



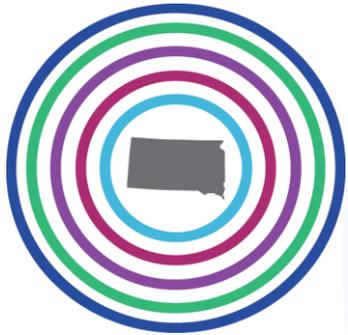
South Dakota CoP for Supporting Families Statewide Community of Practice

March 27, 2019



In Our Time Together Today

- Welcome each other
- Learn about what South Dakotans shared in the regions
- Revisit and reflect on our state's vision for good lives for families and people with disabilities
- Revisit our “why” Hear examples from other CoP states
- **Work on more colorful lives**
- **Prioritize**
- **Work together for the next step**



National Community of Practice for Supporting Families

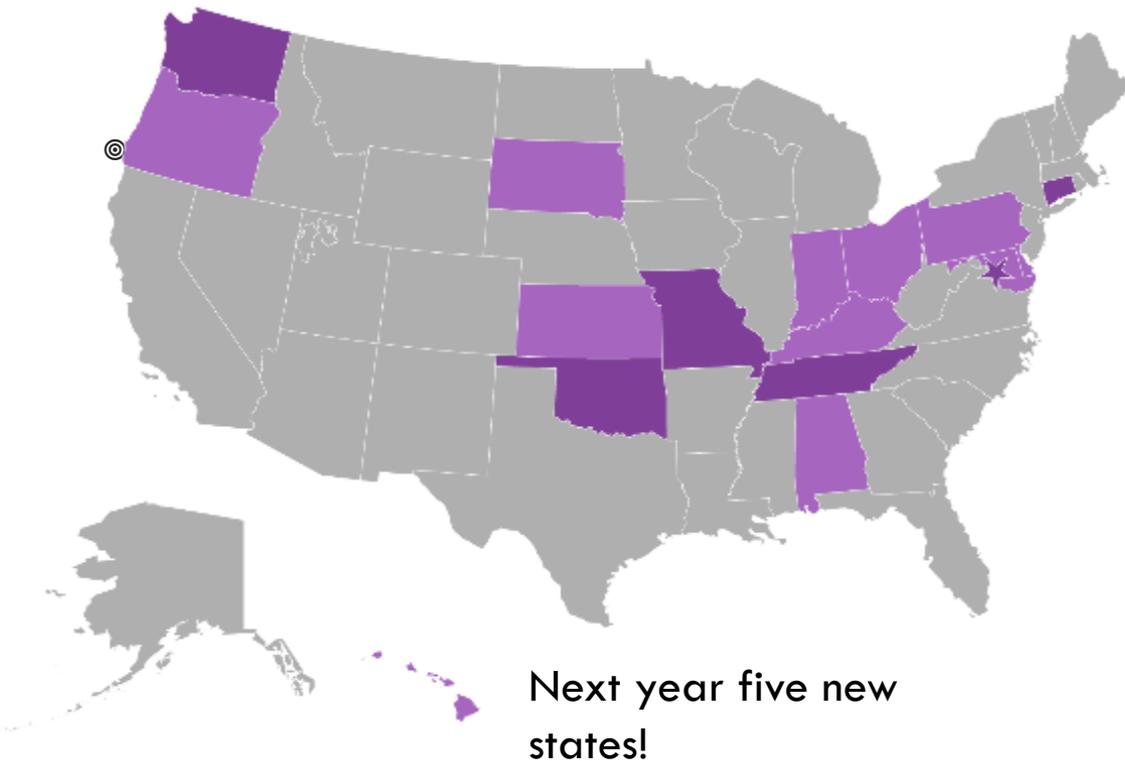
Project Goal

To build capacity through a community of practice across and within States to create policies, practices and systems to better assist and support families that include a member with I/DD across the lifespan.

NASDDDS



UMKC
INSTITUTE FOR HUMAN DEVELOPMENT
A University Center for Excellence in Developmental Disabilities (UCEDD)



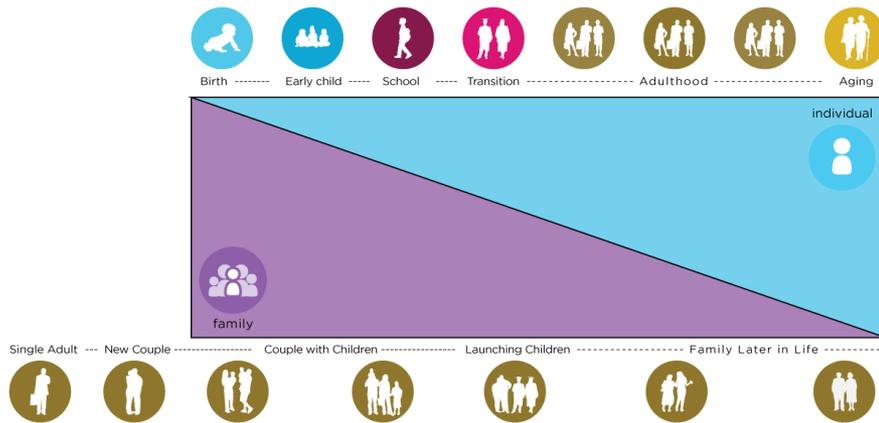
Project Outcome

- State and national consensus on a national framework and agenda for improving support for families with members with I/DD.
- Enhanced national and state policies, practices, and sustainable systems that result in improved supports to families.
- Enhanced capacity of states to replicate and sustain exemplary practices to support families and systems.

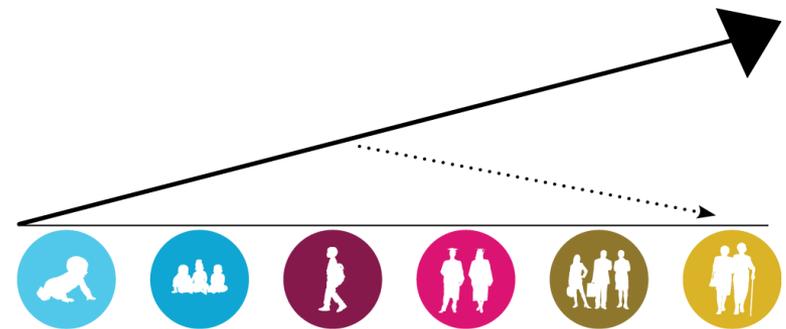


Core Belief:
All people and their families have the right to live, love, work, play and pursue their life aspirations in their community.

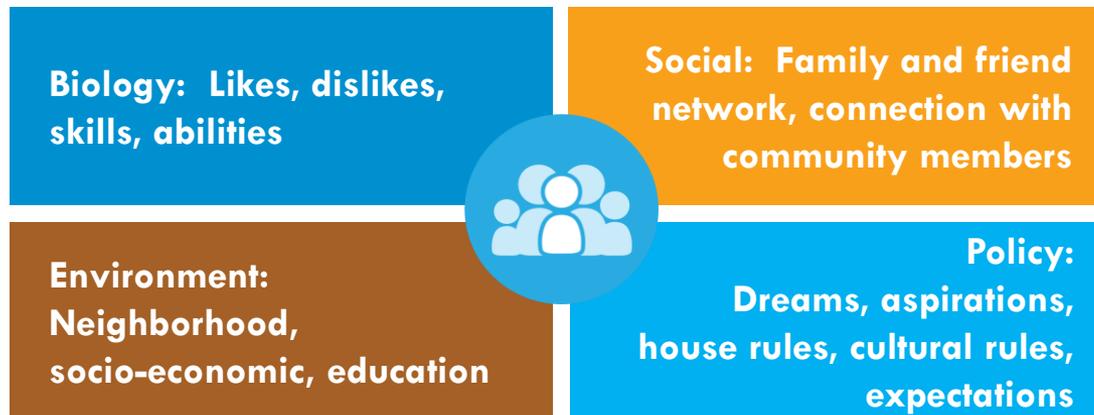




Family Cycle Impacts Member Life Cycle



Family Life Experience Impacts Trajectory



Family Unit Impacts Individual Level Characteristics

A Snapshot-Why it Matters
(regardless of where they live or their age)



