

INNOVATIONS IN SUPPORTING FAMILIES COMMUNITY OF PRACTICE FRAMEWORK FOR SYSTEMS CHANGE WEBINAR SERIES

FOCUSING ON THE FRONT DOOR OF
LONG-TERM SERVICES TO
ENHANCE SUPPORTS TO FAMILIES

MARCH 26, 2015



NASDDDS

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


HSRI



SUPPORTING FAMILIES

of individuals with intellectual & developmental disabilities

THE NATIONAL COMMUNITY OF PRACTICE • FUNDED BY THE ADMINISTRATION ON INTELLECTUAL & DEVELOPMENTAL DISABILITIES

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.

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.

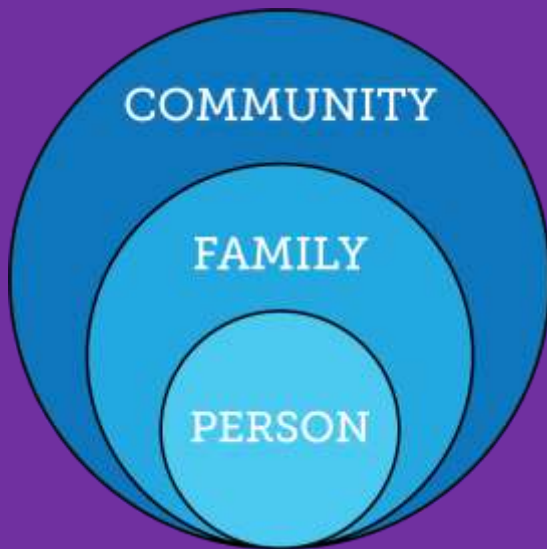




People with disabilities and their families have the right to live, love, work, play and pursue their life aspirations just as others do in their community.



Importance of Family within the Context of Disability Services: Our History



GOAL



Individual

Will achieve self-determination, interdependence, productivity, integration, and inclusion in all facets of community life



Families

Will be supported in ways that maximize their capacity, strengths, and unique abilities to best nurture, love, and support the individual to achieve their goal

