****

**Closed Captioning Transcript**

**Defining the Employment Research Agenda**

**August 29, 2017**

**Recording available at:** [**https://umb-ici.adobeconnect.com/p9g8qe76woxs/**](https://umb-ici.adobeconnect.com/p9g8qe76woxs/?OWASP_CSRFTOKEN=38426c90b87929dec462b41f9d2484150e3e68a0348ca5353cc0846b244a160c)

>> Thank you so much for joining us, my name is Allison Hall at the University of Massachusetts Boston. Thank you so much for joining us today. Please feel free to introduce yourself in the questions and comments box. And thank you so much for the voting and for the polling that we have been doing. I like to start with this dream job poll, because your dream job is really important. It is may be what keeps you going, maybe what you aspire to. It's important to all of us and also important to people with disabilities and it is something we should be thinking about when we think about employment for people with disabilities. And what is important in your dream job. Flexibility, fame, contributions you make to the world, the hours, the pay… so it seems like we have a very wide variety. Acupuncturist, rockstar, I can't go through them all but I'm just scrolling through teacher, singer. I really just wanted to take a moment and think about something for, our dream jobs, and keep that in mind when we think about the people with disabilities we are supporting. Just looking at who is here, we have a good amount amount of IDD state agency staff from vocational rehab, educators, family members, a couple of self advocates. Providers, case managers, service coordinators, and some others. And if you said other, please feel free to write that in the questions and comments box, and we will have that questions and comments box posted throughout the webinar.

>> I think we can move into the next layout. Just a little context before we jump into the main event. First of all if you are new to our series of webinars, welcome, and welcome back to the rest of you. This is a 44 minute session. We try to be very close to that. No more, no less, because we found that that amount of time can really engage people. Thanks for hanging in with us for the next 44 minutes. We call this the 44 series because when we started at about two years ago, there were 44 states that that had some type of employment first policy. Those are policies that make employment in the community the preferred option for any adult with intellectual or developmental disabilities or IDD who is getting state services. But today, two years later, almost every state has some type of employment first policy or initiative. That is the good news. In these webinars we switch back and forth between a couple of different formats. Some webinars if you have been involved in them are more of a conversation, where we have panelist and presenters weighing in on a hot topic and feel. Others are more research focused and that is the format for today's webinar. All the research we share in today's webinar is fresh and new so you're getting a first look at it. It's the rehabilitation research and training seminar. So we call it the RRTC. Research project here at the ICI so in here say RRTC that's what we mean. The RRTC us ThinkWork a group of projects that ICI that address employment people with IDD. As I said the questions and comments text box is there, because of the number of people this webinar we have everybody muted but please feel free to type in questions or comments. If we don't get to them during the webinar, there will be a couple of minutes after the webinar where we can stay in chat online.

>> I just want to give you a quick run through of our partners. National Association of State IDD directors, ARC, APSE, University of Minnesota, research and training center on community living. And those partners have been really important in all of our work and we will hear about some of the work there been doing today. Today's webinar we feel is special because we are kicking off an initiative called the state of the science. Events and activities that started in the summer with some in person presentations, and we are going to be moving through the fall, getting the online portion started. I will be presenting with my colleague John Kramer who is also a researcher here. We will give you some context about the research we are doing and what the state of the science initiative is about and then John is going to tell you about some ways you can participate and contribute directly to our research. We're really excited to show you how you can get engaged with us and help us advance the employment research agenda. And then we will hear from Max Barrows, a super active partner from Self advocates becoming empowered. Let's jump in and I can tell you a little bit about the research our team is doing and why it should matter, why it is important. This next slide starts with a quote from Matt's -- Max Barrows. When we were talking about why employment first is important and why it should be important to everyone. He said employment is way for people with disabilities to give to the community and see what we have to offer. We are givers, not just takers. Really focusing on people with disabilities as contributing to their communities. I think that is just a really poignant an important quote and we will follow up with Max a little bit later to talk about what he means when he talks about people with disabilities as givers. This next slide nine needs to be -- researchers are very interested in what research says. It's really important to understand and to talk about why research should matter for everyone and be applicable to everyone. The cartoon says there is a doctor and the curtain and she says you have high cholesterol and what drug commercial do you like best so I can prescribe something? And the patient looks a little shocked and that's not what we want to hear when we talk to a doctor. What strategies or treatments or cures has research proven to be effective. And employment consultants on these people and groups were trying to of all the system to increase employment. We know from research that their strategies that were. Our intent here is to help bring these strategies to scale. So more people with disabilities can benefit from them. This next slide is an image about how we think about the RRTC. We try to address the four green circles- providers, employment supports (direct support professionals) individuals and families, and state level policy and strategy.