- Retired Director PA
Director Training &
TA
- CtLC Framework
Facilitator & Coach
- PCT Mentor
- Family Member
- Mom, grandmother



About Lisa



About Barb

- Director of State Policy, NASDDDS
- Co-Director of National Community of Practice on Supports to Families
- State Director of DD in 2 States
- University faculty
- Mom, grandmom



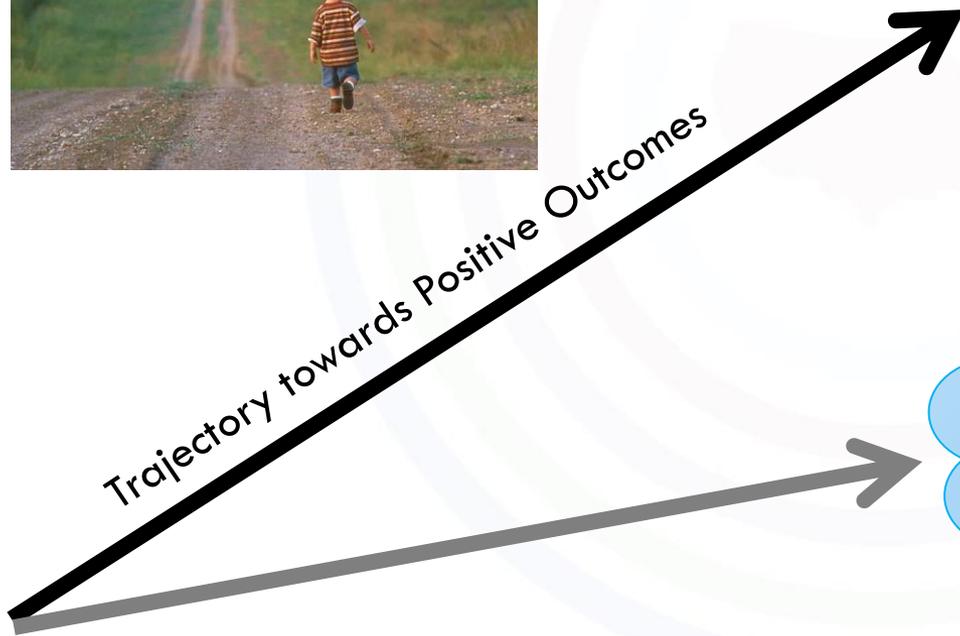
What did we Hear in the Regions so Far?

Every good conversation starts with good listening.



Trajectory towards Supported Families

How has the journey been thus far?

