

ISETPG: Where Are We Headed in 2005?

Building on the accomplishments of this past year ISETPG is staying the course for the development of a statewide education and training system. The focus remains on the continued development and use of a core curriculum to increase the recruitment, retention, remuneration, and job satisfaction of Indiana’s health and human service workforce.

For 2005 ISETPG has set its sights on a number of objectives, including the following.

- Develop a trainers network to begin the implementation of the core curriculum for human service personnel.
- Develop and offer two educational courses via the internet to provide easy access and a cost effective delivery of training for human service personnel.

- Sustain the DDInfoSource Website, a repository of local, state and national education and training opportunities. See www.iidc.indiana.edu/training
- Build the lending library system, including video recordings of key trainings offered in Indiana.
- Continue to build the capacity of Indiana’s human service system by offering trainings and instruction in best practices by leaders in the disability and aging fields.



To follow the progress of these objectives and other related activities see the ISETPG Meeting Minutes and Training Calendar on the DDInfoSource website.

MISSION...

The mission of ISETPG is to provide leadership in planning, coordinating, and evaluating an effective, comprehensive educational system. By promoting and facilitating access to this system, for all members of an individual’s support team, we seek to ultimately improve the quality of life for all.

Arc BRIDGES, Inc. Receives \$1.4 Million for Recruitment and Retention

Arc BRIDGES, Inc., a non-profit agency providing comprehensive services to individuals with disabilities for more than 50 years, received a demonstration grant for \$1.4 million as part of the President’s New Freedom Initiative.

Arc BRIDGES, like other similar agencies nationwide, continues to experience the problem of recruitment and retention of direct support personnel. This problem is expected to continue and worsen with the rate of employment growth in this human service field and the decline in the number of traditional workers to fill vacant positions. The relative low salary, 24-hour operation, lack of benefits, and lack of advancement opportunities have further exacerbated the shortage of qualified employees.

The Arc BRIDGES project, approved by the Department of Health and Human Services Center for Medicare and Medicaid Services, has four objectives. First, the project is designed to improve both the recruitment and retention of direct service personnel. Second, the intent is to improve the overall image of a career in personal care or assistance by creating career ladders and by increasing individual job pride, personal worth, and employee satisfaction. A third objective is to influence public policy to support improved salaries, benefits, and other factors that contribute to recruitment, retention and overall job satisfaction. Fourth, the project will work to improve communication and the supervision of workers.

Community partners who contribute their specific resources and expertise to the

successful implementation of the project include the following.

- **Indiana University Northwest**—the University has responsibility for monitoring and evaluating the project.
- **Ivy Tech State College**—Ivy Tech has developed a curriculum designed both to enhance and support the development of direct support professionals skills.
- **WorkOne**—WorkOne will assist in the recruitment of qualified individuals and will promote the direct support professional career path.

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BRIDGES, Inc.
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Direct service personnel are the key to success for many of the programs operated by Arc BRIDGES and other similar organizations. Their skill and dedication can make the difference between independence and institutionalization for the people served. Their availability supports both the individual and the family—such workers are a critical factor in the quality of life of people with disabilities. Yet, access to personal assistance is often hampered by the shortage of direct support personnel.

With the support of the Department of Health and Human Services Center for Medicare and Medicaid Services, Arc BRIDGES is in the process of establishing a system of education and training for direct support professionals in Lake County. With the development of this training system and its associated incentives, Arc BRIDGES plans to add fifty (50) qualified direct support employees to the organization's workforce over three years and to create a career path for those interested in human services and disability related supports.

Arc BRIDGES is one of the first service provider organizations to link with higher education and WorkOne to help pave the way for the development of a direct support professional career path by example in Indiana.

Arc BRIDGES is a new member of the Indiana Statewide Education and Planning Group.



Self-Advocates of Indiana
As members of ISETPG, Self-Advocates of Indiana (SAI) have worked throughout 2004 to assure that the perspective of people with disabilities is infused across Indiana's emerging statewide education and training system. One of the outcomes of this work is *The Voice of the People*, a series of statements that capture the collective experiences of people as supports and services are sought. First in the series is a message to the medical community.

The Medical Community or What We'd Like Our Doctors and Nurses to Know!

"It's scary when you first go to the doctor

But I think my doctor is scared of me!

They need training on how to talk with us.

