Lunch & Learn Webinar:
Supported Living Deep Dive: 2019 Survey Data

Presenters:
Michelle Merritt, IDD Clinical Consultant, DHB
with support from
Lu Xu, Business Systems Analyst, DHB
Laura Ross, MFP Data Coordinator, DHB

This webinar is being sponsored by the NCCDD and North Carolina Money Follows the Person Project (NC MFP), a Medicaid project that assists Medicaid-eligible North Carolinians who live in inpatient facilities to move into their own homes and communities with supports.

Supported Living Deep Dive
2019 Survey Data

Michelle Merritt, IDD Clinical Consultant, DHB
with support from Lu Xu, Business Systems Analyst, DHB
and Laura Ross, MFP Data Coordinator, DHB
September 25, 2019
Why This All Matters…

Jane* has been living in her own apartment with supported living services in place for almost a year. She has been a perfect candidate for this program. She has desired to live on her own, with no roommates for years. She can now have staff when she wants/needs for her access to community needs. Her provider supports her and are amazing advocates for her. She and her team have made this possible along with Assistive Technology supports that enable her to live safely and promote her independence daily. She has truly shined with this service and will continue to do so for years to come.

*Name changed for privacy

Supported Living is a Simple Concept….

“A person with a disability, who requires long-term, publicly funded, organized assistance, allies with an agency whose role is to arrange or provide whatever assistance is necessary for the person to live in a decent and secure home of the person’s own.”

John O’Brien, Supported Living, What’s the Difference?
John O’Brien, Supported Living, What’s the Difference?

Where We Are (Always, but Especially Now):
The Learning Phases

Try
Tweak
Learn

AUDIT
Supported Living Statewide Data

169 beneficiaries statewide were utilizing the Supported Living service as of 7/1/2018

<table>
<thead>
<tr>
<th>Total Enrollment</th>
<th>Alliance Behavioral Healthcare</th>
<th>Cardinal Innovations</th>
<th>Eastpointe</th>
<th>Partners</th>
<th>Sandhills Center</th>
<th>Trillium</th>
<th>Vaya Health</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>As of 12/31/2017</td>
<td>9</td>
<td>30</td>
<td>8</td>
<td>10</td>
<td>23</td>
<td>11</td>
<td>23</td>
<td>120</td>
</tr>
<tr>
<td></td>
<td>7.5%</td>
<td>31.7%</td>
<td>6.7%</td>
<td>6.3%</td>
<td>19.2%</td>
<td>9.2%</td>
<td>19.2%</td>
<td>100.0%</td>
</tr>
<tr>
<td>As of 07/01/2018</td>
<td>13</td>
<td>41</td>
<td>2</td>
<td>31</td>
<td>30</td>
<td>26</td>
<td>26</td>
<td>169</td>
</tr>
<tr>
<td></td>
<td>7.69%</td>
<td>24.36%</td>
<td>1.78%</td>
<td>18.34%</td>
<td>17.75%</td>
<td>14.79%</td>
<td>15.38%</td>
<td>100.00%</td>
</tr>
</tbody>
</table>
Supported Living Statewide Data: Age Distribution

Supported Living Statewide Data: Age Distribution by Supported Living Level
**Supported Living Statewide Data: Supported Living Level**

**As of 12/31/2017**

- 24 | 20.09% Level 1
- 50 | 40.23% Level 2
- 38 | 31.07% Level 3

Very few exceptional rates. Under 6% of total.

**As of 7/1/2018**

- 34 | 29.12% Level 1
- 70 | 59.06% Level 2
- 67 | 56.52% Level 3

Exception rates account for approximately 12.4% of total.