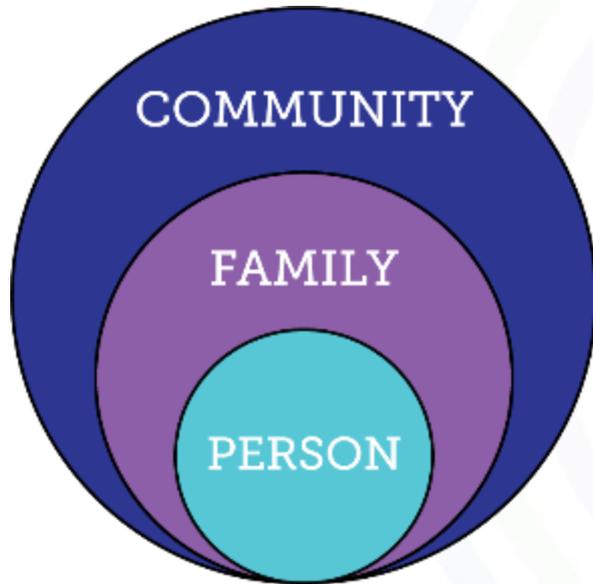


**Good Supports
for Families?**

**What we don't want
for families in
South Dakota?**



Services and Supports are Evolving



Everyone exists within the context of family and community



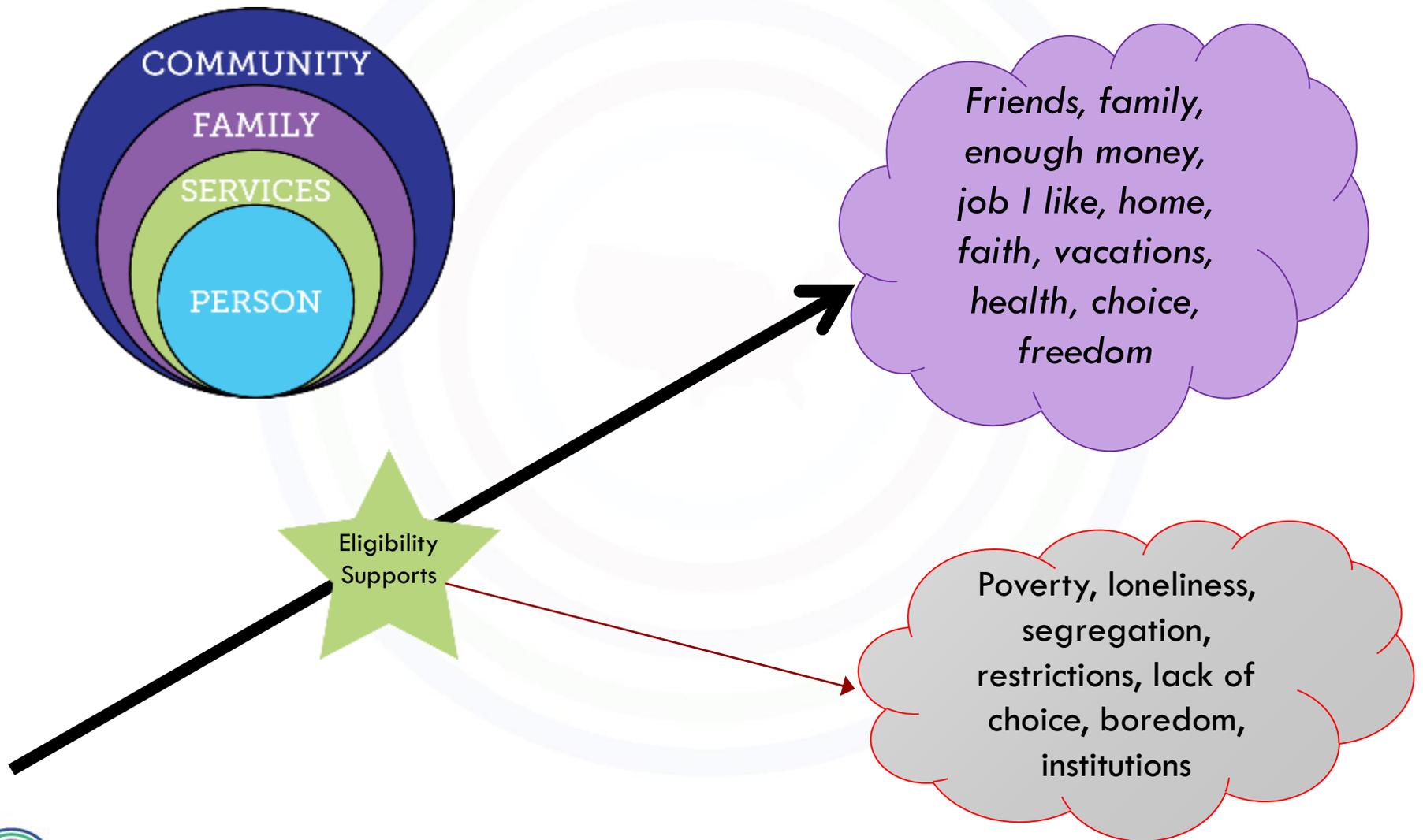
Traditional Disability Services



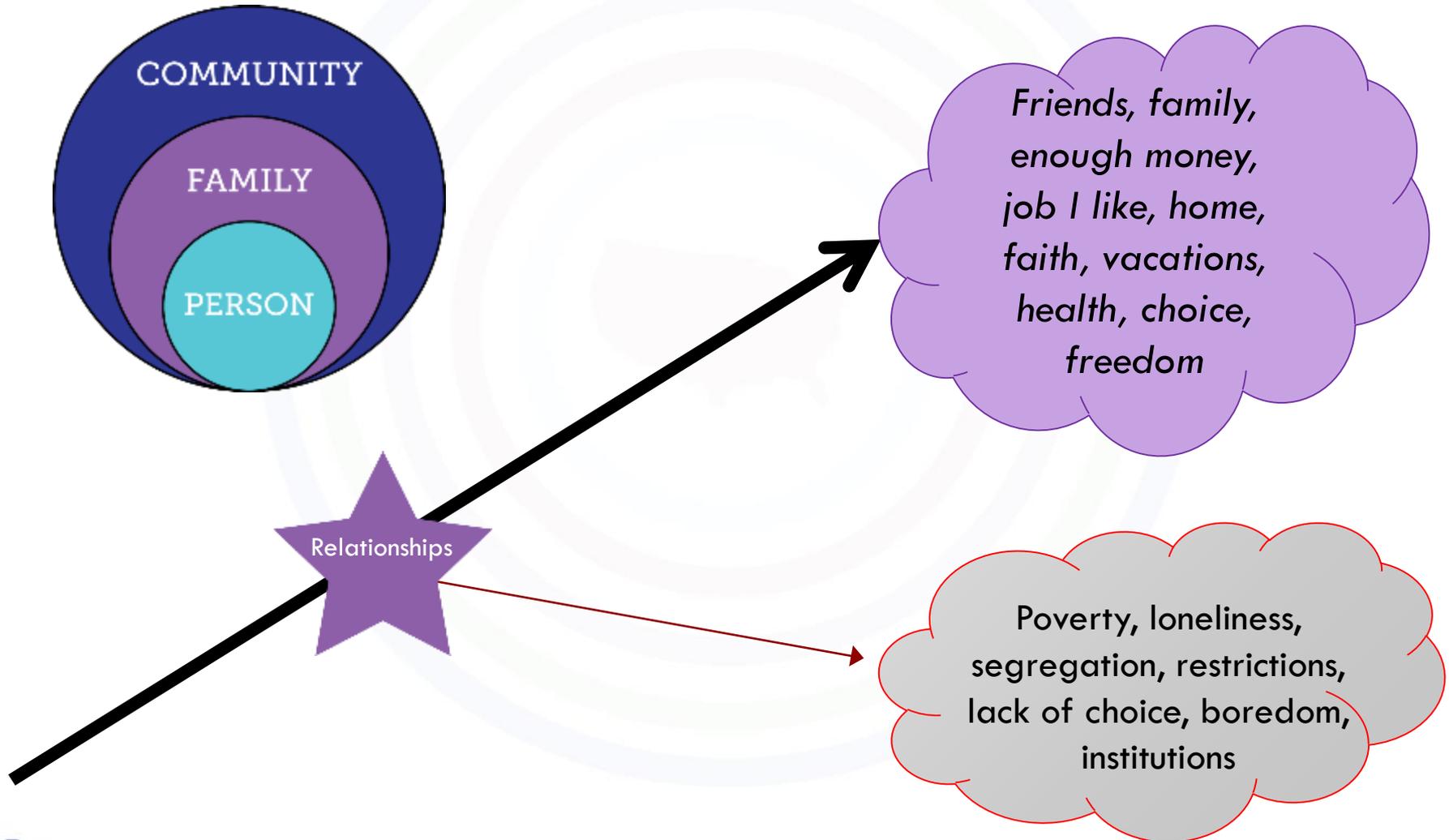
Integrated Services and Supports within context of person, family and community



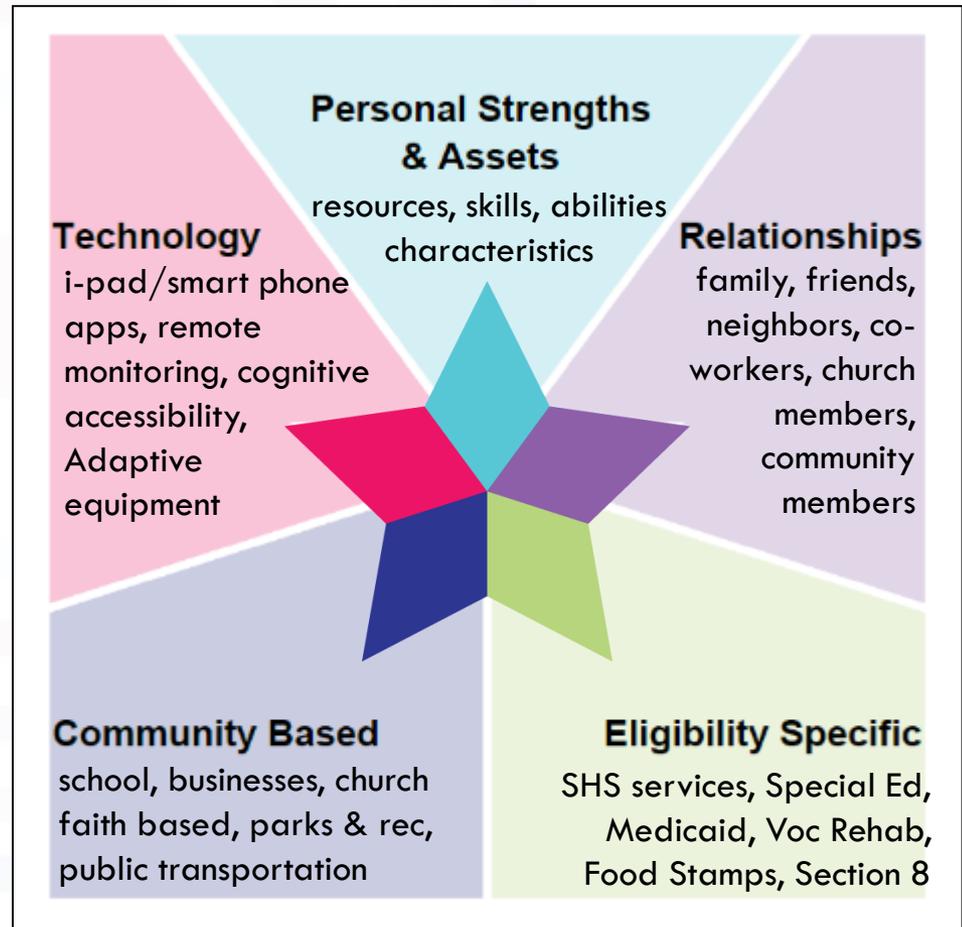
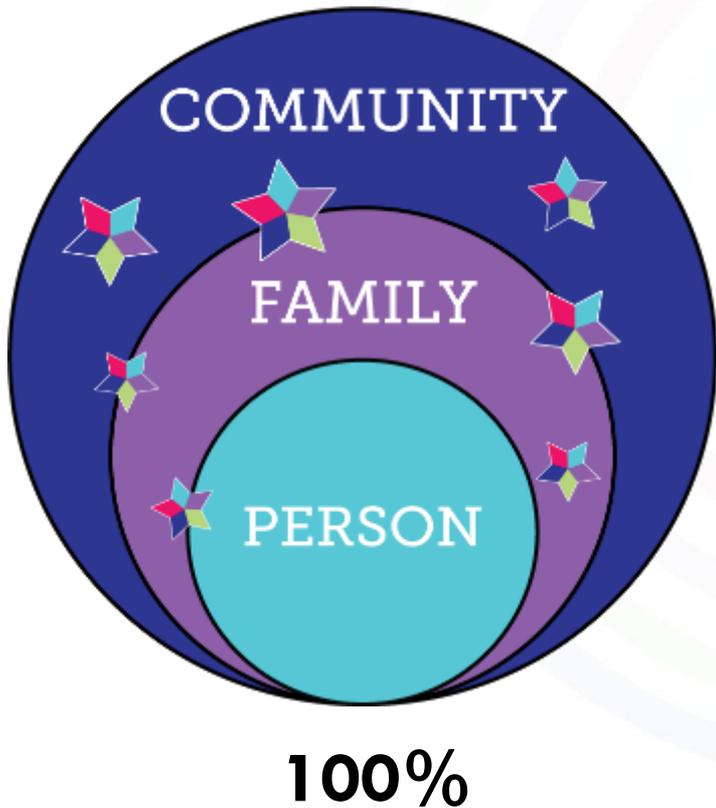
Focusing ONLY on Eligibility Supports