Recognizing that individuals exist within a family system

DISCOVERY & NAVIGATION

Knowledge & Skills

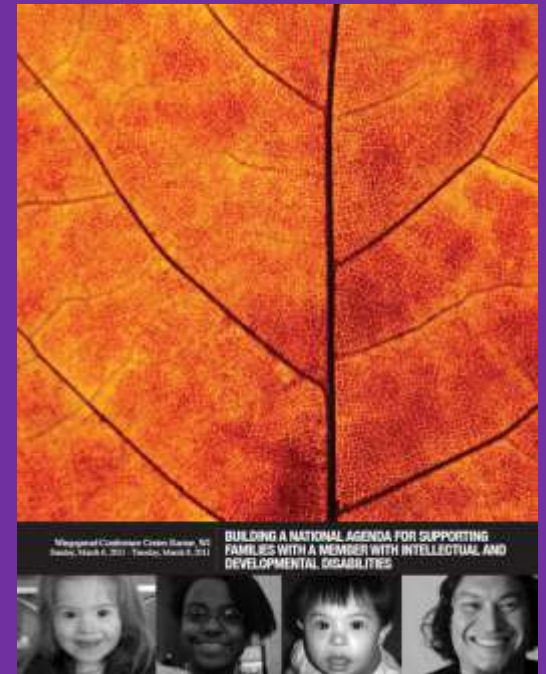
CONNECTING & NETWORKING

Mental Health
& Self-Efficacy

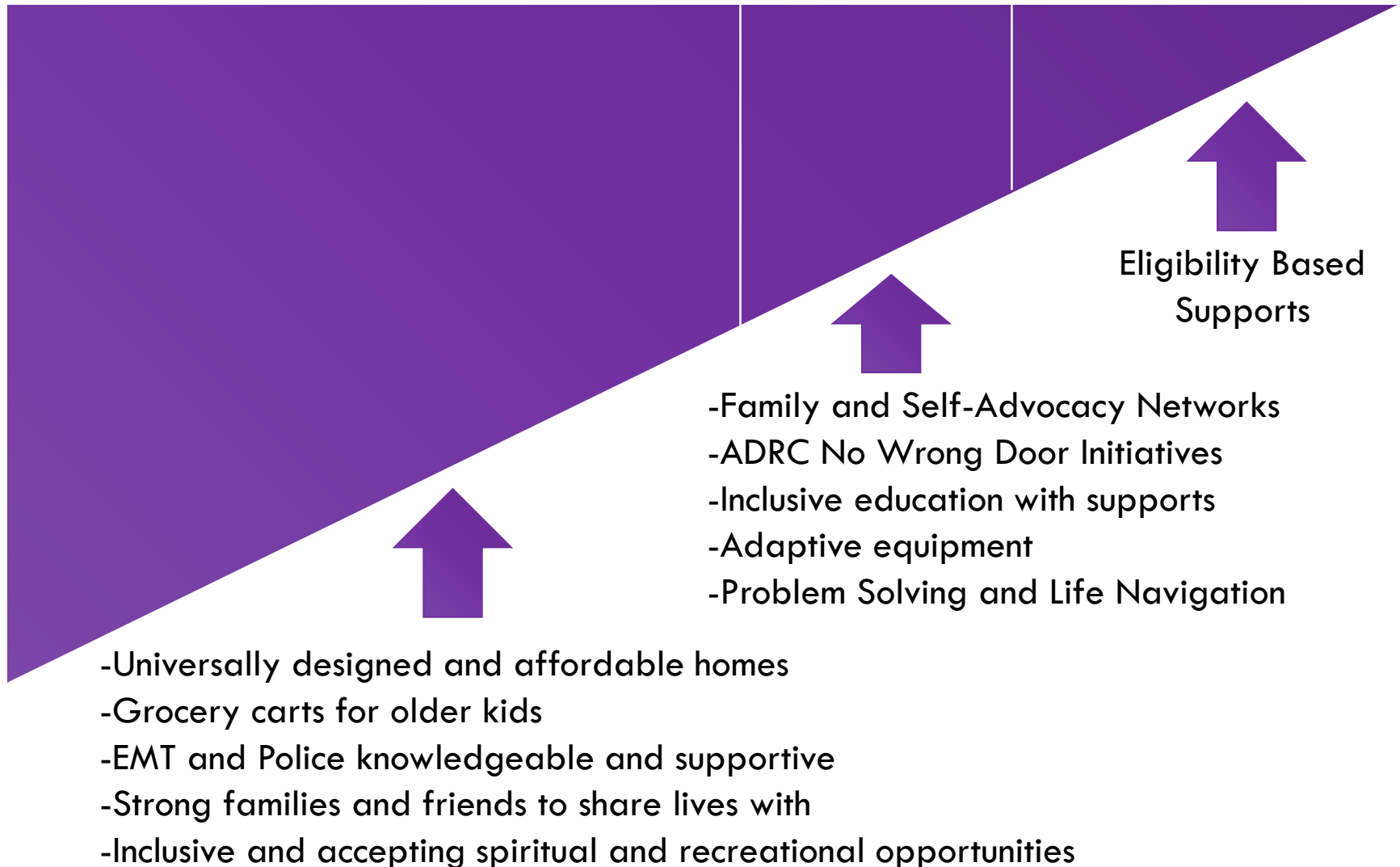
GOODS & SERVICES

Day-to-Day &
Caregiving/Supports

Defining Supports to Families



Developing Innovative Strategies for Transformation within and outside DD

