


Seeing is Believing:




Transformation from Congregate to Individualized Services and Supports

A Project of The North Carolina Council on Developmental Disabilities
Mike Mayer, Senior Partner, Community Resource Alliance
www.cra.cc

A Quick History...

- Three year project
- Came out of an international conference
- Asheville Coalition
- Based on Supported Living principles



Supported Living IS...
A safe & decent home of your own
Choice
Personalized Assistance
Support from others who care about & respect you

-John O'Brien

Individualized services and supports...

...are defined as services and supports delivered in settings for no more than three, unrelated individuals (and preferably only one individual) with ID/DD

- NC Council on Developmental Disabilities**
- RFA...build community capacity
 - Provide technical assistance
 - Individualized support options
 - For providers of community, residential services and supports
 - "Without exception" ... without regard to the intensity of supports needed
 - Match North Carolina providers with exemplary peers' approaches
 - Create diverse approaches
 - Both personalized and financially viable
 - Experience choice... indistinguishable from the population at large
 - *Not the intent* to encourage the development of smaller, group home settings

- Who?**
- Beyond Academics – Innovation @ UNCG – building on shared living...
 - Charles Hines and Son – No provider controlled residential services - working to be a resource to the community-at-large to assist people to move/stay in their own homes

- Who?**
- Ralph Scott LifeServices – Traditional mid-sized small group home/CAP provider (ICF and non-ICF)
 - RHA Howell Care Centers – Very large provider now with 50% "community supports" and 50% congregate care – including large ICF

What We Are Doing: Learning...

- Who people are... through conversation, futures planning (PATH)
- Where organizations want to go, through facilitating organizational PATH plans.
- What the systemic challenges are to supported living concepts
- How...agency staff trained to be PATH facilitators for people they support



What We Are Doing: Creating Opportunities...

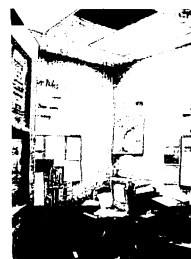
- Coordinated visit to Georgia Options
- Building internal capacity for person-centered thinking through PATH training
- Facilitating access to waiver funding for people currently living in ICF-MRs
- Providing TA through problem solving and information
- Working collaboratively to solve problems (across agencies and with state divisions, etc.)

What We Are (All) Learning:

- Organizations initially need help with the “why” but that quickly changes to needing support on the “how”
- We spend a lot of time encouraging the providers to do hard things – like take risks without guarantees...
- There are a lot of really silly rules that make good work harder to do
- Slow and steady is effective - with organizations and with families/guardians
- People love to see examples of what is possible
- Fear is a sign of true commitment!

What’s Working... Within Organizations

- Organization Change:
 - PATHs, trainings, advising to the Board
 - Guardians/families more engaged
 - Organizations rethinking ALL services, not just residential
 - Learning going on within organization
 - Moving into own apartment very real option for some!



What’s Working... Creating a Learning Community in North Carolina



- Organizations working together (competitors collaborating)
- Leveraging other state resources - MFP
- Engaging new allies - case managers

“What you all are talking about is nothing short of revolutionary.”
-an intrigued case manager

Now...

- Systems change discussions with state personnel – such as DHSR, DMHDDSAS & DMA
- Collaborating with MFP
- Developing transition plans
- People begin moving into their own homes!



Now...

- Expanding in-state learning network
 - Cultivating networks of people, families, guardians and others ACROSS organizations
 - New in-state providers being recruited
 - Out-of-state providers engaging in similar efforts
- Organizations continue implementing PATH vision—making changes to organizational practices (staffing , hiring, resource allocation) as needed

The Reality – Many Challenges

- Have significant disabilities?
 - Often need a roommate to make financial picture work
 - Waiver rules requires licensure if you live with another person
- If you are required to live in a licensed setting
 - State licensure regulations consider your home a “facility” and regulates as such
- If you don’t require 24/7 supports
 - Often live in group home funded with state dollars, on waiting list for waiver funding
 - Not eligible for MFP funding because not living in an ICF-MR

Now...

- Continue supporting systems change, especially:
 - Rules and regulations
 - Funding
- Address challenges
- Celebrate accomplishments