Relying ONLY on Family & Friends



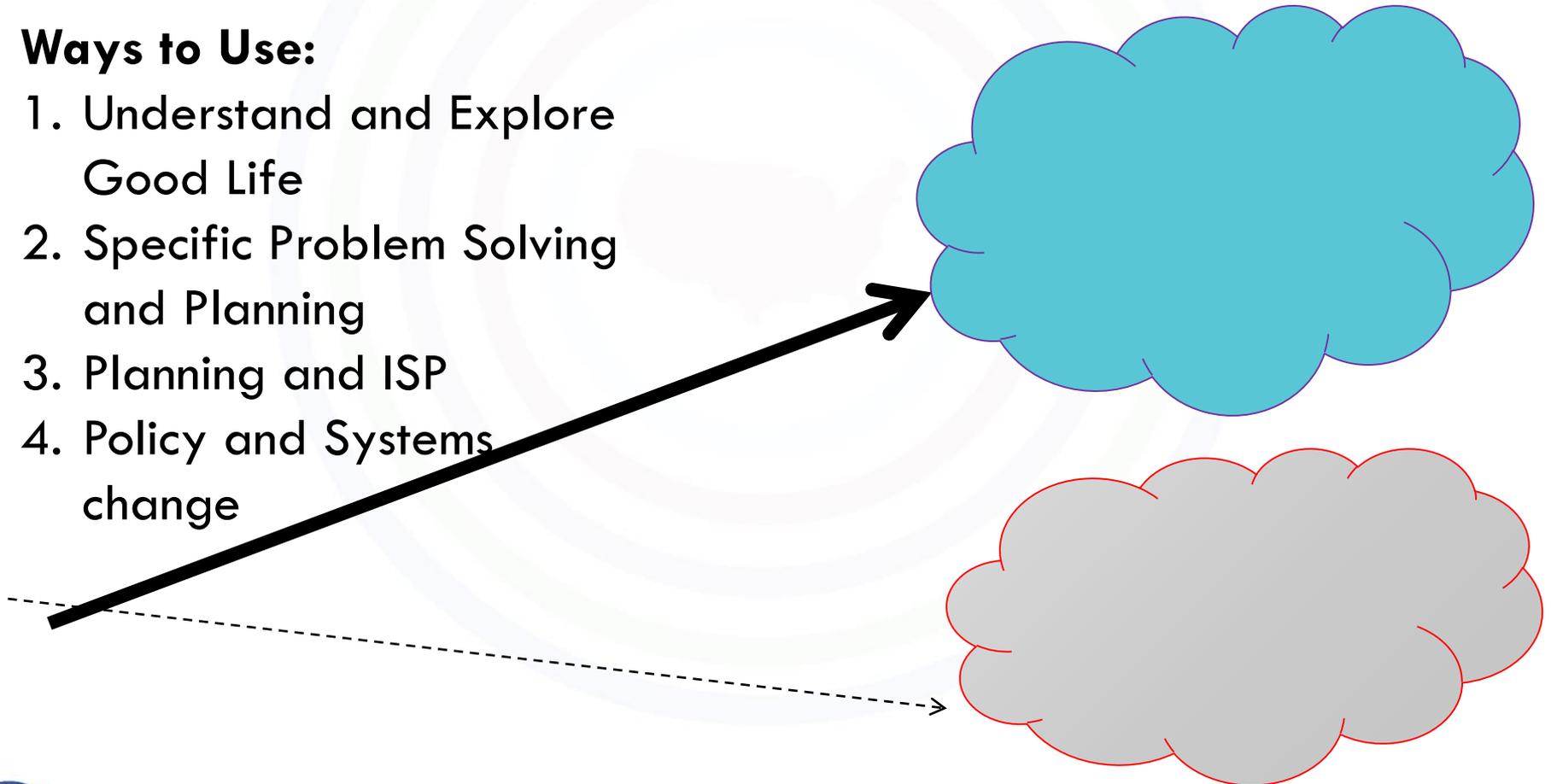
LifeCourse Integrated Supports STAR-



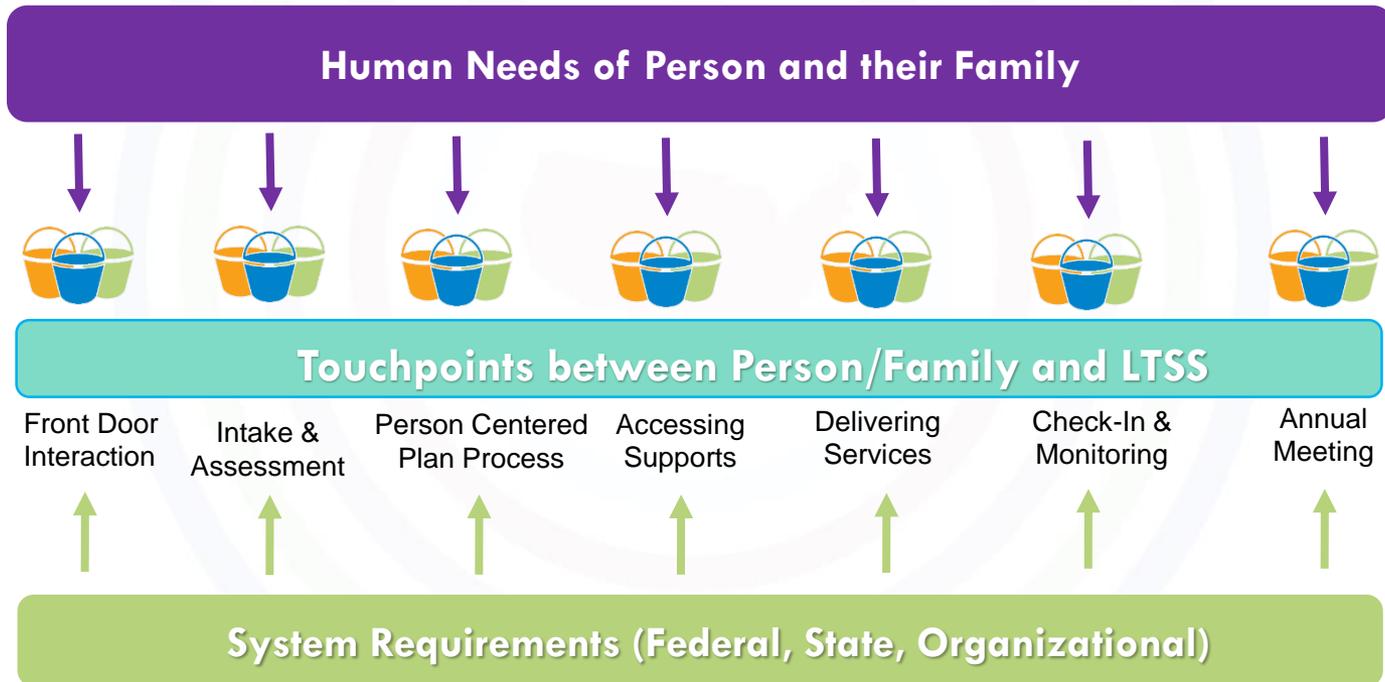
Key Principle, Many Uses: Trajectory and Vision for Good Life

Ways to Use:

1. Understand and Explore Good Life
2. Specific Problem Solving and Planning
3. Planning and ISP
4. Policy and Systems change