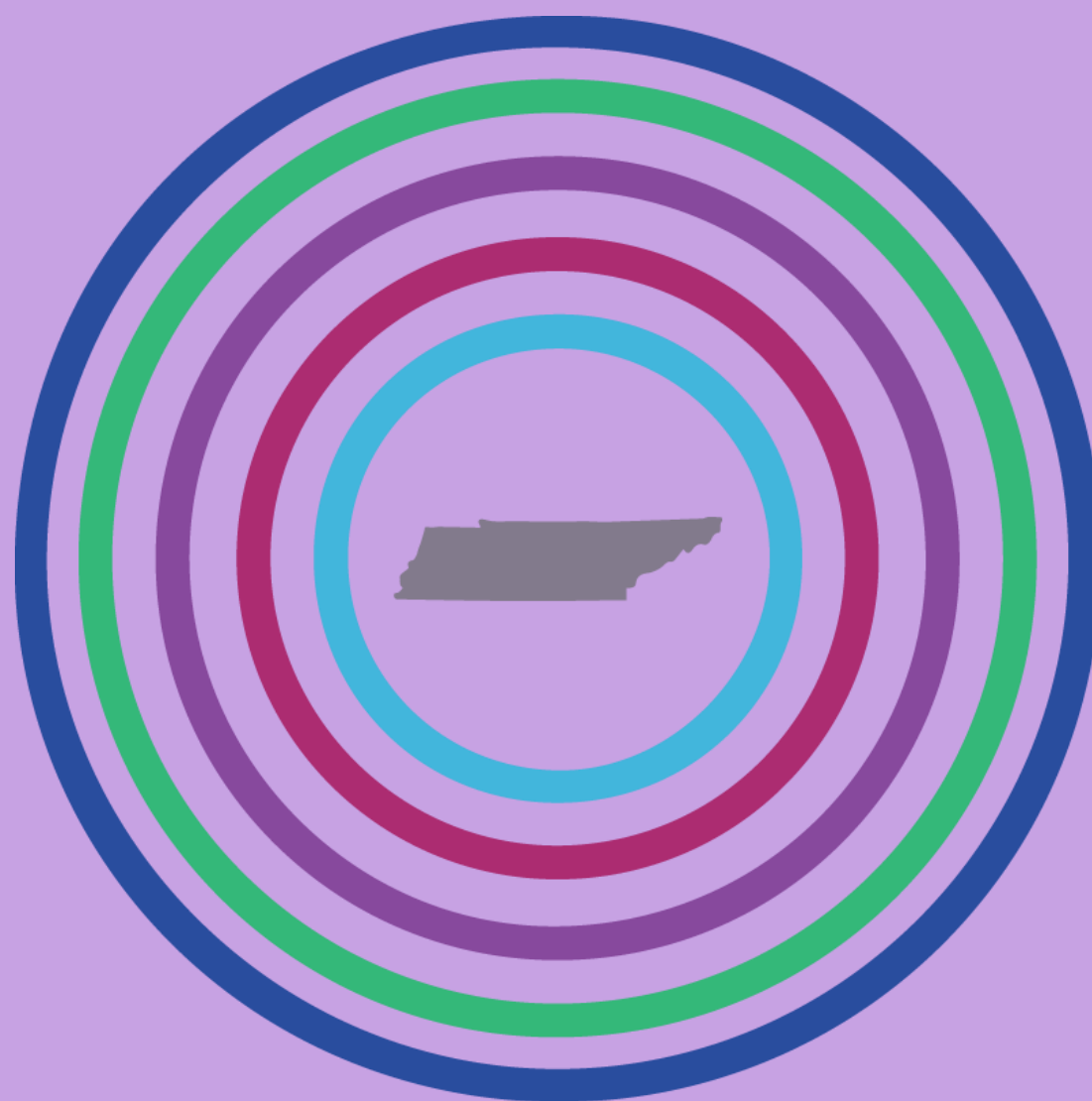


Outcomes for Today's Webinar

Understand the impact of interaction at the “front door” of LTSS on self-advocates and families

Hear about quality enhancement activities focused on the front door in Tennessee and Missouri

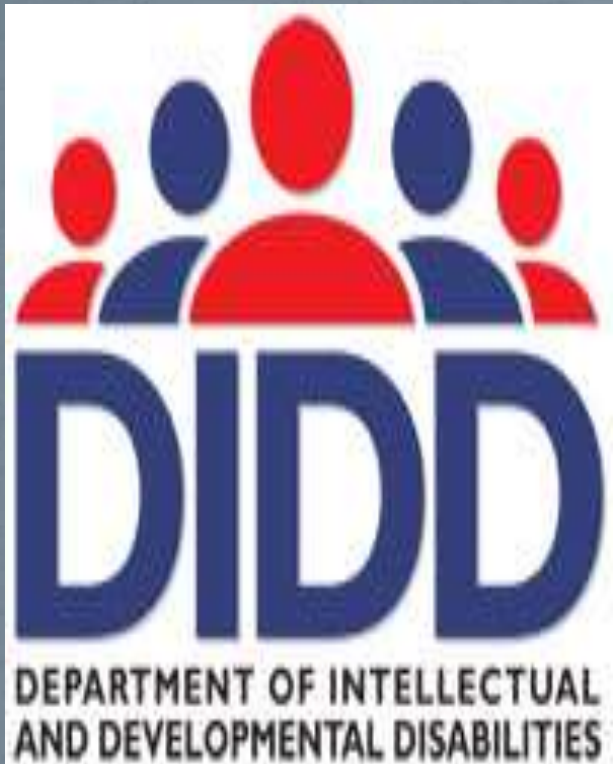
Explore your questions and ideas for improvements in your state with national and state CoP members