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**Where Did They Live Before?**

- Data suggest that most folks currently utilizing Supported Living services have lived in their own homes before or transitioned from their family homes.
- Notable trend of folks transitioning from both community-based and facility-based group living scenarios as well.
### Supported Living Statewide Date: Prior Living Arrangements

**As of 12/31/2017**

<table>
<thead>
<tr>
<th>Prior Living Arrangement</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>72.42%</td>
</tr>
<tr>
<td>Own Home</td>
<td>63.37%</td>
</tr>
<tr>
<td>AFR</td>
<td>14.95%</td>
</tr>
<tr>
<td>Innovations-Funded Group Home</td>
<td>7.74%</td>
</tr>
<tr>
<td>ICT Group Home</td>
<td>6.00%</td>
</tr>
<tr>
<td>Other</td>
<td>1.79%</td>
</tr>
</tbody>
</table>

**As of 7/1/2018**

<table>
<thead>
<tr>
<th>Prior Living Arrangement</th>
<th>Percent</th>
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</tr>
<tr>
<td>Other</td>
<td>1.79%</td>
</tr>
</tbody>
</table>

### Supported Living Statewide Data: Support Living Level Distribution

**Supported Living by MCOs**

<table>
<thead>
<tr>
<th>MCO</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Enhanced Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maxpoint</td>
<td>4.00%</td>
<td>10.00%</td>
<td>4.00%</td>
<td>55.00%</td>
</tr>
<tr>
<td>Alliance</td>
<td>4.00%</td>
<td>10.00%</td>
<td>4.00%</td>
<td>55.00%</td>
</tr>
<tr>
<td>Behavioral Health</td>
<td>14.43%</td>
<td>32.32%</td>
<td>14.43%</td>
<td>55.00%</td>
</tr>
<tr>
<td>Healthcare</td>
<td>14.43%</td>
<td>32.32%</td>
<td>14.43%</td>
<td>55.00%</td>
</tr>
<tr>
<td>Partners</td>
<td>14.43%</td>
<td>32.32%</td>
<td>14.43%</td>
<td>55.00%</td>
</tr>
<tr>
<td>Trinity</td>
<td>14.43%</td>
<td>32.32%</td>
<td>14.43%</td>
<td>55.00%</td>
</tr>
<tr>
<td>Total Health</td>
<td>14.43%</td>
<td>32.32%</td>
<td>14.43%</td>
<td>55.00%</td>
</tr>
<tr>
<td>Sanchills Health</td>
<td>14.43%</td>
<td>32.32%</td>
<td>14.43%</td>
<td>55.00%</td>
</tr>
<tr>
<td>Tarheel</td>
<td>14.43%</td>
<td>32.32%</td>
<td>14.43%</td>
<td>55.00%</td>
</tr>
<tr>
<td>Cardinal Innovations</td>
<td>14.43%</td>
<td>32.32%</td>
<td>14.43%</td>
<td>55.00%</td>
</tr>
</tbody>
</table>
Our “Deep Dive:” Individual Surveys on “Supported Living Essential Elements”

- How can we work to honor the supported living philosophy through the “real life” implementation of the Supported Living definition?
- Working to ensure any review process of supported living service definition does not contradict the underlying philosophy the definition works to advance.
- Working slowly and carefully—gathering feedback through the people with disabilities, their families, agencies, LME-MCOs and others in the Learning Community.

Our “Deep Dive:” Individual Surveys “Supported Living Essential Elements:”

What We Wanted to Know

1. People live in their own homes
2. People are involved in hiring and training their own staff.
3. The agency supports a person (if needed) to identify and secure their own home.
4. People choose who lives with them.
5. The agency is constantly learning what is working and what isn’t working for each person.
6. People’s schedules are tailored to meet their individual interests in needs.
7. People control their own money to the extent possible.
8. Providers are partners in supporting a person’s community life.
9. People have dignity of risk/experience.
10. People feel safe
Our “Deep Dive:” Individual Surveys on “Supported Living Essential Elements” Qualifiers and Limitations

- Sample was determinative/statistically significant.
- Surveyed beneficiaries from all Supported Living levels.
- MCOs: 7
- Participants: 95
- Organizations Represented: 44
- Care Coordinators: 84

Supported Living Deep Dive:
People Live In Their Own Homes

- Care Coordinator Take-away Score:
  - 55.1% satisfied

- Do you like where you live?
  - Yes 77 (84.8%)
  - Not Really 2 (2.2%)
  - Neutral 9 (10.0%)

- If you want to change services from your provider agency, would you have to move?
  - No: 70 (79.8%)
  - I DON'T KNOW: 12 (13.1%)
  - Yes: 7 (7.9%)
  - Don't Know: 2 (2.2%)
Supported Living Deep Dive: People Live In Their Own Homes

Who decides who comes to visit?