>>our goal is to share findings with you all and to get your feedback to inform our work going forward and tohelp set the agenda for future RRTC research the primary goal of the initiative increase employment of people with IDD and Employment First model. We have been really deliberate about involving project partners take holders advisory board members and select outside experts our target audience and employment providers and policymakers. A six-month time span with multiple venues. we have developed some draft papers each of the specific -- areas and we had experts weigh in and they are continuing to evolve and those are going to be available for you all to download at the end of this webinar. We participated in national regional conferences and talked about some of these findings at APSE, the arc, AAIDD. We will then do a series of online events with discussion forms. And John any -- in a couple of minutes will be giving us more detail about that and then we are ending with an in person DC conference for the fall of 2017, where we will invite key policy makers researchers and other key stakeholders – we will talk about critical findings issues and next steps in planning. It's a really deliberate attempt to integrate audiences in different stakeholders in the work that we are doing. That's what the state of the science initiative is about. In a nutshell. As I said, John will be giving you some more information specific way about the online portion of the state of the science. I think the goal here is pretty clear. We're trying to develop a knowledge to action agenda that will help shape future priorities and move research findings into everyday practice. We want our research to matter in the field, and we want to make sure that our research reflects what is meaningful in the field. So these types of activities like the one we are doing today is an attempt at that. Next we are going to go into a very broad overview of our major findings. This is a very large project so we are really only going to skim the surface here on some key areas. John Kramer is our lead on family engagement research, he is going to dart us off. John, I will turn it over to you.

>> Great, thank you Allison. What do we mean by family engagement in employment? One of the things that we have found as we have the -- is that family can be the most influential part of successful employment life planning. Yet they really often lack the knowledge to move employment from an abstract thought to a real job in the community. And so we studied the research, the literature, we found a few key things. We also asked family members about their experiences -- and we also are conducting an online engagement intervention with the intent of sharing other new innovative ways of the employment process. And so out of the efforts, we have found that family modeling… shaped people's experiences with respect to work. Engaging families there is more of a focus around employment. And as a goal overall. And then also there are the two influence the employment process. Language and poverty have their own values all affect engaged in the system. Can frustrate families. Not only navigating to run system but sometimes navigating how to give conflicting information families. How the system lack capacity seen as uneven knowledge, and not enough time. We found that some families had more success, in their own families instead of formal services and this is something that we could learn from. There are a number of individuals with intellectual developmental disabilities who remain unknown to the service system. One participant talked about I brought my daughter to an agency for time and no never follow through. Very disappointing and some of the families frustration. If we help shape and the intervention with what families. This is the very beginning. At the end of a paper that that will focus more on some of the other findings as well. Allison, did you want to take it from here?

>> Thanks John. Focusing on what is potentially a link in the system this slide shows the importance of studying the work of employment consultants between the employer and job seeker and with the phrase, where the magic happens is right there by the lightning bolt. And the quote in the next page illustrates us as well. Regardless of the job seekers motivation skill experience the effect -- of employment specialist. We'll often depend on the effectiveness of the employment specialist. If they are good job seekers get jobs. Can jobseekers become unsurmountable. A key area of focus in our research. I will briefly describe the work we have done and I will be showing some quotes that illustrate the themes and findings that came out of the work that we did. We did some in-depth telephone interviews with employment consultants and exactly to find out what they're doing when they work with individual families employers how to make the reasons and what strategies they use to help maintain employment. It illustrates the partnership that is developed between the employment seeker and job department. Number one rule is united together as a team are going to find a job. Between the individual and the employment consulting. In the next point talks about the value that is based on the individual and here I will go back to the graphic I showed. With the green circles the individual and his or her preferences is really at the core of everyone in the system who is thinking and doing. What everybody in the system does goes back to individuals and his or her preferences. The employment consultants listen to the individual first and make sure their voices heard because it's very easy for that voice to get lost amongst agencies, the family, the state, employer if they are employed or other various community members and team members. Their voice needs to be weighed more than any other and again we are going back to that graphic, where the individual is in the middle of everything that a providers doing an employment consulting, and the state as well.