Tennessee's Front Door

Tennessee Department of Intellectual and Developmental Disabilities

Tennessee Department of Intellectual and Developmental Disabilities

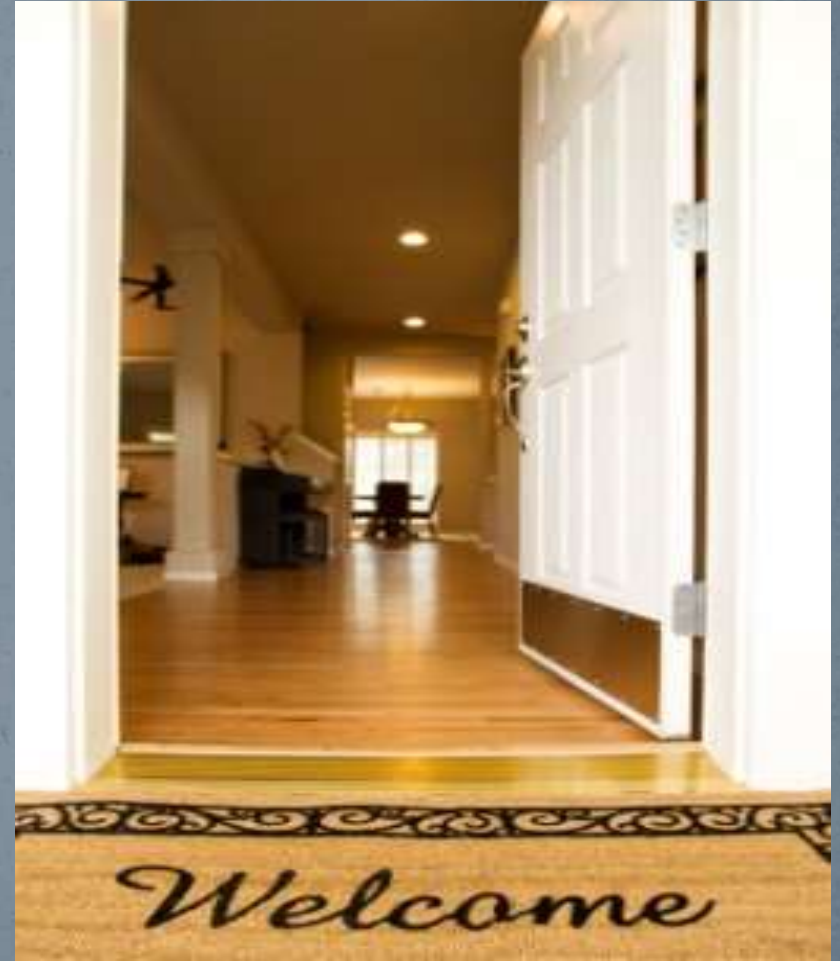


Presented by:
Laura (Doutre) Vegas
March 26, 2015



**Community of Practice
for Supporting Families of Individuals
with Intellectual & Developmental Disabilities**

Changing the Front Door Experience



Why now?

- Supporting Families brought a new perspective to TN
 - In order to be person centered, families must be included
 - Strategies targeting families that will ultimately benefit the person with I/DD
 - Families influence policy and practice

