

Who's on First Expect, Employ, Empower = E₃

The Future of Employment for People with Disabilities in
Kansas

Steve Gieber, Executive Director KCDD

Meet the Players

- Department of Commerce
 - Wagner Peyser
 - Workforce Boards
 - Workforce Centers staff and the partners
- Department of Children and Families
 - Vocational Rehabilitation
 - Contractors and vendors
 - Temporary Assistance to Needy Families (TANF)
 - Contractors and Vendors
- KDHE
 - Working Healthy
 - WORK
 - Benefit Specialist

Meet the Players continues:

- Kansas Employment First Commission
- National Business and Disability Council
- Business Leadership Network (BLN)
- National Governors Association (Better Bottom Line)
- USA Jobs
- Project Vision
- Hire Heroes
- Getting Hired
- Job Accommodation Network

And More players

- KDADS
 - MCO's
 - MCO subcontractors United Health Care Empower Kansas Grants \$1.5 million
- CDDO's
 - Service Providers
 - Supported Employment Providers
- Families
 - People with Disabilities
- State Board of Education
- Federal Department of Labor
 - Workforce Innovation and Opportunities Act (WIOA) Advisory Council

Even more

- Kansas Commission on Disability Concerns
 - Disability Mentoring Day
- Kanas Council on Developmental Disabilities
 - Project Search
 - Employment Systems Change Grant
- Mental Health Centers
 - Supported Employment Providers
- Centers for Independent Living
- Federal Department of Labor
 - Office of Disability Employment Policy (ODEP)
- KU Assistive Technology for Kansans
 - Agribility
- VA
 - Wounded Warriors

And more

- SSA
 - Work Incentives Pass Plans
 - Impairment Related Work Expenses (IRWE)
 - Work Incentives Planning and Assistance (WIPA)
 - Ticket to Work
- Schools
- Transition Councils
- What about Employers and Employees?

GAO Study 45 Programs 9 Federal Agencies

- Early Intervention
 - Slow the Flow
 - Youth Transitioning
 - Workers (experience on the job)

Promote

Employer Engagement

Competitive Integrated Employment

Collaboration Coordination Efficiency

Measurement and Accountability

SSI Employment Support Pilot KDHE

- July 1, 2015 (Pending CMS approval)
- Target 400 SSI recipients over 16 on I/DD PD Waiver Waiting List
- \$1,500/month to purchase services
- Medical via KanCare
- 40 hours/month integrated competitive FICA withheld Self Employment Counts if over 1/4ly earnings standard

VR Services

- 1624 people in 2011 gained employment at a cost of \$35,219,083 all funds. (\$21,686)
- “End Dependence” is a new employment project that is planning on adding an additional 400 people at a cost of \$5,000,000 annually (\$12,500)
- Total paid to contractors vendors?

WIOA System Change

- Current system (fragmented)
- Work Disincentives
- Variation in Services and Programs
- Service “SILOS” Inhibit Creativity/New Approaches
- 57% of PwD not engaged after age 19
 - (not working not learning)

Promising Approaches

- Guidepost to Success
- Ticket to Work changes (pilots)
- Maryland Seamless Transition Collaboration
- Promoting Readiness of Minors in SSI (promise)
- Oregon Youth Transition Program
- Self-Directed Employment Services

KCDD Employment Grant

- Current System perfectly designed to get the results we are getting.
- Based on our current structure, what needs to change to get more employment outcomes?
- Resource 2014 Employment First Report
- Workforce Innovation and Opportunity Act WIOA concepts
- Systemic Change

WIOA Signing

- President Obama stated, “WIOA will help workers, including workers with disabilities, access employment, education, job-driven training, and support services that give them the chance to advance their careers and secure the good jobs of the future.”

WIOA Core programs

- 1. Adult, Dislocated Workers, & youth formula
- 2. Adult Education and Literacy programs
- 3. Wagner Peyser Act
- 4. Vocational Rehabilitation
- Must submit a Unified plan that includes common goals and strategies

WIOA Reforms

- Core Programs must Develop a single 4 Year Plan
- Must Measure Effectiveness of Service to Employers
- Third party evaluation every 4 years
- New National Advisory Council
- Training and Post-Secondary Credentials
- Job seekers who are basic skills deficient and low income a priority

WIOA PwD Improvements

- Physical and Programmatic Access
- Youth extensive Pre-Employment Transition Services
- 15% of VR funds set aside for transition
- VR State Grant Programs to engage employers
- 20% of youth funds for on the Job Internships
- Registered Apprenticeship and Pre-App training

WIOA Rehab Act

- Transfers Independent Living Centers and Assistive Technology from RSA to Administration on Community Living ACL
- Requires VR to make Pre-Employment Transition Services available
- Requires a 15% set a side for Youth Transition
- 1/2 of Federal Supported Employment to fund youth with the most significant disabilities
- Employer engagement emphasis
- Priority to those at risk of losing their jobs

WIOA Board Changes

- Reduces the required board members to business lead and the 4 core programs
- No longer requires a Youth Council
- At the discretion of the board they can form these committees
 - One Stop Partner Issues
 - Youth Services
 - Services to Individuals with Disabilities
- Boards are authorized to solicit grants and donations from non-federal sources

