



CPSH Consultant Report

SSC Global Team:

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Increasing volunteer base through University Partnership

***A proposal presented by SSC to the
Community for Permanent Support Housing
(CPSH)***

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I. Executive Summary

SSC was tasked to address the Community for Permanent Support Housing (CPSH) problem of lack of skilled home attendants and lack of public awareness of the plight of adults with IDD. CPSH is a non-profit organization that “Changes the world by increasing access to housing and services for people with disabilities”. SSC developed three approaches for CPSH to establish a program for university students to provide care and assistance to IDD or Intellectual Development Disabled adults at minimal cost to the IDD adult. The scope of the project involved assessing current need and determining the most cost efficient and realistic plan. In developing approaches it was imperative to understand the types of care individuals with IDD require and what programs are currently available to these individuals in Texas. SSC utilized various sources including Texas Health and Human Services online literature to determine the different types of IDD diagnosis and CPSH online resources to determine how many adults in North Texas have IDD.

One of the key issues to solve for was developing a program that incentivised university students to assist in the care of adults with IDD who are living with their families or on their own in a home without using salary as a motivating factor. Since many IDD adults live on a fixed or limited income, using Salary as a motivating factor was not realistic. In developing approaches we had to consider CPSH goal of not only providing housing support but educational opportunities for IDD adults. SSC determined that the following three programs addressed the issue of student motivation, the community learning benefit and the benefit of the IDD adult:

- Develop a University Credit Course
 - Motivation: Appeals to those students looking to gain credit
 - Key Features: Course could be located in the Education/Rehab program sector and would focus on needs, care and obstacles for adults living with IDD
 - Key Features: Course would focus on the domestic aspect e.g. cooking, cleaning, hygiene assistance
 - Pros: No cost to IDD Adult, increases public awareness, provides dedicated volunteers
 - Cons: Limited to the scope of the academic school year which could leave CPSH with a shortage of volunteers between semesters
- Implement an Internship Program
 - Motivation: Appeals to students looking to establish a career

- Key Features for Education: Internship would take place during the Summer where Interns could devote a full 8 hours per day after undergoing specialized training
- Key Features for IDD Adult: Internship would focus on IDD Adults personal development e.g. mock interviews, job training, social interactions, computer skills
- Pros: No Cost to IDD adult, provides full time volunteers (8 hours per day/5 days a week) Gives students the potential opportunity to gain employment in the Non-profit Sector
- Cons: Limited to the Summer time which could leave CPSH with a shortage of volunteers during the school year
- Establish an on Campus Volunteer Club
 - Motivation: Appeals to those individuals who enjoy serving others
 - Key Features for Education: Club is voluntary; majority of interactions would take place outside of normal class time after undergoing training
 - Key Features for IDD Adult: Club would focus on Social Engagement with the IDD adult e.g. Entertainment, companionship. It is assumed that individuals in this club sincerely have the time to dedicate to take leisure time
 - Pros: No cost to IDD adult, Volunteers are likely students that have a passion for serving others
 - Cons: Club is limited to students that reside on or near campus and may result in a shortage of volunteers

Based on the research conducted in this report SSC feels the most realistic and cost efficient solution is to develop a University Credit Course to satisfy the volunteer needs of CPSH and bring awareness to the community of adults with IDD. The course motivates students who wish to pursue a career in the public service sector including nursing and education, is of no cost to the IDD adult and minimal implementation cost to CPSH (including training), and teaches students proper care of an adult with IDD, interaction methods and obstacles adults with IDD face. There is a risk of a shortage of volunteers between academic semesters however the expectation is that some students will wish to continue their volunteer work with CPSH between semesters. CPSH currently partners with UNT in a capacity and is aware of the quality standards UNT upholds. SSC feels this approach will be of the greatest benefit to UNT, CPSH, their mission and the community they serve.

II. Introduction

A. Introduce the Team

Sally - Sally Armstrong is a Senior at UNT who will be graduating with a Bachelor's Degree in Applied Sciences in December. She currently works as a PMP certified Project Manager at Fannie Mae.

Stacy is a Senior at UNT who will graduate from BAAS program with an emphasis on sociology & management in the Spring 2020 semester.