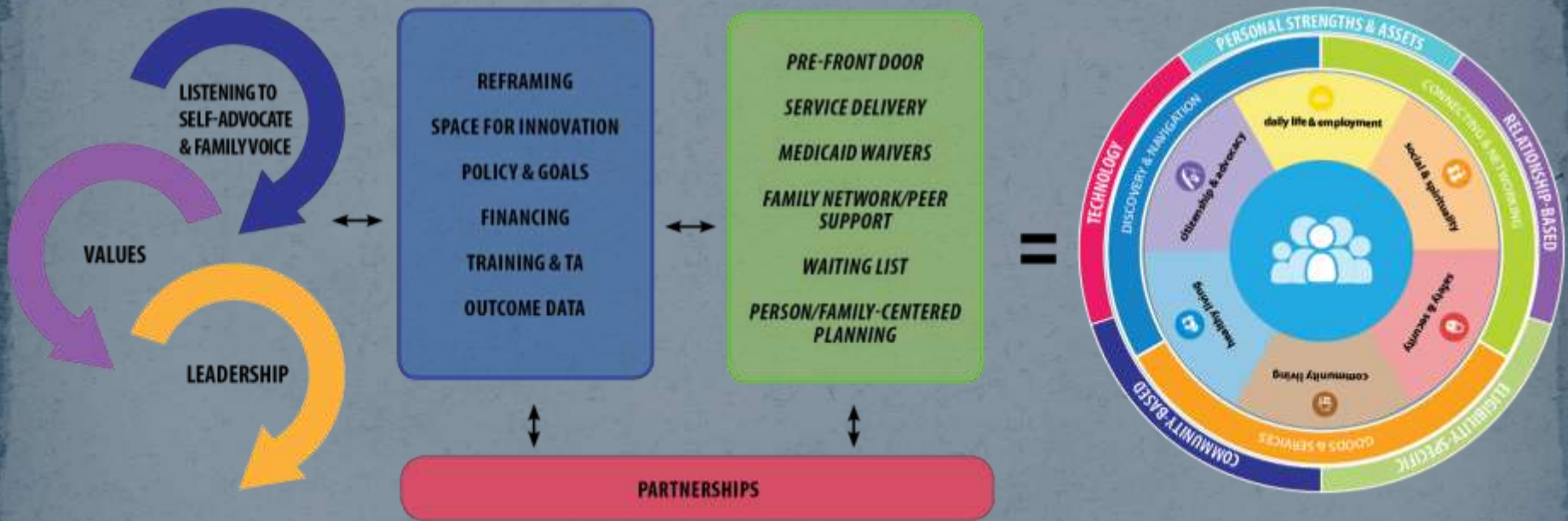
Life Course Guiding Principles

CATALYSTS

INFRASTRUCTURE

INNOVATIONS

OUTCOME



Michelle "Sheli" Reynolds, PhD. UMKC Institute for Human Development, UCEDD. Revised June 2014. Adapted from Hall et al, 2007

Why focus on the Front Door?

- DIDD receiving a lot of feedback regarding the experience from families
- DIDD's desire to provide a better service at the Front Door to people and their families
- There experience a family has at the front door could assist in the right or wrong trajectory
 - Service life vs. family/community life

LEAN Event

- LEAN is a philosophy and a set of tools which help agencies focus on business processes to maximize customer value while minimizing roadblocks.
- DIDD staff from Central and Regional Offices
- Family member
- Data Gathered from Stakeholders prior to event

LEAN Event



The Front Door



Feedback from families and self-advocates

- Overwhelming
- Expectations
- Not Accessible
- Intimidating

The Front Door



Feedback DIDD Intake Staff

- Resources Stretched Thin
- Inconsistency across regions
- Duplication
- Challenging to add to depth of services and move toward mission of supporting families across the lifespan

Vision



Feedback from Families and Self-Advocates

- We are in charge
- Welcoming
- Transparent
- Got the information we needed
- Reduced fears about the future
- Understand current resources

Vision



Feedback from DIDD staff

- Tools to complete work
- Consistent practice across TN
- Confident in supporting families and their loved ones
- Making a difference for people
- Do work that really matters

Recommendations

- Initial Intake assessment form is very long and may contain information that is not necessary at the time of the home visit; form has not been updated since the department has moved to a more person-centered focus.
- Families often do not understand the intake process or what to expect. Sometimes there's a lack of consistency in the intake process and some information has not been updated.
- Website is confusing, needs updated information, more user-friendly format, and simple, easy to find instructions on how to access DIDD services.

