

Do you have a promising practice to share?

If you have a story about a promising practice by a Community Rehabilitation Provider (CRP), we want to hear it!

The CRP Promising Practices Initiative compiles innovative policies and strategies used by CRPs that serve individuals with intellectual and developmental disabilities (IDD). We define a promising practice as any strategy or procedure that supports people with disabilities to find and keep fulfilling work in their communities.

Our team compiles these practices in our database. Then we share these approaches to spark creativity among fellow practitioners.

What do we mean by promising practices?

Promising practices must:

- ▲ Improve access to community employment.
- ▲ Promote community employment as the desired outcome for people with IDD.
- ▲ Reflect the values within the Developmental Disabilities Act, including self-determination, independence, productivity, and integration.

What kinds of CRP promising practices are we looking for?

We are looking for innovative CRP practices in the following areas:

- ▲ **AGENCY CULTURE.** A shared philosophical belief that integrated employment should be the preferred outcome and that opportunities for employment should be available to everyone.
- ▲ **COMMUNICATION OF GOALS AND EXPECTATIONS.** An organizational emphasis on continuous improvement, consistent communication about progress, and solicitation of ideas to overcome challenges.
- ▲ **CREATIVE AND EFFICIENT USE OF RESOURCES.** Use of funds and other available resources in a way that communicates employment as a priority.
- ▲ **PARTNERSHIPS AND COLLABORATION.** Emphasis on multi-stakeholder relationships and outreach.
- ▲ **STAFF QUALIFICATIONS AND KNOWLEDGE.** Staff training and opportunities for professional development in evidence-based job placement strategies, up-to-date knowledge of local employment and disability resources, service innovations, employment programs, and legislation.
- ▲ **SERVICES AND SERVICE INNOVATION.** Optimal use of the resources available to encourage creative employment support strategies; openness to risk-taking, such as supporting self-employment, and the organizational flexibility to take action when innovation emerges.

Work Independence Network: Highlighting Customer Focus and Engagement

The Work Independence Network (WIN) helps people with IDD find meaningful work in their communities that pays at least minimum wage, while ensuring the satisfaction of the businesses hiring them.

WIN works with Able Opportunities, a community rehabilitation provider in Washington. This partnership uses innovative business model tools, including cost-benefit analyses and production charts. The goal is to make sure that employees with disabilities and their employers are getting the most from every job match.



- ▲ **EMPLOYMENT PERFORMANCE MEASUREMENT, QUALITY ASSURANCE, AND PROGRAM OVERSIGHT.** Collection and use of data as a strategic planning tool and for self-assessment to further goals, monitor success, and implement changes.
- ▲ **STRATEGIC GOALS AND OPERATING PROCEDURES.** Policies and goals that clearly communicate expansion of integrated employment as a priority.
- ▲ **STAFFING PATTERNS.** Adequate staff dedicated to community employment, weekend and evening support hours, and long-term support needs. Creative alignment of the CRP's staffing patterns with the mission of integrated employment.
- ▲ **CUSTOMER FOCUS AND ENGAGEMENT.** A consistent emphasis on the needs of customers, including individuals, families, schools, and employers.

Nominate a practice!

If you would like to nominate a CRP promising practice or you have questions about the initiative, please contact:

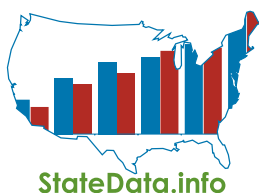
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The project also catalogs promising practices for state policy and individual success stories:

- ▲ **Access to Integrated Employment**
www.communityinclusion.org/promisingpractices



- ▲ **State Data project**
www.statedata.info



- ▲ **Real Work Stories: Stories from the Front Line**
www.realworkstories.org



Progressive Employment Concepts: Highlighting Service Innovation

Progressive Employment Concepts (PEC) is a CRP with several locations in California. PEC supports people with IDD to find employment in their communities. A core belief at PEC is that everyone is job-ready and can work in competitive employment. PEC runs Lending Works, a nonprofit organization that provides loans to people with disabilities interested in self-employment. Loans are usually up to \$2,000, and people apply for them by submitting information about themselves and their business plan.

The CRP Promising Practices Initiative is part of the Access to Integrated Employment Project at the Institute for Community Inclusion, UMass

Boston. This project provides a clearinghouse for data on employment services and outcomes. The initiative is being conducted under the auspices of the Administration on Intellectual and Developmental Disabilities.