Human Needs vs. System Needs



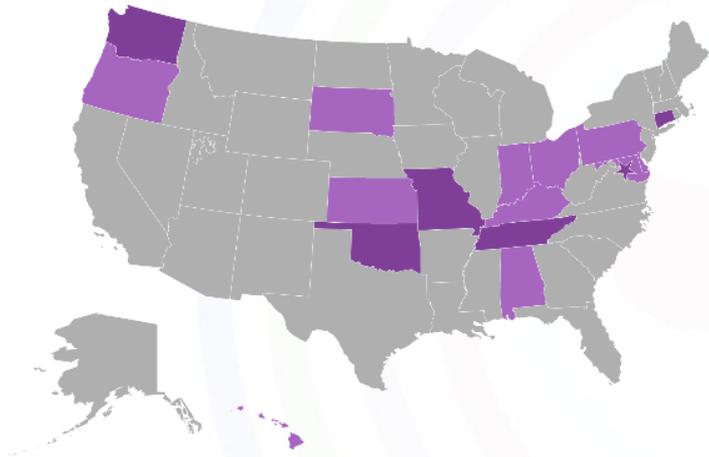
Reflections and Actions

- ⊙ The rules are the rules, some can change, some not
- ⊙ Some leverage good lives in the community
- ⊙ We can use LifeCourse principles and tools in everyday work and our lives- it is yin and the yang
- ⊙ Let's reflect and practice-a more colorful life

“It doesn't matter where you are, you are nowhere compared to where you can go.” -Bob Proctor



A Loop Around the CoP Country



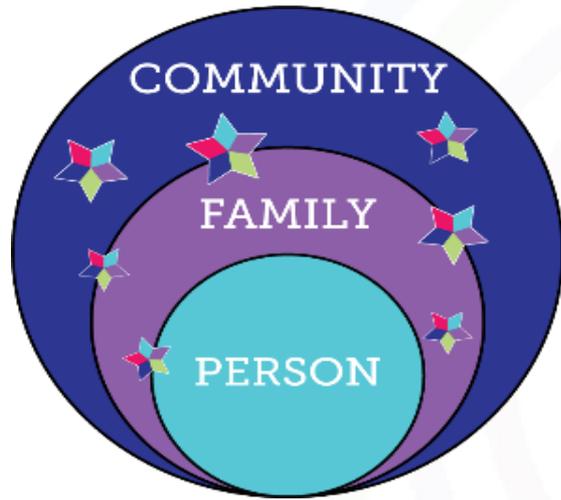
National CoP Work-Look at Us GO!

- New and revised waivers and Medicaid authorities influenced by CoP work- TN, MD, DC, WA, DE
- Information dissemination-accurate
- Families involved and engaged at all levels
- Looking at waiting lists through new eyes
- Retooling the front door
- Increase in technology for good lives
- Building trust, respect and partnerships
- Changes in Individual Support Plans
- Use in schools, vocational work, aging, dd, and other touchpoints
- Families and self-advocates building their OWN their own portfolios
- From awareness to implementation, bit by bit
- Reaching the “all”
- Agencies weaving this into everyday work- not a new program or initiative



Charting the LifeCourse Framework: A Paradigm Shift-Maryland

MD's New Waiver Language



-  Informs the work of the DDA...
-  Imbedded throughout all programs...
-  Principles, language and references to the tools are articulated consistently in each waiver.

All waivers are designed to provide support services to participants and their families, to enable participants' to work toward self-determination, interdependence, productivity, integration, and inclusion in all facets of community life across their lifespans. It supports individuals and families as they focus on life experiences that point the trajectory toward a good quality of life across the lifespan. Services can support integrated life domains that are important to a good quality of life, including daily life, safety and security, community living, healthy lifestyle, social and spirituality, and citizenship and advocacy. These services will build on each participant's current support structures to work toward individually defined life outcomes, which focus on developing the participant's abilities for self-determination, community living, socialization, and economic self-sufficiency.



National Examples-Missouri



Quality-Safety and Security in the Community-HCBS

- ★ The CoP, based on Charting the LifeCourse© can be used to assist with a quality framework for safety and security
- ★ Individually and scaling up systemically?
- ★ We get what we measure; measuring both the basics and the “softer” side





Missouri

The Missouri Quality Outcomes were developed as a result of listening to people with disabilities, their families, and advocates. The outcomes were designed to encourage personal quality of life outcomes with individual focus on leading a self-determined life; including personal values, choice, health, safety, inclusion and self-advocacy.



Missouri Quality Outcomes- Based on LifeCourse-

- © The Missouri Quality Outcomes will be measured through annual data collected by the Division of Developmental Disabilities. Based on the data, the Division of Developmental Disabilities will address areas of enhancements to services and supports through policies and practices, with the goal of providing continuous improvement for people with developmental disabilities.

<https://dmh.mo.gov/dd/docs/missourqualityoutcomes.pdf>

- © This is woven in with the work of the state, support coordinators, providers, families and self advocates-we are all in this together-The SHOW ME

STATE 😊

Ways to Connect *National Core Indicators* and *Missouri Quality Outcomes* to improve services and supports



MISSOURI QUALITY OUTCOME People are Educated about Their Rights and Practice Strategies to Promote Their Safety and Security

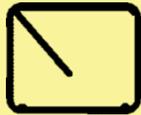
MATCHED WITH NATIONAL CORE INDICATOR DATA



Adult Consumer Survey



- 35% have a key to their home
- 44% can lock their bedroom door



- 12% report that others read mail without asking
- 89% can use the phone and internet when they want

- 10% reported that there is at least one place where they feel afraid or scared
- 94% say they have someone to go to for help if they ever feel scared

Adult Family Survey

- 77% of families know how report abuse or neglect
- Within the past year, 4% of individuals had a report of abuse or neglect filed on their behalf

Child Family Survey

- 55% know how to file a complaint or grievance about provider agencies or staff
- Of those that filed a complaint or grievance, 59% were satisfied with how it was resolved





Working together for good lives

FROM MISSOURI NCI AND QUALITY OUTCOMES PRESENTATION

Predictors of Abuse and Neglect –let's flip these together!

- ★ Social isolation (lack of friendships and relationships beyond paid staff)
- ★ Social stigma related to a lack of respect for people with disabilities
- ★ Lack of privacy within the residence
- ★ Ignorance of individual rights
- ★ Staff stress and lack of training
- ★ Significant dependence on others
- ★ Lack of control/decision-making
- ★ Lack of community participation



Washington State Innovations- Scaling Up



- Listening sessions and spreading the word
- Technology
- Website-Informing Families-I can make my own plan!
- Social Media-collecting success stories
- Sharing my plan



Washington Innovations-Scaling Up



- Training providers on community navigators (new waiver service to assist people build relationships during the day)-so successful, ongoing-true partnership and more providers signing up for services
- Strong relationship with State DD agency
- And More



Indiana Framing Our Vision –Hoosiers!



Charting a Trajectory for DDRS Transformation Strategic Plan for 2017

Mission:

DDRS supports a wide variety of Hoosiers with disabilities to create a vision for their future that uses paid and natural supports to build on and enhance their personal strengths and assets.

Vision:

All people have the right to live, love, work, learn, play, participate and pursue their dreams in their community.

Values:

- Dignity
- Strengths-Based
- Informed Choice
- Supported Decision-Making
- Self-Direction
- Self-Advocacy
- Holistic Supports

The Division of Disability & Rehabilitative Services:

- Facilitates opportunities for our friends, family members, and fellow Hoosiers with disabilities to have full lives in the community.
- Empowers our friends, family members, and fellow Hoosiers with disabilities to be the defining voice in identifying their good life.
- Partners with our friends, family members, and fellow Hoosiers with disabilities to ensure Hoosier communities include everyone.



IN Charting a Trajectory for Case Management



- 2014
 - Changed Practice to Refer Individuals for Intake After Medicaid Eligibility Secured
- 2015
 - Dedicated Liaison with State Agency
 - Active Collaboration with CMCOs Resulting in Greater Opportunities for Feedback and Input
- 2016
 - Concerted Focus on Building Case Management as Critical & Valued Role in Supporting DDRS Consumers
 - Hired Dedicated Consultant to lead innovations
 - Assembled Innovation Workgroup
 - Dedicated Newsletter Focused on Issues Important to Case Managers
 - Streamlined the Monitoring Checklist
- 2017
 - Revised CM Certification Exam
 - Allow RNs to be employed or contracted
 - Retroactive BMR policy and High-Cost policy reduced administrative burden
 - Streamlining information technology systems and sunseting Advocare
 - Implementing Workgroup recommendations

Vision for a Good Case Management for Hoosiers with Disabilities

Supports individuals and families of all abilities and all ages to develop a vision for a good life, think about what they need to know and do, identify how to find or develop supports, and discover what it takes to live the lives they want to

What We Don't Want for Case Management for Hoosiers with Disabilities

- Process over people
- Focused solely on waiver supports
- Focused on skill acquisition



Indiana An Updated PCISP Approach

- © LifeCourse Framework
 - ★ Infused Throughout the Process
 - ★ Focus on Holistic Planning
 - ★ Emphasis on Supports, Including but Beyond Goods & Services- a colorful life
 - ★ Tools Available to the Individual, Family, Case Manager and Provider to Use, As Desired



Other Examples of LifeCourse Application within Providers, Case Management, Etc..