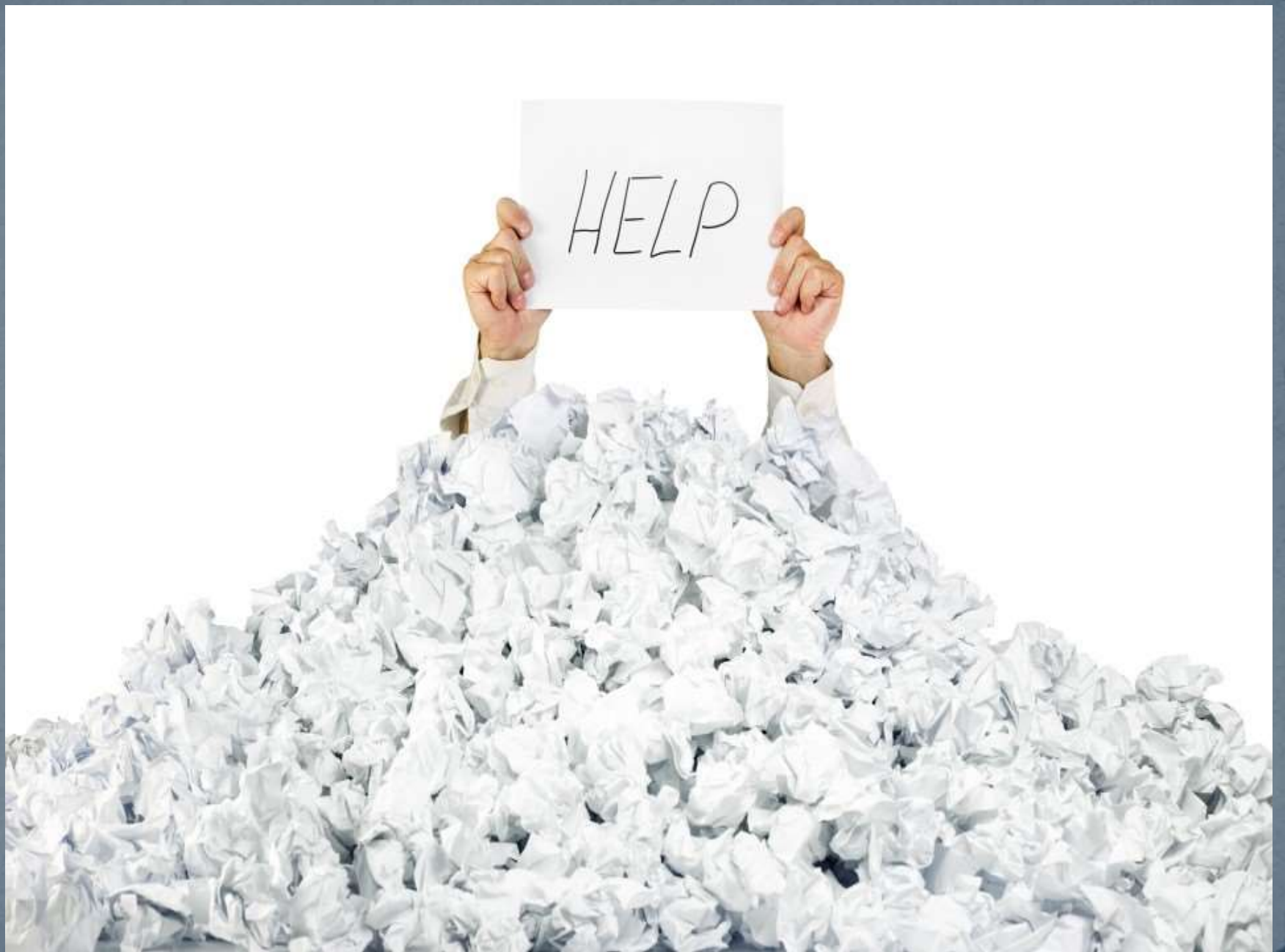
Initial Intake Assessment @ Front Door

- 12 pages long
- Completed on initial visit by Case Manager
- Very detailed information about waiver services
 - Amount and Frequency
- Detailed information about ADL's, medical information, current situation

“WE CAN LICK GRAVITY,
BUT SOMETIMES
THE PAPERWORK IS
OVERWHELMING.”

Wernher von Braun

www.goodlifeorganizing.net



HELP

Initial Intake Assessment

- Group of people convened to address recommendation
- Did not revise intake assessment
 - Too difficult to change in electronic information tracking system
 - Developed in response to a lawsuit
 - Data useful in future
- DIDD LEAN steering committee

Information for Families



Information shared @ Front Door

- Inconsistent
- Not applicable to their family member
- Too much information
- Jargon
- What happens next?

Life Course

- A tool to assist case managers in determining how to support a person and family
- Provide information based on stage in life and to help think ahead
- Using Life Course Domains to assist families to think about existing possibilities
- Possibilities differ for people based on stage in Life Course

Navigation – What happens next?

- Draft Information Sheet with the road map
- Share with families for feedback

TN DIDD Website

- Tennessee Council on DD is revising it's website to include the Life Course Framework

Lessons Learned

- Significant paradigm shift for Department
- If at first you don't succeed, try, try again.
- The concentric circles are very helpful in helping people understand
- Time investment needed to get people on board
- Several opportunities to receive input from families and people, need to link



Questions?



- Laura (Doutre) Vegas, Assistant Commissioner – TN DIDD
- Laura.A.Vegas@tn.gov



Missouri's Front Door
Missouri Department of Mental Health
Division of Developmental Disabilities



Improving lives THROUGH
supports and services
THAT FOSTER self-determination.

