



---

Refresh Project Presentation

November 30, 2011



## Goal

To rejuvenate and refresh the adult learning opportunities provided to individuals with developmental disabilities in Clark County at QUEST Adult Services.



# QUEST Adult Services

- Operated by the Clark County Board of Developmental Disabilities
- Serve 186 individuals
- Services
  - Monday- Friday
  - 7:15a to 3:00p



# Why Refresh?

- Sheltered Employment- Production Focused
- Privatization
  - TAC/QUEST transition
  - Our community identity
- Limited Choice
  - Low engagement
  - Low socialization
  - Minimal Choices/Options in Services
- Employees Overloaded
  - Day to Day Planning
- Requests for Change



# Past Services

- Vocational/Habilitation Areas
- Habilitation Areas
- Senior Services
- Community Inclusion



# Our Steps

- Researched Options
  - Visited other day services providers (county board operated and non-county board operated)
  - Gathered input from stakeholders (individuals, family members, employees, community members)
  - Norwich Consulting- Extreme Program Makeover
- Evaluated Time and Resources
- Final Presentation to County Board of DD



## Norwich Consulting Services



Susan Dlouhy



Patty Mitchell



# Design the Experience

- Adult Learning that engage and interest those we serve
- Innovation, creativity, and fresh options
- Team Unity
- Offer a menu of services
- Better use of the facility
- Increase socialization
- Activities for all abilities
- Build on employee talents and ideas



- Day 1
  - Introduction that involved staff and individuals.
  - Met with the management team.
- Day 2
  - Consultants toured our facility.
  - Held open discussions about our interests at Quest.
  - Regrouped with the management team.





- Reorganized the individuals into smaller more diverse groups.
- Reorganized staff.
  - Supervisors gave input on skills and interests of team members.
    - Program Delivery
    - Personal Care
- Dedicated areas of the building for each group.
- Assigned a subject to each area.



# Adult Learning Program

## Arts & Crafts

- Open and free creative space
- Projects will reflect the personality of the individual
- Develops fine motor, decision making, communication and expression skills

## Explore Your World

- Learn about animals, countries, cultures, geography and horticulture
- Develops cognitive skills, social awareness and a better understanding of the world around us



## Fun & Games

- All about fun!
- Games for all skill levels
- Friendly competitions to encourage proper attitudes and behaviors
- Develops teamwork, turn taking, interpersonal skills and attention to activity

## Knowledge & Adventure

- An educational focus
- Functional academics, skill maintenance and building
- Computers in the area
- Headquarters for the QNews team



- Days 3 & 4

- Consultants worked the front lines.



- Consultants supplied an activity book and resource material.

- Sample Activities

- Materials
- Set Up
- Instruction
- Learning Objectives



- All activities needed to be presented in a way that offered sensory stimulation for our individuals to maximize their experience.
- Activity scheduling needed to be fluid and progress at the individual's pace.



# Learning how to say hello in different cultures.



The bow

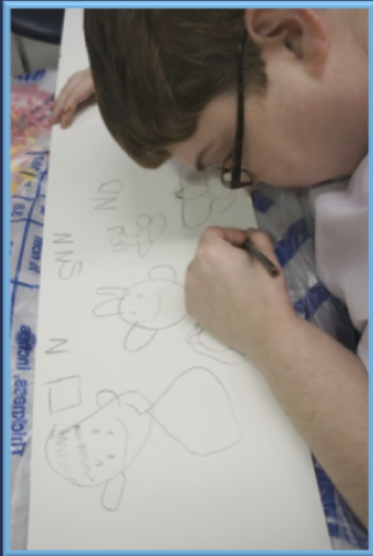


The handshake



# Art Studio

- Opportunity for creative expression
- Potential to earn an income
- Art Store on site at Quest







# Physical Wellness

- Everyone has an opportunity to participate in regular physical activity.
- Delivered in groups of 10, for all abilities.
- Activities are planned inside, outside and in the community.



Getting Active!



- Day 5
  - Individuals and staff moved to their new areas and groups for a day of new programming.
  - Closing presentation



## Progressive Approach

- Phase One

- Established a Home Base for participants.

- Phase Two

- Surveyed participants.
- Created individualized schedules based on this information.
- Offered one change from AM to PM group for those attending full time.

- Phase Three

- Offer one change in areas for those attending part time.



# Where are we now?

- Phase 1 and 2 complete
- Results
  - Increased teamwork
  - Increased movement
  - Shared Resources
  - Blend of old/new
  - Activities are flexible and individual focused
  - Focus on multiple resources and free resources



- Phase 3- Postponed until 2012
- Daily Struggles
- Daily Rewards



# Current Services

- Workforce Development
  - QUEST ShredMill
  - Sheltered Employment/TAC Enterprises
  - Supported Employment
- Specialized Services
  - QUEST Art Studio and Gallery
  - Horticulture Program
  - The Oasis- Physical Wellness
  - Area 55- Senior Services
  - QUEST for Adventure- community/civic involvement
  - Hummingbird Way



# Current Services

- Adult Learning
  - AL #1- Creators
  - AL #2- Universal Thrill Seekers
  - AL #3- Fun and Games
  - AL #4- Knowledge and Adventure



THANK YOU





Questions??