B. Opportunity

1. Why CPSH needs/deserves our help
 - a) An intellectual or developmental disability, also called IDD, includes many severe, chronic conditions that are due to mental and/or physical impairments. Individuals with IDD may have problems with language, learning, mobility, self-help and independent living. CPSH is a non-profit organization that works to address the housing and independent living challenges faced by adults with IDD. CPSH "Changes the world by increasing access to housing and services for people with disabilities." CPSH goal is to provide families and caregivers opportunities to allow their IDD loved ones to feel empowered and live independently.
 - b) SSC's proposal is to address CPSH problem of lack of skilled home attendants and lack of public awareness of the plight of adults with IDD
 - c) Establishing good friendships can positively impact a person's health and well-being. Beneficial outcomes include improved physical and mental health, enhanced quality of life, and greater community connections. Without friendship, people may be more likely to experience negative effects of loneliness such as depression, impaired immune functioning, and harmful levels of stress. Our proposal will help alleviate some of the stressors adults with IDD may have with creating a network of friends.

C. Purpose

1. To research types of needs of Individuals with IDD and Level of Care
2. To research availability of necessary care for individuals with IDD
3. Develop three approaches to the establishment of a program for university students to provide care and assistance to IDD adults at minimal cost to the IDD adult

D. Background

1. CPSH History/Profile/Mission
 - a) Mission: “The mission of CPSH is to create housing options with the North Texas community for adults with intellectual and developmental disabilities and social challenges regardless of IQ, and educational services for these adults and their families to encourage independent living.”
2. Market and Environment
 - a) Estimate of number of IDD Adults in Texas
 - (1) Roughly 200,000 adults are living with an IDD in North Texas (CPSH, 2019)
 - (2) IDD adults are eligible for the state run program through Health and Human Services (HHS) however must meet the medical and income requirements (Intellectual or Developmental, 2019)
 - (3) While State Supported Living Centers (SSLC) are available to adults with IDD, often times these facilities lack standardized daily routines, lack of privacy and lack of autonomy (CPSH, 2019).
 - b) Estimate of number of volunteer resources
 - (1) Approximately 23% of Texas Residents volunteer, roughly 2 out of every 10 residents in the state of Texas (Texas, 2019). North Texas has over 7 million residents (North Texas, 2016), meaning there should be a potential 1.6 million people available to help the 200,000 IDD adults living in North Texas.
 - c) Cost of secondary care for adults with IDD
 - (1) “Adults with IDD are nearly 4 times as likely to incur high annual health care costs than those without IDD (Lunsky, Oliveira, Wilton, and Wodchis, 2016)”.

- (2) The costs associated with an adult that has IDD varies depending on many factors including type of IDD, gender, age, weight, socioeconomic status, and other underlying health conditions (Lunsky, Oliveira, Wilton, and Wodchis, 2016).
- (3) Home health care aides cost on average over \$44,000 per year (Powell, 2013). The average adult receiving Disability benefits receives just under \$15,000 per year (Boyte-White, 2019).

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F. Scope

1. Assess current need
2. Determine most cost efficient and realistic plan
 - a) Salary should not be considered as an incentive of the plan since many IDD adults have a limited/fixed income
3. Determine if additional training is needed for suggested plan

G. Methodology

1. Ideas were derived by determining possible motivating factors for University Students
2. Research was carried out online and via in person interviews

III. Background

SSC Global performed the necessary research to determine which plan would best be suited for the needs of CPSH. We assessed the needs of individuals with IDD and the level of care needed then determined 3 solutions that would accomplish the goal of finding sustainable volunteers for CPSH and increasing community awareness.

A. Types of Needs of Individuals with IDD

1. According to Texas Health and Human Services, individuals with IDD make need care such as nursing, skills and vocational training, adaptive aids, therapy, behavioral support and habilitation services. They may also require assistance obtaining employment that is sensitive to their individual needs (Intellectual or Developmental, 2019).

2. Opportunities to gain public speaking skills, self-esteem and confidence needed to successfully advocate for themselves and their peers.
3. Employment will help provide a sense of identity and self worth.

B. Level of Care Needed for Individuals with IDD

The level of care needed for adults with IDD varies from minimal to full supervision and is dependent on the individuals condition. Some individuals may only need assistance with finding housing and transportation while some may require daily care with grooming, dressing and eating (Community for Permanent, 2019). Some individuals with physical disabilities may require housing that can accommodate a wheelchair and other mobility devices (Intellectual or Developmental, 2019).