Effecting System Evolution

Focusing on the Front Door

Missouri DD System Fast Facts

- 👤 A Division of the MO Dept. of Mental Health
- 👤 Historically 11 Regional Offices, now reorganized into 6 main and 5 satellite offices
- 👤 75% of MO Counties have a local tax for developmental disabilities, AKA “Senate Bill 40’s”

Missouri DD System Fast Facts

- 👤 Over 50% of Division of DD Targeted Case Management (TCM) is provided statewide by contracted County Senate Bill 40 Boards or local not-for-profit TCM entities
- 👤 DD is the operational agency for Five Home and Community Based 1915 (c) Waivers

Where We Were

- 👤 History of regional independence
- 👤 Split structure for case management
- 👤 Difference between DD and Waiver Eligibility Criteria

Where We Were

- 📍 Increased role of contracted TCM agencies
- 📍 Staff reduction
- 📍 Dispersed and Inconsistent Data collection process

Why We Did It

- 👤 Respect Individuals and Families: Reduce complexity of applications
- 👤 Improve statewide consistency
- 👤 Improve accuracy of clinical decision making
- 👤 Get back to essentials

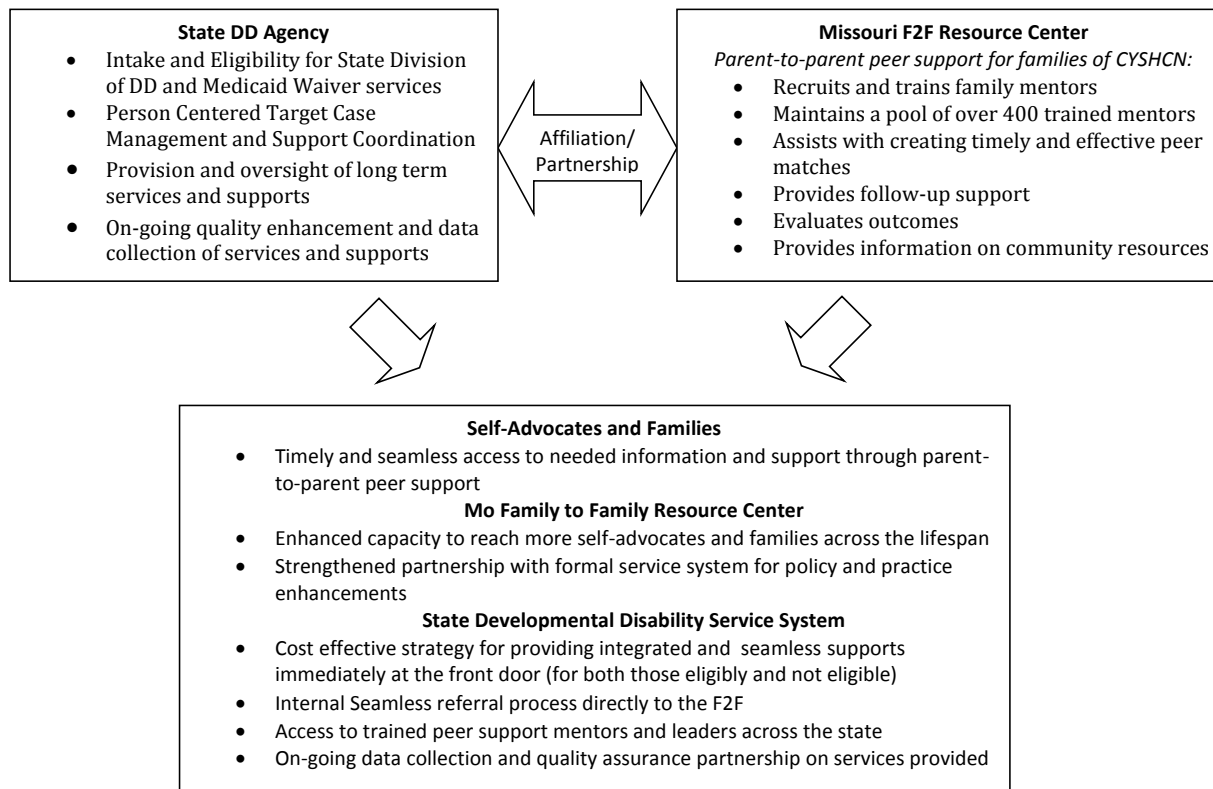
Why We Did It

- 👤 Improve and standardize data collection
- 👤 Reduce costs associated with application process
- 👤 Define current and potential roles for County Boards

What We Did First

- 👤 Listened to the voices of stakeholders
- 👤 Partnered with statewide family organization, Missouri Family to Family Resource Center at UMKC UCEDD

Partnered at the Front Door



Referrals from DDD Intake to F2F

(January – December 2014)

Number of Intake App Received to RO for Intake	Number of Referrals to F2F	% Referred to F2F
1151	601	52%

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
135	127	121	95	79	84	101	73	94	106	59	77	1151

Support Provided by F2F

(January – June 2014)

#of Requestors Receiving Individualized Information from Family Specialists	#of Requestors Receiving Peer Support in addition to Individualized Information	# of Requestors Receiving Standardized MOF2F Information Packet	# of Closed Requests	% Received 1:1 Supports	% Received MOF2F Packet
187	78	230	495	54%	46%

What are Families Saying?