I like my doctor because he talks to me one on one and asks me if I understand.

He talks to me instead of my mother and treats me like an adult.

He treats me very nice but I have to wait in his waiting room for an hour.

I can't understand my doctor, he talks too fast.

Please speak to me clearly and not so fast.

Don't use big words, they confuse me.

They're making rooms in the hospitals smaller. I couldn't get my wheelchair through the door and the doctor had to check my foot in the hallway. But I got charged for the room anyway.

The rooms don't have a chair and I can't get up on the table.

My new doctor grabbed my arm and put it under her arm. I didn't see her coming.

Doctors think we don't know anything because we have a mental disability.

My doctor won't talk to me. He talks to my helper or anyone else that is in the room.

My doctor sends his nurse in to talk to me instead of talking to me himself.

I sit in the waiting room for two hours to go into the room and listen to fifteen minutes of stuff I don't understand.

I went to a doctor who told me I had to lose weight and he was bigger than me.

When you are a big person they blame any problem you have on your weight. When you're skinny they don't.

I can't understand what they're saying half the time.

With no Medicaid, how can we go to the doctor?

I have three different doctors, why can't I have just one?

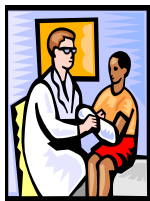
My father told me I could know the cause of this death. When I called his doctor, they were nasty to me.

Doctors get mad when you ask them to fill out papers and then they charge you \$10.

When you don't have Medicaid Select, you don't get a regular doctor.

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*The Medical Community
continued from page 2*



She (the doctor) seems to understand me. When my dad died it was the lowest time in my life.

She asked me, "What's wrong with you" and I didn't answer. But she said, "No—talk to me". I told her and we talked for an hour and when I left the room I didn't feel like I did when I came there. Her kindness and understanding really helped me."

- . . . And what about the issue of choice? . . . *What if a doctor recommends that a person get a colonoscopy to screen for cancer and the person refuses? What's the best way to proceed?*

Self-Advocates respond.

"They have the right to say no.

But they need to explain in plain English what all is going to happen.

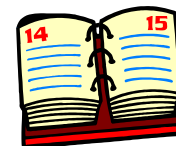
Speak in our kind of language instead of doctor language.

Doctors don't tell everything.

We need to speak up to our doctors and ask our questions."

SAI, Inc. 2004

ISETPG Training Calendar Highlights of www.iidc.indiana.edu/Training



Self-Advocates of Indiana: What do self-advocates say?

RealPlayer videos of several members of Self-Advocates of Indiana (SAI) sharing their opinions, advice and guidance are now available on the DDInfoSource website. The vignettes are being used as a public awareness and education tool for human service professionals, people with disabilities, family members and other community members. The videos were developed to be incorporated in the statewide education and training curriculum.

SAI members featured on the ISETPG website www.iidc.indiana.edu/training include but are not limited to the following representatives.

Darcus Nims, Founder of Self-Advocates of Indiana:

- Speaks about employment (39 seconds)
- Speaks about respect (1 minute, 29 seconds)
- Speaks about self-determination (1 minute, 45 seconds)
- Speaks about school (47 seconds)

Betty Williams, President of Self-Advocates of Indiana:

- Speaks about behavior plans (17 seconds)
- Speaks about behavior plan support (38 seconds)
- Speaks about self-determination (1 minute, 7 seconds)
- Speaks about rules (57 seconds)

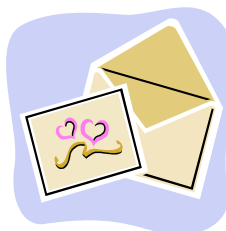
Fred Poore, Self-Advocates of Indiana:

- Speaks about his dream (34 seconds)
- Speaks about his job (21 seconds)

Andrew Springer

- Speaks about choice (1 minute, 31 seconds)
- Speaks about person centered planning (1 minute, 28 seconds)

Additional SAI member vignettes are being developed on a monthly basis. Please visit the website again.



AN INVITATION TO OUR READERS

We are collecting requests from our readers for information that you would like to see included on the 2005 DDInfoSource website and ISETPG newsletters. Please send your questions and ideas to Mary Held at the email address maheld@indiana.edu

Also if you are interested in serving on a committee please contact Mary Held at 812-855-6508 or email to the address above.

We look forward to hearing from you.

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