

Transforming Employment Expectations:
Agencies that have Moved from
Segregation to Inclusion!
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The Helping People Succeed Story

- What brought us to the decision to transform:
- Brief History
 - 1964 – 1974 Pioneer Occupational Center for the Handicapped, Inc.
 - 1974 – 1984 Tri-County Rehabilitation Center, Inc.
 - 1984 – 2005 Tri-County TEC (Training Employment (or Education) Community)
 - 2005 – present HPS, Helping People Succeed, Inc.

The Helping People Succeed Story

It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change.

Author unknown,
commonly misattributed to Charles Darwin

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- Work Activity Center serving 175 from 3 counties
- Specific Training Programs
 - Food Service
 - Carpentry
 - Consumer Home Economics
 - Adult Basic Education
- Outcomes—Good Question

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- Frustration
- Lack of belief in system
- Loss of enthusiasm
- Questioning of personal as well as professional values
- Is this all there is for the people we serve

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- Exciting Opportunity—Supported Employment
- Concept
- Values Clarification
- Staff Buy in
- OMG--We're on our way

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Free your mind,
the rest **t** will follow!

En Vogue

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What was the process/resources used?

- Values Clarification
- Leadership
- Staff Ownership
- Board of Directors Commitment
- Funding Sources
- Community Involvement
- Communication
- Planning

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"In the past a leader was a boss. Today's leaders must be partners with their people.. they no longer can lead solely based on positional power."

Ken Blanchard

Destiny is a Matter of Choice,
Not a Matter of Chance

William Jennings Bryant

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- What impact—both negative and positive
 - Fear of change
 - Fear of Failure
 - New competition
 - Loss of identity
 - Sell the building
 - What if it doesn't work

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If in the last few years, you haven't discarded a major opinion or acquired a new one, check your pulse! You might be dead!

Frank Gelett Burgess

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- Positives—

Right thing to do!

Social Capital—belonging, contributing,
participating, relationships

New equality of staff

Organizational Chart

Created a Solid Business Plan for the
future

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- Positives continued:

Expansion and Diversification

New funding streams

New “business” status in community

Recognition of individual as well as organizational strength!

Best Places to Work

Family Friendly

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Lessons Learned--

- Develop your mission and follow it!
- Develop your business plan and follow it!
- Develop relationships and collaborations!
- Find the experts and use them!
- Plan and do! Don't plan, plan, plan, plan!
- Be creative—expand your horizons
- If you keep operating the same way—you'll keep getting the same results!
- Celebrate success—the consumer's and the organization's!

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Different Strokes for Different Folks,
Boom shakalaka!

Sly Stone

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- Looking forward to economic recovery!
- Continue to look for opportunities
- Keep an open mind
- Collaboration with strangers
- Keeping a positive outlook
- Continue to focus on the prize—
Helping People Succeed in work, play and life!

The Helping People Succeed Story

We're Far Too Patient With The
Passage of Time For People With
Disabilities...Time Is As Precious For a
Person with A Disability as it is For all
of Us.

Gerry Provencal

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Strategies

- Approach to Staffing
 - Staff Selection & Compensation
 - Hired based on Traits—believes mission; good communication skills, time management skills, understands priorities, self-starter, doesn't need a private office
 - Ability to Work Flexible Hours—not 8 – 5
 - Responds to Individual Accountability—outcome/quality based, performance based and understands this is what builds job security
 - Team Player
 - Attainable Incentive System
 - Understands “mother lode” concept

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Have a solid Business Plan that:

- Demonstrated commitment to Community Based Employment
- Based on Consumer Choice
- Outlines programmatic strategies
- Outlines fiscal strategies for success
- Acknowledges potential pitfalls
- Defines marketing strategies
- Clearly defines OUTCOMES expected

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- Approach funding sources with business plan
- Speak their language
- Building credibility—offer solutions
- Offer services funding sources are willing to purchase based on a consumer driven approach leading to integrated competitive employment
- Develop positive relationships with funding source leaders/staff
- Provide outcomes
- Develop new funding sources