>> Another important piece of our work around employment consultants is talking about exactly how employment consultants spend their time. One of my colleagues, is developing a data tracking system which goes to an employment consultants more fun so employment consultants can really easily talk about how they are spending their time and ultimately we can be linking that to what type of outcome you are achieving. As an administrative activity. But not great to hear also. Employment consultants ours pending negligible amount of time and a job -- juxtapose this with what we know from our family engagement research that when employment consultants engage families around they are likely to have more success. I find room where employment consultants spend the time. They're spending significantly more time in their offices as compared to businesses or community settings. Thinking about how important is it for employment consultants to be physically present in their communities when supporting people, I suspect it's pretty important what when we look at where employment consultants are they are typically in their offices. So that is just a sample of some of the findings that have been coming out of our consultant research and next I'm going to briefly talk about what we are doing around organizations and organizational transformation. We know that organizational transformation for providers results from alignment or parallel between values vision and goals, but we also have data that says 89% a providers said facility -based services are still necessary. Things are definitely changing in part due to a change in federal landscape, but staffers still experience confusion about roles, feel unprepared to support employers and lack the necessary training. This is not a great time for states -- state systems researchers but research does show change driven internally and unnecessary based date goals and policies. We know that state goals and policies are important, but we also know that we need to affect change at multiple levels. So, specifically, this research is focused on influencing change at the provider level. This is the overarching context around organizational transformation. We have had several research studies around it, a Delphi panel, cases studies of organizations that have close sheltered workshops and transform the services in the development of a toolkit, and peer to peer intervention that will launch in the fall.

>> So we have some audience participation time here. Sheila, if you can roll out that please. Some of the work we have done in this area, we had a Delphi panel of experts that developed confirmed and rank the most critical elements in organizational transformation. We have a poll that if you look on the slide and look at the poll we are asking if the top three elements that you think are most critical for organizational change is a community partnership, person centeredness, a culture that values inclusion holistic approach communications researchers goal performance measurement customer engagement. Or professional development. I am looking at some of the responses that are coming in here. A lot of people are saying community partnerships are really key, so is person centered planning. Feel free to weigh in. And I do have an animal from the Muppet doing a drama -- drumroll. Clear and consistent goals, is the first one. A culture of inclusion and job placement process. In the Delphi panel rank these elements. They did say that all of the important and there's more information some of our policy research bring Employment First to scale. And APSE Employment First statement and make sure everyone who has a job wants one. We learned what the University of minutes. Partnered with the national Association of State DD directors that digs deeper on what states are doing for issues. And higher performing states. You can close that poll if you want. Thank you. On the next slide is the graphic. 10 countries are highlighted. My colleague Frank Smith developed an employment composite indicator that allows us to look at several different systems in each state so we looked at data that represents education. Vocational rehab and the IDD system to understand the dates are doing overall in terms of supporting people in employment. When looking at the systems together the map shows the top performers in blue, Washington, Oregon, Colorado, South Dakota, Idaho, Maryland Delaware were the top performers. The very and that's where we have begun our case study research. We found evidence systems at multiple levels. A very strong emphasis towards -- in employment as a priority. I'm going to stop here we have giving you a very broad sampling. I'm going to turn it over to John Kramer to talk about some of the ways in which we are soliciting feedback. And put on these findings from a variety of audience is. John, I will turn it back to you.

>> Before I proceed. As Allison I talked about that one of the ways that we are trying to get feed back from her stakeholders we are offering opportunities for stakeholder group. In this case why would -- using an idea scale. While voting income pending on the ideas. We felt it does a good job and making the experience more natural for all participants. We hope it involves -- unemployment. A few notes you can click on here as a reminder all three idea scale events were free to up by as much as you like but the purpose of these events and employment professionals and when we participate in these events three main and we want to discuss and we want to brainstorm -- discuss and with our themes and findings may be solutions figure out some prioritizing. And what should the field address first. We're hoping for a lively discussion they summarize the results research and policy employment in the community more people with intellectual development and told disabilities. A greater clarity around best practices and policy priorities around employment outcomes for people with old intellectual and developmental disabilities and their families. There’s a series of three online discussion events. If you have a moment please make sure to enter those into your calendar. We hope to see you there. On the first of these events you will be able to access the themes throughout the work of the rehabilitation research and training center on in Benson employment. And you're welcome to browse these as you see fit. When you arrive at our site. You'll see the themes presented and we encourage you to browse those and pick the ones that are interesting to in the beginning. We will include our content experts. And help drive some of the discussion. Our moderators will focus on making sure we cover all three basis. The discussion, brainstorming, and also the prioritizing. That we get the input those three strategies. Give you a sense for what this will look like, 11 of the findings as I noted earlier in the engaging families findings was on the confusing guidance and low systems expectations, Monday morning we will introduce this theme and post questions like what are your experiences with confusing guidance given to families. For the discussion point. For the brainstorm we will follow up with a question like what can we do to fix the confusing guidance. We will then finally as appropriate engage participants in identifying the most important issues to address. Our participants are not expected to be online for the entire time. This event we have today we are all together at the same time and same place sharing ideas and typing in questions and comments box. This is a synchronous. For IdeaScale, login at your leisure and see who has posted in response to them on your own time. And people convene at a civic time and place to participate. And you can participate Sundays if you want. Every day would be great, we would love to have your participation is much as possible but we realize everybody is busy, and that that is not always possible.