Disability Changes

- Limit the use of Sub-Minimum Wages
- Requires agreements and plans between state VR systems Medicaid Systems and IDD Agency
- Defines
 - Customized Employment
 - Competitive Integrated Employment
 - Role and requirements of the General Workforce System in meeting the needs of people with disabilities

Limitation on the use of Sub-Minimum Wages

- As of 2016 a series of steps must occur prior to anyone under the age of 24 be placed in a job paying less than minimum wage
- Schools are prohibited from contracting with sub-minimum wage providers for “Transition Services”
- Legislative definition of “Competitive Integrated Employment”
 - Full or part time, minimum wage or higher, same benefits, fully integrated with co-workers

Definition changes

Supported Employment

- Integrated Competitive Employment
- Short term basis working towards competitive
- Customized Employment (defined)
- Support services extended from 18 to 24 months
- Supported Employment State Grants
 - $\frac{1}{2}$ must be used to support “youth with the most significant disabilities” (up to age 24)
 - Qualify for extended services up to 4 years

Post Secondary Options

- Post secondary allowed fund technical assistance to better enable individuals with intellectual disabilities to participate in post secondary educational experiences

Get to Know Your “One Stop System”

- Requirements for the general system to meet the needs of job seekers with disabilities
 - Boards may include community organizations
 - Ensure sufficient service providers to meet the career and training needs of PwD.
 - Career paths for individuals with disabilities to enter and retain employment
 - May have standing committees on services for people with disabilities
 - Governors may reserve 15% of funds for use in specific areas including disability employment programs

Profit Models

- Customer Solution
- Pyramid Profit
- Switch board
- Time profit
- Quality model
- Blockbuster
- Profit multiplier
- New product
- After sales
 - Adrian Slywotzky



Customer Solution Model

- High front end cost
- Research and solution development
- Long term customer service
- Long term service profit over time
- Find develop other customers who need the same solution

Switchboard Profit Model

- Control a critical mass of the resources
- Higher bargaining power and profit potential
- Examples: agent representing writers and actors

Other Profit Models

- Time Profit- quick to market high return
- Profit Multiplier one asset mine multiple profit streams
- Entrepreneurial Profit- frugality in all things
- Installed Base Profit- low cost machine high profit parts
- Brand Profit- Nike, Coke, Budweiser

Other Profit Models continued:

- Specialist Profit-lower cost through better knowledge windfall profits because of replication of high value high margin solutions
- Specialty Product model-market niche patents, or trade secretes.

Other Profit Models continued:

- Value Chain Position he that owns the control point sets the pace
- Transactional Scale profit cost per unit rises more slowly than revenue risk
- Local Leadership Profit purchasing power more stores better locations savings in recruitment advertising etc. ex. Starbucks
- Multiple Component Base Business plus other components to share cost

Other Profit Models continued:

- Cycle Profit drives down cost leads the price up and lags the market down
- After sales profits
 - Big ticket items with low ticket add ons
 - Price sensitivity is low on low ticket items

Employment Myths

- Architects of life
- All it takes is Passion
- Love of the work
- One perfect job
- Don't know what you want
- People are pushed
- Must be a market
- Sense of purpose
- Hundreds or more
- Fulfillment, connection responsibility and some excitement

What Does Business Care About?

- The time you take to understand their business
- Low risk
- Your reputation and who else does business with you
- What will they get (outcome)
- The most value for their time and money

Three Key Factors of Business

- Assessing the external climate and realities that it operates in
- Identify the financial targets it must meet
- Strategically direct the internal activities that it depends on to meet the financial targets
 - Business is dynamic and must constantly reassess and change

Model	Beneficiary	Income Source
No market	Not able to pay	Government or nonprofit org
Limited market	Some ability to pay	Nonprofit
Low profit market	Potential to pay	Nonprofits developing into for profits

Business Drivers

Lead conversion	Customer share	Customer retention
Cost	Compliance	Time saved
Sales velocity	Collections	Profit margin
Labor cost	Less Waste	Market share
Inventory turn	Downtime	Productivity
Turnaround	Time to market	Employee turnover

Industry vs. Workshop

- Industry 4000 units @\$4000
- 100% productivity
- 20 workers @ \$100= \$2000
- Building 2000 sq. ft. = \$200
- 2 Supervisors= \$500
- Equipment = \$250
- Administration= \$250
- Total \$3200
- Profit or loss +\$800
- Workshop 4000 @ \$4000
- 50% productivity
- 40 workers @ \$50= \$2000
- Building 4000 sq. ft.= \$400
- 4 Supervisors = \$1000
- Equipment= \$500
- Administration= \$500
- Total \$4400
- Profit or loss -(\$400)

IF we are to be
successful we must
understand business
and their needs

Why should the business buy what you are selling or hire
the person we are representing?

Success in Employment depends on our answer to

Who we are in relationship to	Values, Energy Mission Attitude	Role
What we do in relationship to our	Goals Plans Focus	Goal
How we	Organize Manage time, take action and engage others	Time

Resources

- RespectAbility.com
- Workforce One 3
- Mathematica
- NIDRR
- Department of Labor web site