- Job Descriptions
- New Positions
- Hiring & Interviews
- Performance Reviews
- Team Meetings



Provider & CM Employee Training

Integrated Supports	Life Trajectory	Life Domains	Name that tool
<u>\$100</u>	<u>\$100</u>	<u>\$100</u>	<u>\$100</u>
<u>\$200</u>	<u>\$200</u>	<u>\$200</u>	
<u>\$300</u>	<u>\$300</u>	<u>\$300</u>	
<u>\$400</u>	<u>\$400</u>	<u>\$400</u>	
<u>\$500</u>	<u>\$500</u>	<u>\$500</u>	

Final Jeopardy

ONE PAGE PROFILE – SHARON SPURLOCK

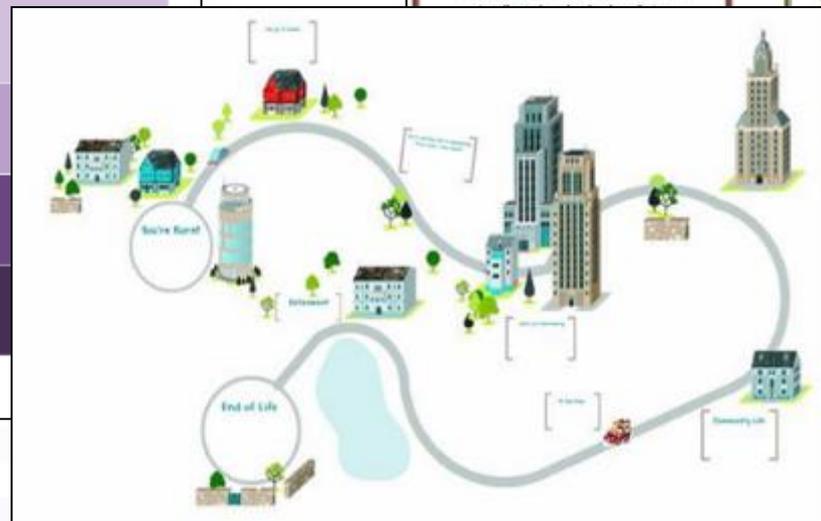


People like my creativity and my positive energy. I am genuinely interested in other people's success and try to share useful tools. I am loud & funny! I'm not afraid of a challenge and won't be offended if you don't like my first idea.

What's important to me?
Getting to know people personally
Being included in decision making – large & small
Connection & contribution to my community.

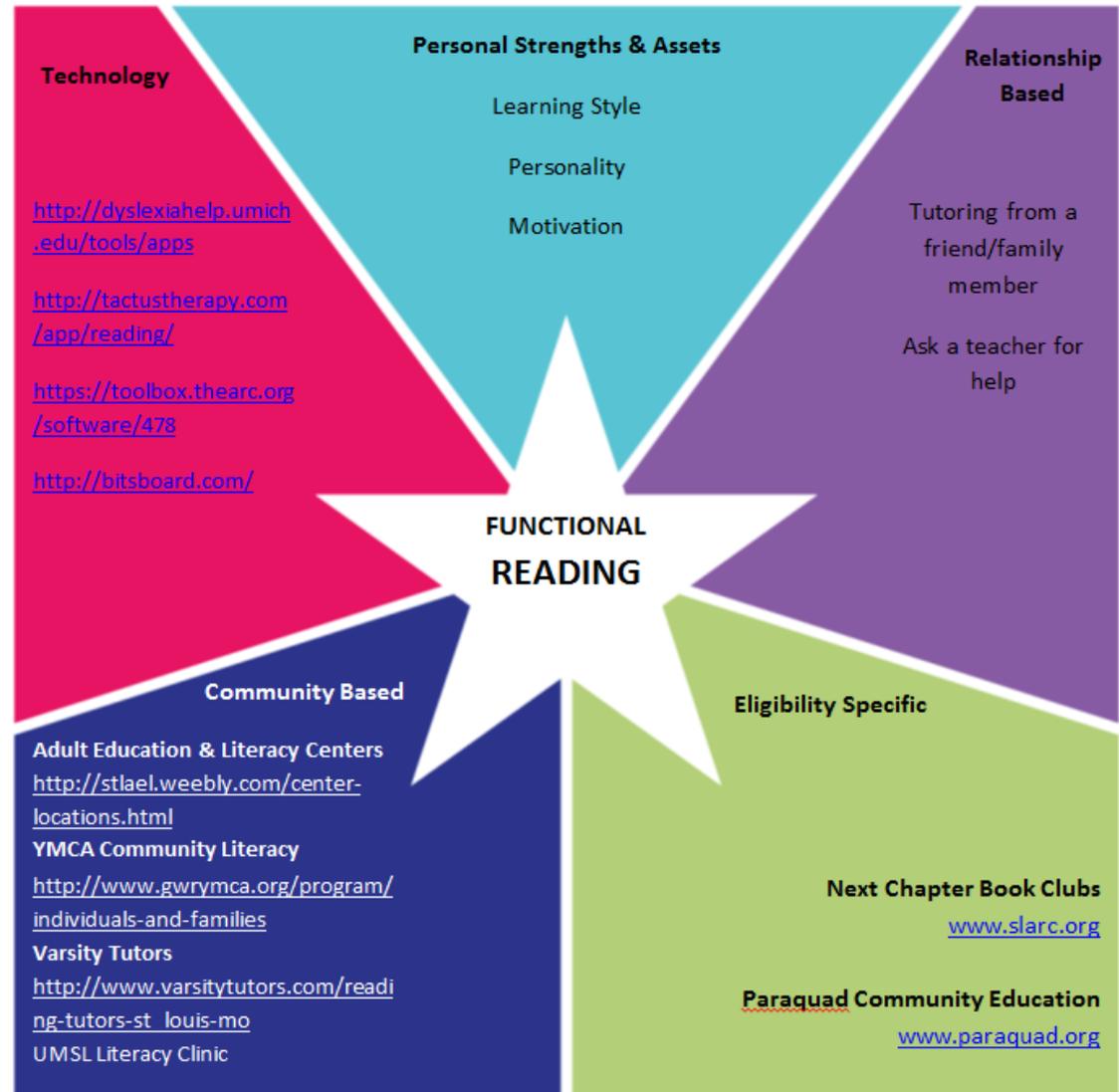
How to Support Me

- Recognize that if I am being negative, I am overwhelmed and need some time for me
- Give me the big picture goal and let me know when you are creative in solving solutions.
- Be on some flexibility with schedule so that I can maintain great relationships with my friends with 1:1s and with my community connections.