>> We do want supporting -- professional input care managers and consultants. Yes. I didn't mean to be exclusionary in that part of it. We figure that each topic might naturally draw slightly different audiences, but we are certainly open to a wide range of stakeholders. At the conclusion of the idea scale events we will take the results of the brainstorming prioritizing and summarize them for our final culminating event later in the air which will include as Allison was talking about before, presentations too researchers and policymakers in the field of employment. We will also situate the feedback we get within the findings, the RRTC research, and we will be reflected in our manuscripts submitted for publication.

>> We will make sure everybody at reminded. It sends them through idea scale and we will make sure as we get closer to the date to send reminders out. You can also be sending reminders out to our social media channels, on Facebook and ThinkWork on Twitter. We will include all of those later here in the presentation as well. So here are the three sessions. You have a little bit at least a taste of what those will each entail. And all three events in total there is about a month span where they are open but the discussions will be focused during these three weeks. That I've listed on here is an example of how it looks. You can get a sense for and how this will look. As we get closer to the second topic as we get to the third paper on policy so with that and I will put the screen up briefly.It works pretty well on mobile devices you don't need an app for. It uses your browser. You can register make things but more simple. You can also keep in touch with and materials SOS 2017. Where we have been so far. Receive announcements and as we head into the fall. And you can follow us on Facebook and Twitter that will include our state of the science events and all the materials and presentations that we publish the ThinkWork and with that I will turn over to Allison.

>> Thank you so much John and thank you to participants for those good questions. We started with the -- and I want to bring us back to hearing from Max. Max is from Green Mountain Self-Advocates and the slide I showed earlier had a quote about how employment can help people be givers. I invited Max to talk a couple of minutes to expand what he means by that. Also there might be a little bit of background noise. It is not all of your connections. Max, thanks for being on and if you could talk a little bit more about what you mean when you say people with disabilities as givers.

>> Thank you for having me on this to hit on this thing. Just to let you know what we mean, what we mean, what I mean we I mean self advocates, people at at disabilities. There is this notion out there that people with disabilities are seen as people who just continue to take and take and take in terms of anything that they are served with to accommodate them to live productive lives. And so when we say we are givers, not just takers. What the problem is that society puts out messages, continues to put out messages that people with disabilities need all the care. They need to be taken care of and also know it is just unfortunate that people with disabilities are just seen as unsuccessful. And so what I have discovered in my work and through speaking to self-advocates. Having a job will definitely get rid of all of those myths out there. And so when we work, we are giving back to our communities. When you have a job, you are paying taxes and you're working with people. Other people as a team. And so through that, people see what we have to offer. And so we do contribute to society. It is just unfortunate that people with disabilities are not given a chance to do so but really, this taps into not only people seeing what we have to offer, but overall, this is really about true inclusion, and when we are fully included, it is definitely a win/win situation for everybody.

>> Thanks Max. Can you also talk about why it's important for self-advocates like you to be involved in research and activities like this state of the science initiative?

>> I can do that. And I would say that there are first of all when it comes to research, there are many ways that information is collected. And when it comes to a topic like this, we strongly believe that -- we strongly believe in the we strongly believe in the nothing about us without us. Whenever decisions are made about people with disabilities in their lives we need to be at the table and taken seriously 100%. When it comes to just research being planned, it is important for us to be involved in the planning process of research and how that is going to happen. And so we want to do a part of the information that is being collected. Especially about this kind of topic. Because we just our voices count and people at disabilities will be more willing to share their perspectives with other peers. So in order -- they may be reluctant to talk to the real asked for its sometimes, because they can you can feel a little bit intimidating. And also just people at disabilities, when we tell like it is, we can definitely say things in a way that everybody can understand. And so when it comes to this research that is being done, we want to contribute to that. By looking at what information is [ Indiscernible ] and pretty much telling you like what we think it means, and then just giving feedback on what is missing, and what works, and so sharing our work. So it's a way just to make sure that when you are talking to people, please talk to people with disabilities in addition to people that do jobs and support workers and agency directors and family members. Because really, who knows us better than we know ourselves?

>> Thank you so much Max. It is 45 minutes past the hour. I really want to be able to wrap up with Max's quote. Who knows us better than we know ourselves. I think that is so key here. We promised you a 44 minute webinar. It is 45 minutes. Can you shift us to our last layout? Resources for download and space for you to tell us what other topics you would like to see in this 44 series. We are ending the portion of this webinar. However we will stay engaged online for about 10 more minutes. To answer questions and to provide any feedback and to listen to your thoughts about some of what you heard today. As John said, please follow us on face can Twitter and you can download a variety of resources from this page. So thank you so much for joining us. I just want to make sure before we turn there is the chat pod. A big chat pod up there. For those people who want to stay in the webinar and ask questions. Thank you everybody. We are going to end the audio portion and still be engaged in chat. again, thanks for logging in today and hope to see you at the next 44 webinar or at the events.]