

# ADULT DEVELOPMENTAL SERVICES

Katherine Olson  
Heather Norton

# CHARGE

- ⦿ What core and mandated services should be provided, and how can we best assure quality and accountability in delivery? (Consider the use of natural supports and performance measurement) *What is needed to have a person in the community and be safe and healthy.*
- ⦿ How can the system maximize access to services and supports for people with developmental disabilities, and eliminate the waiting list?
- ⦿ Should case management be required for everyone?

# TEAM

## ○ Members

- Self-Advocates
- Professionals
  - Service Providers
  - Advocacy Organizations
- SME's

## ○ Monthly Meetings

- 3 hours in length
- System Review

# CHALLENGES

- ⦿ Existing Committees around Waiver Redesign
  - 18 separate committees
  - Related Topic Discussions
- ⦿ Core
- ⦿ Mandated
- ⦿ Required
- ⦿ Person Centered Thinking

# PERSON CENTERED THINKING



# Moving from Service Life to Community Life

Service Life



A Good Paid Life      Bob moves from community life to the Special Pool Hall at Day Hab and a good paid life      Community Life



Bob



- Important for addressed
- No organized effort to address important to



- To and for present
- Closest people are paid or family
- Few real connections



- To and for present
- Active circle of support
- Included in community life

# CORE AND MANDATED SERVICES

## ◉ Service Array

- Housing
- Health Care
- Transportation
- Education
- Employment
- Community Engagement
- Advocacy

# CORE AND MANDATED SERVICES

	Current	Future	Barriers	Solutions
<b>Employment</b>	<ul style="list-style-type: none"> <li>• Competitive employment</li> <li>• Individual Supported Employment</li> <li>• Group supported employment</li> <li>• Sheltered Workshop</li> <li>• Work Incentive Planning Assistance (WIPA)/Community Work Incentive Coordinators (CWIC's)</li> </ul>	<ul style="list-style-type: none"> <li>• Employment skill development training</li> <li>• Supports for businesses employing ID/DD – oriented supports that meet individual needs</li> <li>• Support for operating employee-owned enterprises</li> </ul> <p>Characteristics -</p> <ul style="list-style-type: none"> <li>• Competitive wages and benefits</li> <li>• Opportunities for Advancement</li> <li>• Array of meaningful job choices/ discovery at front end for a good match</li> <li>• Understanding that you can work and keep your SSI and Medicaid benefits</li> </ul>	<ul style="list-style-type: none"> <li>• Risk of losing essential benefits (Medicaid coverage; SSI/SSDI benefits, etc.) acts as a disincentive to maximizing earned income</li> <li>• <i>Employment Communication –</i> <ul style="list-style-type: none"> <li>• <i>get a “job” vs. “career”</i></li> <li>• <i>Low expectations for people served.</i></li> <li>• Presenting opportunities</li> </ul> </li> <li>- <i>Job opening vs. creating positions</i></li> <li>- <i>Offer jobs even if they are not exactly what the person wants to do (build canoes)</i></li> <li>• <i>Changing labor market</i></li> <li>• <i>Planning for a career path.</i></li> <li>• <i>Only pay for this</i></li> <li>• <i>Emphasis on plan not implementation. Lots of plans no actions.</i></li> </ul> <p><i>Regulations- barrier</i></p>	<ul style="list-style-type: none"> <li>• <i>Use your natural connections- parents, families, networking to find employment during transition</i></li> <li>• <i>Leverage other networks, USBL,</i></li> <li>• <i>Partnerships</i></li> <li>• <i>Marketing – statewide- educate</i></li> <li>• <i>Regional approach- opportunities</i></li> <li>• <i>Outcomes based reimbursement for providers</i></li> <li>• <i>Mandate best practices</i></li> <li>• <i>2019- Integrated employment requirements</i></li> <li>• <i>Transition plan</i></li> <li>• <i>Short term assistance during conversion process</i></li> <li>• <i>Also give ideas on how to do it, especially for severely disabled</i></li> <li>• <i>Community integration process</i></li> <li>• <i>CRC-facilitators of practice.</i></li> <li>• <i>Communication of expectations- clear</i></li> </ul>

# CORE AND MANDATED

## ◉ Quality Assurance

- Available: There is a sufficient number and geographic dispersion of qualified providers to meet the needs of the individuals requiring the particular type of service or support.
- Affordable: Service and support costs and related public payments and benefits do not impose a significant barrier to the receipt of services despite the economic means of the individual and/or his/her family.
- Accommodating: Supports meet the needs of the individuals they are intended for and are sufficiently flexible to address the individualized and changing needs of recipients.
- Accessible: Services and supports are furnished in physically accessible locations in compliance with the requirements of the Americans with Disabilities Act and related federal, state and local statutes and regulations.
- Accountable: Providers are obligated to furnish services and supports in compliance with applicable public rules, best practices and standards of professional conduct and continually strive to improve the quality of such services and supports.
- Safe/Secure: Services and supports are provided in a manner designed to ensure the safety and security of the individual recipient, while at the same time recognizing the individual's right to exercise the dignity of risk.
- Equitable: Every eligible individual has an equal opportunity to access needed services and supports despite their place of residence, race, ethnicity and/or economic circumstances within the constraints imposed by available public and private funding

# ACCESS/WAITING LIST

- Waiver Redesign
  - Needs based supports
- Simplifying documentation
- Simplifying processes
  - Agency/Provider Collaboration
  - Clearer defined responsibilities
  - Seamless for the person

# CASE MANAGEMENT

- Required v. Available
- Tiered Approach
  - Active
  - Follow Along
  - Frequency
- Reimbursed

# CASE MANAGEMENT

## Active

- Assessment\*
- Planning\*
- Linking
- Information and Referral
- Coordination
- Integration
- Monitoring\*
- Education and Counseling
- May...Enhanced Support

## Follow Along

- Assessment
- Linking individual to requests
- Information and Referral
- Coordinating - Episodic?
- Education and Counseling
- Status check (phone, email, letter)

# RECOMMENDATIONS

- ◉ Service Array
- ◉ Seven Tenets
- ◉ System Simplification
- ◉ Process Simplification
- ◉ Waiver Redesign
- ◉ Case Management available to all
- ◉ Case Management funded for all
- ◉ Case Management Requirements revisited

# PARKING LOT

- ◉ Parallel initiative for children with ID/DD preparing children and families from an early age will facilitate access to supports and services in the future.
- ◉ Data System that captures the universal population (DD, NF, Waitlist, No Supports) as well as their needs- needs to be an integrated data system- early intervention, education through lifespan
- ◉ How do we initiate future's planning
- ◉ Access- how do we reshape our system to ensure that regardless of where you live in the state, you have access to the same types/quality of services
- ◉ Redefine the waiting list criteria based on support needs
- ◉ Recommend implementation of outcome based system of care
- ◉ Only fund services that are consistent with best practice.
- ◉ What steps can DBHDS take in the near-to-mid-term to improve access to high quality, cost-effective home and community-based services and support?
- ◉ What can the department do to expand the availability of integrated living, employment and day services for individuals with I/DD, especially in areas of the state where such support options are in particularly short supply?
- ◉ What actions should be taken to broaden the self-directed support options available to individuals with I/DD?
- ◉ What do regulatory changes look like; DMAS and licensure; minimum mandatory's?

# QUESTIONS