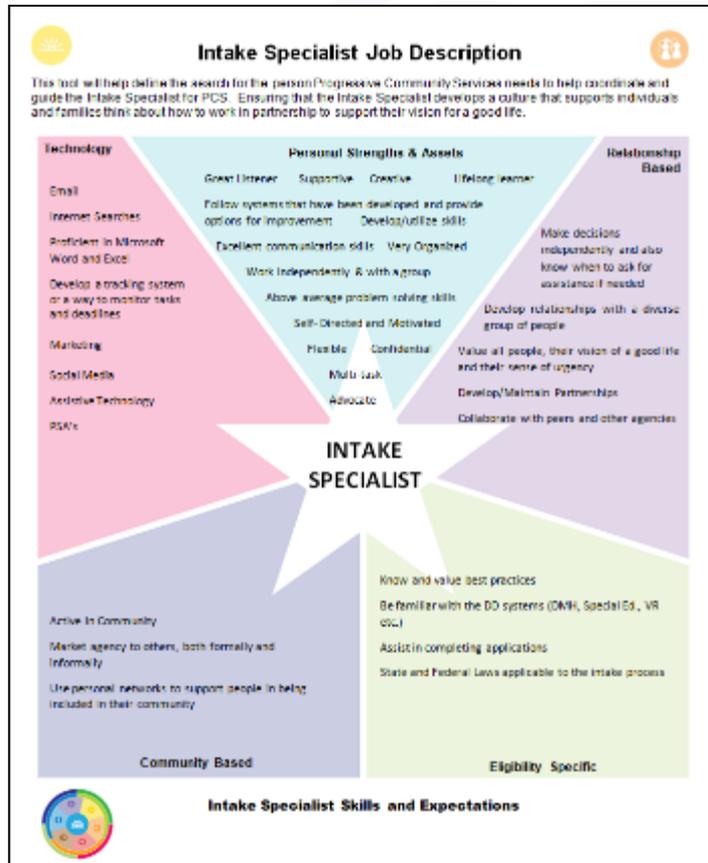


Employee Training

Person Centered Planning Integrated Support Star



Job Descriptions



CHARTING the life course

PROGRESSIVE
COMMUNITY SERVICES

Intake Specialist Trajectory

VISION for Intake Specialist

- People will receive personalized support with the intake process to DMH/DD Supports
- More people will complete the process in a shorter amount of time
- The process will be easier for individuals/families
- Work closely with the Family Navigator to address immediate needs

What to avoid

- Individuals and Families feeling overwhelmed and/or confused by paperwork
- Individuals/families not finishing the process
- The process taking so long that people are frustrated



Human Resource: Hiring and Performance Reviews

Family Navigator Job Description

Technology
Email
Internet Searches

Personal Strengths & Assets
Great Listener Supportive Creative Lifelong learner
Follow systems that have been developed and provide options for improvement Implement new skills

Relationship Based

Integrated Supports – Family Navigator Interview

Technology
What forms of technology do you currently use and for what purpose?
What computer programs do you use?
What is the relationship between technology and people with disabilities?

Personal Strengths & Assets
What personal strengths & assets do you have that make you a good fit for this job?
What life experiences have you had that will be helpful in this position?
What words would your family, friends, co-workers use to describe you?
What do they like about you?

Relationship Based
What are some relationships that are most important to you?
What experience do you have with leading professional or volunteer networks?
How do you nurture and maintain your relationships with friends, family, neighbors, co-workers, etc.?

Community Based
How do you use your community? Schools, churches, etc.
How active are you in your community?
What social roles do you have?

Eligibility Specific
What eligibility specific programs/services are you aware of?
What is your comfort level with completing detailed applications? Ex: Medicaid

FAMILY NAVIGATOR

PROGRESSIVE COMMUNITY SERVICES

PERFORMANCE STAR – LULA BELLE

PERSONAL STRENGTHS & ASSETS
- New Software - Strong Communicator - Dependable - Mover and shaker

Trajectory Worksheet for Employees

Name of Employee: Lula Belle Date: 8/30/11
Supervisor Signature: _____
Employee's grade: _____

VISION AND GOALS for the Year
- We continue to move forward with using LPM/Case Framework with families and support.
- We have a training committee/development plan for each position at PCS.
- Leadership has data systems and a feedback and plan and continuous reviews to make informed decision and look at quality.

Obstacles / What We Don't Want
- Manager has not about Quality leading training plan.
- Follow up when she identifies issues - are things getting resolved?
- Feedback from KS and RMT about internal audits.

PCS ASPIRE
Build relationships that will inspire positive social change, empower people and challenge the status quo.

PCS HOPE STRATEGY
An inclusive community where all people have value.

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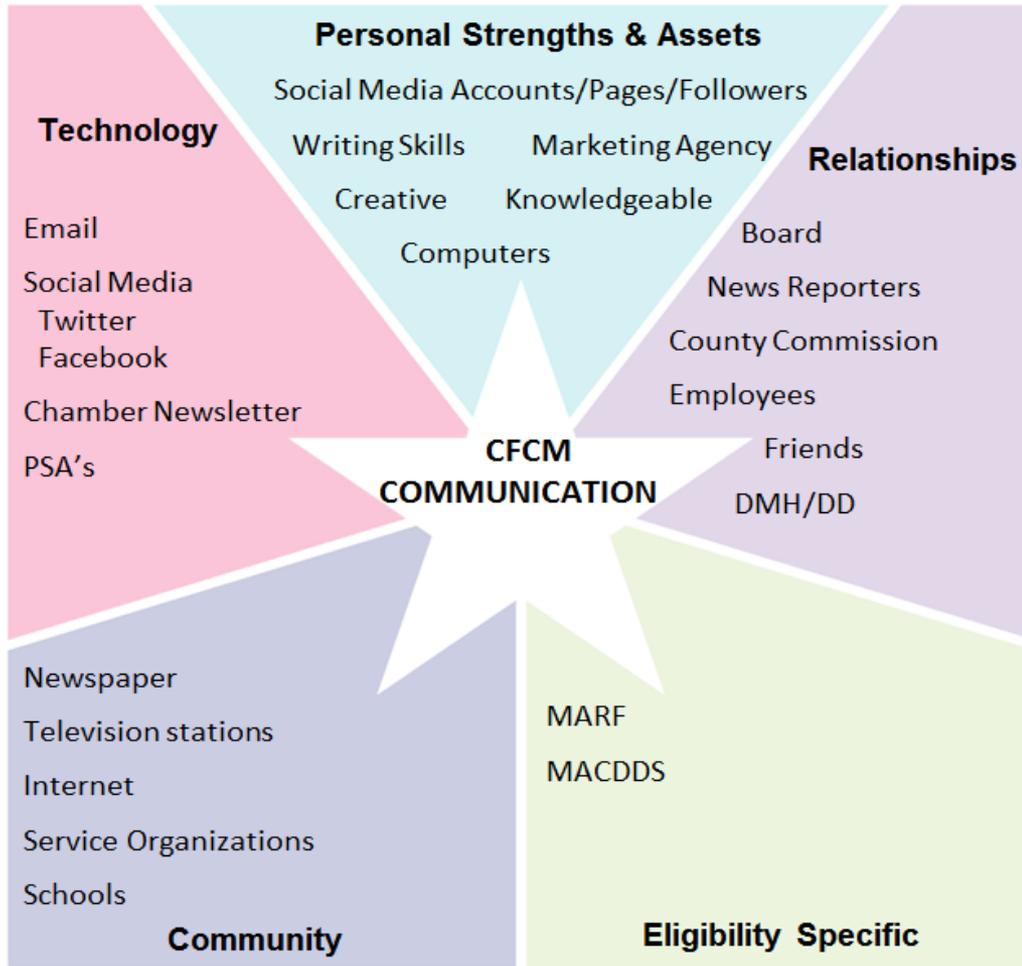




PROGRESSIVE COMMUNITY SERVICES



CONFLICT-FREE CASE MANAGEMENT COMMUNICATION



Organizational Communication Plan for *Conflict Free Case Management*



Organizational Strategic Thinking: Evolving Day Habilitation Services

Community Center Trajectory Worksheet:

Organizational Contributions:
Skills, Experience, Attributes, Talents that contribute to the culture.

- 30 plus years providing services and supports
- Experience in Targeted Case Management (TCM)
- Experiences in networking and partnering
- Early adopters of new ideas!
- Active in the Community
- Embraces change!

What we DON'T Want

- Segregation
- Lack of Respect
- People idle, people sitting around doing nothing
- Staff congregating together and not engaging visitors to the Center
- Meaningless activities
- Activities that are not age appropriate
- Lack of Enthusiasm
- Lack of Motivation
- Inappropriate Activities, Supplies, etc.
- Boring... Same old, Same old activities and environment
- Lack of Planning

VISION for the New Community Center and its role in a GOOD LIFE for people in our community

Long term desires and goals:

It is our long term goal that the New Community Center be a hub for community life engagement activities in Monroe City. Promoting personal growth through opportunity, experience and exposure.

