new tools and strategies to support the changing environment.
How we did it

• Hosted a series of full day seminars to support future cultural changes.
• Brought nationally known speakers and experts on community based services to WNY to excite, teach and challenge staff.
• Partnered with local foundations to underwrite the cost of keynote presenters and logistical costs.
Renewing the Passion – Al Condeluci

• Attended by 500 mid-level management staff.
• Increased staff acceptance of community based services by delivering new concepts in developing Social Capital.
• This concept supports use of community resources and development of natural relationships for people with developmental disabilities.
• Use of facilitators to support larger audience in small group work.
• Hosted a parent session to reinforce the message.
Person Centered Practices and Risk – Michael Smull

- Attended by 500+ managers and clinicians
- Presented new models of person centered thinking that support new individualized services.
- Also presented new risk management tools and strategies that staff could use to support community based service designs.
- Again, hosted a parent session to reinforce the message, empowering families.
Building Community Connections – Bob Sattler

• Attendance limited to 350 participants
• Stakeholder teams were invited including staff, people served, and families.
• Delivered new planning tools to empower people to develop meaningful connections in their own communities.
• Learned about the concepts and differences between “being present”, and actually participating in a more inclusive community.
As a result of our work

• Post training evaluations report staff were highly motivated to support change in the service system,

• Staff reported they were given new tools that they could put to use immediately.

• There is a deepened sense of collaboration between voluntary and state providers.

• Easily replicated in other geographic areas.

• Staff, people served, families are better prepared for the People First Waiver.