C. Credit Course Opportunity

In an effort to attract more University student volunteers and bring awareness to adults with IDD, CPSH could partner with a University of North Texas to develop a credit course that advance students toward graduation. This idea appeals to those students who are motivated by education and want to advance through college. CPSH could partner with the Education, Social Services or Physical Therapy programs to create a course that teaches students the value of serving others. As opposed to meeting in a lecture hall two days a week, students would instead spend 3 hours per week working with IDD adults in their homes. They would assist the adults in cooking, light house work, general hygiene and laundry. At the end of the week they would chronicle the assistance given in a journal (ensuring to protect the patients rights by not divulging too much personal information). The learning content of the course would focus on Intellectual Development Disabilities. Students will learn about the different variations of IDD and how they affect an individual cognitively, emotionally and physically. Students will learn proper care and communication techniques when working with an adult with IDD. Students will also learn about the challenges individuals with IDD face including housing discrimination, ostracization and health concerns. Students will be required to participate in at least one tools and skill building techniques workshop that CPSH produces during the semester.

This idea addresses CPSH shortage of volunteers by providing a steady, constant volunteer base throughout the semester. CPSH would have reliable volunteers that are familiar with the IDD adults that they service. However, since this approach is limited to the academic calendar year, CPSH runs the risk of not having university volunteers between semesters. The expectation is that these students will continue to partner with CPSH after the course has concluded during their own personal time. This idea also addresses CPSH goal of bringing public awareness of adults with IDD by teaching students the human aspect as well as the regulatory concerns adults with IDD face.

D. Internship Opportunity

University of North Texas could partner with CPSH to develop an internship opportunity for university students to work with adults with IDD. The intern would work for CPSH without pay during the Summer in order to gain experience for their future career goals. For those students seeking a specific career interning with a well known organization can provide the necessary resume experience to obtain a job post graduation. In 2015 65% of college graduates had interned at some point during their college career (Felber, 2016). UNT can agree to offer course credit to those students that intern with CPSH and fulfill a dedicated number of intern hours. Not only could the students assist with front office work, they can work directly with the IDD adults on a more personal level. By having students volunteer for 8 hours a day, 5 days a week, the students can develop a more concrete relationship with the IDD adults they assist. Types of activities would range from the standard hygiene and dietary assistance to more complex such as transportation and leisure activities. Interns could focus more heavily on IDD Adults personal development like mock interviews, social interactions and computer skills. Interns would be required to undergo specialized training with CPSH to ensure they are properly meeting the needs of individuals with IDD, maintaining privacy and HIPAA standards. At the conclusion of the internship, it is assumed that students will have the experience necessary to apply for employment at CPSH or a similar non-profit. This plan addresses CPSH need for steady, reliable volunteers and satisfies the motivation factors of university students.

E. On Campus Club Opportunity

Research has shown that persons with IDD often lack the opportunity to meet friends and engage in social networks. Most of the individuals with IDD consider their paid staff support as friends. Due to the frequency of staff turnover, it is also less likely for persons with IDD to maintain relationships with staff after the job assignment is over. Making friends and creating lasting meaningful relationships can be hard for any person. In order to make the process easier, CPSH can partner with University of North Texas to create a buddy system of matching students with persons with disabilities within the CPSH organization. The idea would be to create a volunteer based social mentoring program where CPSH members can explore a one-on-one relationship with the volunteer students. The program will help individuals build on social skills, self- confidence, discover personal interests, integrate communities of disabled person with non-disabled persons, and ultimately find healthy ways to communicate with people outside of our social norms. CPSH can host an event through the office of student affairs at UNT to gain awareness of the IDD community. At the event students will be required to take a brief survey to help match similar backgrounds, interest, and location of those in the CPSH organization. Once the two persons are matched, an administrator from the CPSH can provide the student with a brief synopsis of the physical or speech limitations of their buddy with IDD. This will allow the student to plan activities in environments suitable for the IDD person. Students and their buddies will be encouraged to meet up at least twice a month and also keep in touch by other means of communication whether it be social media, text or a general check in phone call. The program administrators will check in with each participant separately to make sure the buddies are well matched. The buddy contract will be for nine months between September and May, but participants can continue engaging with each other if they choose so after the allotted time.

IV. Conclusion

CPSH is an organization dedicated to making housing possible for lower income families and persons with disabilities. Our goal is to make sure they have access to students who are just as motivated and dedicated as the individuals who make this program possible. Based on the data collected, we recommend CPSH to move

forward with our Credit Course Opportunity. We want to bring in students who are motivated to complete their education and willing to learn from an accomplished organization within the surrounding community. Students will gain knowledge from working with a non-profit organization and get hands on experience working with individuals with IDD to aid them in preparing for the workforce. The Credit Opportunity will come at little cost to the organization as students will be trading their time for a grade in the course. With the elimination of a salary, the companies cost would be geared toward training materials and support for the students regarding the varying levels of disabilities. With further analysis we can review how much this opportunity would cost to implement, but we believe it would be the most effective for the organization and participating students.