It is our vision that the Community Center will become part of the larger community... viewed as a resource and a valuable part of an inclusive diverse community that people engage in and promote to others.

Conditions:

- Good Leadership
- Talented Staff
- Training & Skill Development
- Access to Technology & Staff skilled to use it

Preferences:

- Wide variety of activities, classes, etc. to engage diverse group of people (ages, etc.)
- To access classes outside the center
- Engage volunteers to teach some classes in the Center and utilize talents in the Community
- Financial Support: to assist in Center operation

Vision:

- Fun Activities!
- Participation by Individuals
- Participation by the Community
- Community Engagement
- Real Life Experiences!

MISSOURI FAMILY TO FAMILY | UMRC-IHD, UCIDD

Grand Opening January 2016!

Integrated Services and Supports for Community Center

People need supports to lead good lives. Using a combination of lots of different kinds of support helps to plot a trajectory toward an inclusive, quality, community life. This tool will help define the search for the person to coordinate and guide the new Community Center. Ensuring that the Community Center operates with a culture that supports individuals and families think about how to work in partnership to support their vision for a good life. The Community Center should be a place that supports true community life engagement and enhances the culture of the community.

Technology

- Social Media: Facebook, Pinterest, YouTube Videos & TED Talks....
- Comfortable using laptops, iPad, Projectors, and other devices.
- Comfortable teaching others to utilize technology for learning, recreation, and building and maintaining connections with family and friends.
- Has the ability and creativity to make and distribute flyers, videos, and other products to promote the Center and provide outreach!
- Use tools like United Way's 211 directory to identify resources

Personal Strengths & Assets

- Enthusiastic & Motivated! Wants to have fun & likes others to have fun!
- Utilizes creative teaching strategies & technology easily.
- Communicates comfortably in difficult conversations.
- Connected with the Community. Resourceful.
- Organized & Resourceful
- Is a self-starter!

Relationship Based

- Advocacy Skills
- Values Community
- Values relationships with community and others
- Support People First and Serve as local Chapter Advisor for Monroe City
- Recruit & Organize Volunteers
- Provide outreach and Motivate people to join in
- Assist with Program Services as needed when available

Eligibility Specific

- Planning and Research for Center
- Identify needs and how to meet them
- Comfortable with a diverse group of people.
- Celebrates differences and diversity in a group.
- Comfortable utilizing Tools for Choice and other tools to support people with challenging behaviors
- Communicates in a comfortable way to all visiting:
- People who Need Support / Bring Support!

Community Based

- Network with local groups.
- Outreach to Chamber of Commerce
- Represent LOQW & the Community Center at Monroe City Chamber of Commerce
- Know what's happening in and around the community and confident enough to join in!

Community Center Culture and Expectations

MISSOURI FAMILY TO FAMILY | UMRC-IHD, UCIDD

LOQW, Inc.



CHARTING the life course

Life Trajectory Worksheet: Family Focus on Employment

Families discussed, what works to support employment?

Believe, Encourage, Be Creative



Being a part of the discovery process – communicate to professionals what a person’s interests and skills are.

Find things in the community to stay busy – volunteer as a family.

Find a mentor.

Learn about disability rights and parent rights.

Advocating at school meetings to focus on employment.

Talking about money.

Giving ALL children chores, including those with disabilities.

Teaching interview skills.

Asking, “what do you want to be when you grow up?”

Reading to children from an early age.

Staying connected – have a social network, talk with people you know about jobs.

Exposure: bring children to work, go to different places of business and talk about work, etc.

VISION for the Life I WANT

- Employment – a good job that creates meaning and economic self sufficiency
- Independence – doing as many things independently as possible and as desired
- Self-determination – making one’s own decisions
- To have a mentor- someone to look up to who understands each person’s experience.
- To contribute to other family members

What I DON'T Want

- To be discouraged by professionals
- To give Up Hope
- Boredom
- To not have a social network of friends or employment contacts
- Negativity and low expectations



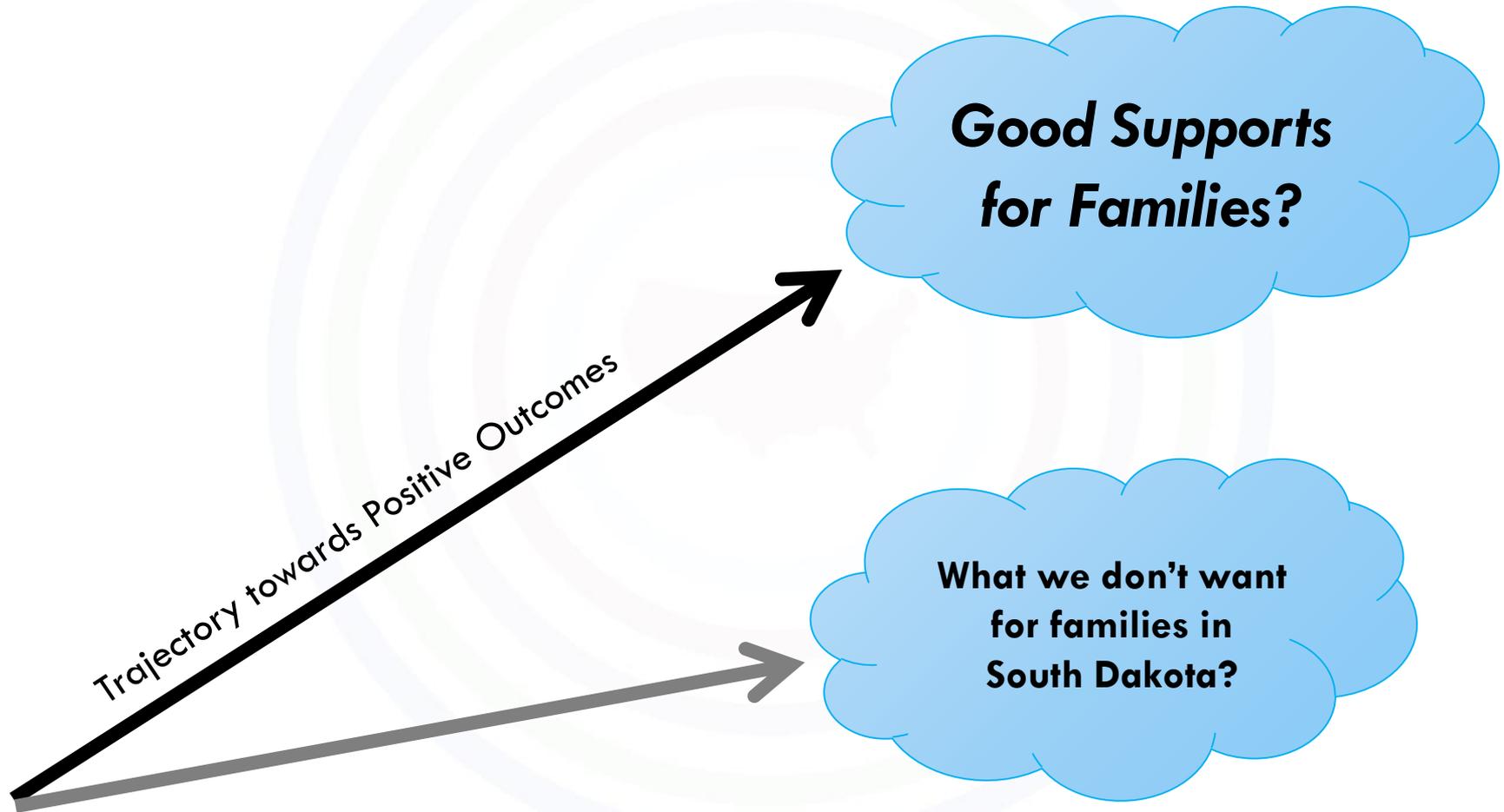


Person Within Context of Family and Community

What is the
Vision and
Trajectory for
South Dakota?



Trajectory towards Supported Families in SD?



Our Priorities



**Good Supports
for Families?**

**What we don't want
for families in
South Dakota?**



Our First Steps





THANK YOU

for all you do for families!

Innovation is
change that
unlocks new
value.

- Jamie Notter