Tell us about the information you received from MoF2F.

The information that I received from the Resource center was very helpful in offering me the tools to make my life better. When I have an issue about something, the resource center will be there for me to offer support.

Found insurance that would provide therapy for my son. Have been able to share with other families as well.

I didn't feel so alone. I knew there was help available but didn't know how to get it. Now I do.

What was helpful/What did you like about your peer match?

She has a lot of experience being in a similar situation and put me at ease with my concerns... I was in bad spirit before talking to her....

I'm not the only one who has a child with disabilities...

She has suggested resources, checked in to see how resources worked, emotional support through e-mail, good information and ways to handle things...

What We Did Internally

- 👤 Consolidation/update/refocus on the purpose of paperwork
- 👤 Streamlined application paperwork XXXX
- 👤 Adopting standard interview that ties to database that autofills forms
- 👤 Developed seamless process for internal staff to refer to F2F

What We Did Internally

- 📍 Statewide Diagnostic Review Team that standardized eligibility decisions/increases staff capacity
- 📍 Improved data collection – Interim: Defining columns in reporting database
- 📍 Long Term adding standard application/eligibility data to statewide system

Impact on DD System

- 👤 Reduced costs associated with application process and materials
 - 👤 Example: postage costs for app. packet went from \$2.60 - \$1.15
- 👤 Change in the nature of clinical questions from I/A team
 - 👤 Improved discretion
 - 👤 Improved ability to communicate reasons for decisions
 - 👤 Fewer referrals for review

Pages / Sheets	Current Document	Replaced With	Pages/Sheets
27 / 21	Application / Data Sheet / Releases	Application & Data Sheet	2 / 1
		Releases	As Needed
7 / 4	Noticed of Privacy Practices	DD Info/Rights Booklet	24/6
1 / 1	Letter, Notice of Your Right to Choose		
2 / 2	Pamphlet, Your Right to Appeal		
1 / 1	Letter, To Consumers, Guardians & Parents, Privacy Practices		
1 / 1	Letter, April 2006, Notice of Privacy Practices, HIPPA		
2 / 1	Individual Rights of Persons Receiving Services from the Division of Developmental Disabilities		
20 / 5	Booklet, Knowing Your Rights, A guide for individuals with developmental disabilities to understanding rights and responsibilities		
2 / 1	Pamphlet, Services for Missourians with Developmental Disabilities		
2 / 2	Pamphlet, Services for Persons with Developmental Disabilities		
2 / 1	Pamphlet, HIPPA Privacy Practices		
2 / 1	(COLOR PAMPHLET) Missouri Protection & Advocacy Services	No Change	2 / 1
16 / 4	Booklet, Sharing the Cost of Services		
1 / 1	Letter, RE: Standards Means Test Financial Questionnaire		
2 / 1	Standard Means Test	Keep (modify?)	2/1
24 / 6	Booklet, A Guide to MoHealthnet (Medicaid) Benefits & Services	Deleted from packet	
6 / 3	Missouri's Medicaid Waivers for Individuals who have Developmental Disabilities (Fact Sheet) October 1, 2013	Deleted from packet	
118 / 54	Total		c. 30/10

Impact on the System

- 👤 Improved data collection –
 - 👤 Interim: Defining columns in reporting database
 - 👤 Long Term: adding standard application/eligibility data to statewide system

Impact on Self-Advocates and Families

- 📍 A simpler, more efficient, more focused application process and materials
- 📍 Reduced tedium for individuals and families
- 📍 Creation of new, informed channel into the system and to an external network of “information and peer supports” provided by self-advocates and family members



Improving lives THROUGH
supports and services
THAT FOSTER self-determination.

Questions, Reflections and Discussion



Innovations Webinar Series

Next Webinar:

Emotional/Navigational Peer Support: How can connecting families with other to getting support emotionally or in order to navigate the service system make a difference?

Future topics:

National & State Data Projects

Person-Centered & LifeCourse Planning

Medicaid Waivers and Other Funding Sources

Waitlist for Services

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