- Self: 56.44%
- Self, Family/Guardian: 4.56%
- Self, Staff/Provider Agency: 4.56%
- roommate(s): 4.56%
- Staff, Family/Guardian, Staff/Provider Agency: 4.56%
- Not sure: 20.72%
- Not sure: 11.11%

Note: Unless noted as “not sure” or blank cells, or the respondent marked the percentage of respondents who made decisions for their selves, as well as who made decisions for others.

Supported Living Deep Dive: People are Involved in Hiring & Training Their Own Staff

Did you have a say in hiring DSP?

- Yes: 41.49%
- Sort of: 43.62%
- Not really: 5.32%
- Not really: 9.57%
- Not really: 5.32%

Yes - I helped with the interviewing and selected the person from several options.
Sort of - The person was picked for me and I got to “approve” it.
Not really - The person was picked for me and I didn’t really have a say.
### Supported Living Deep Dive: People are Involved in Hiring & Training Their Own Staff

<table>
<thead>
<tr>
<th>How did the DSP learn about how to best support you?</th>
<th>How did you meet your DSP?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response indicates by spending time together</td>
<td>Appears to have met through current agency 55 (64.37%)</td>
</tr>
<tr>
<td>Response suggests formal person-specific training</td>
<td>Staff worked with or knew the beneficiary prior to service through current agency 17 (19.54%)</td>
</tr>
<tr>
<td>Response indicates a combination of formal and informal training</td>
<td>Met through family, guardian, and/or friend referral 6 (6.80%)</td>
</tr>
<tr>
<td>Response indicates previous experience with member (prior to Supported Living services)</td>
<td>Met through MCO Care Coordinator 3 (3.45%)</td>
</tr>
<tr>
<td>Response not clear</td>
<td>Staff is a family member 2 (2.30%)</td>
</tr>
<tr>
<td>Response indicates family/guardian directed training</td>
<td>Beneficiary independently interviewed 1 (1.15%)</td>
</tr>
<tr>
<td></td>
<td>Other 2 (2.30%)</td>
</tr>
</tbody>
</table>

### Supported Living Deep Dive: The Agency Supports a Person to Identify and Secure Their Own Home

#### What made you decide to live here?

<table>
<thead>
<tr>
<th>Decision</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>General location preference</td>
<td>28.8%</td>
</tr>
<tr>
<td>Family home or home of previous residence</td>
<td>26.3%</td>
</tr>
<tr>
<td>Only appropriate option</td>
<td>15.3%</td>
</tr>
<tr>
<td>Affordability</td>
<td>11.5%</td>
</tr>
<tr>
<td>Based on desired roommate choices</td>
<td>8.5%</td>
</tr>
<tr>
<td>Safety considerations</td>
<td>6.8%</td>
</tr>
<tr>
<td>Proximity to Family/Guardian</td>
<td>6.8%</td>
</tr>
<tr>
<td>Proximity to Provider Agency</td>
<td>1.7%</td>
</tr>
</tbody>
</table>

#### Before you moved here, who helped you find this place?

<table>
<thead>
<tr>
<th>Helped You Find This Place</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff/Provider Agency</td>
<td>36 (37.2%)</td>
</tr>
<tr>
<td>Family/Guardian</td>
<td>26 (27.2%)</td>
</tr>
<tr>
<td>Self</td>
<td>24 (25.7%)</td>
</tr>
<tr>
<td>Family home or home of previous residence</td>
<td>11 (11.7%)</td>
</tr>
<tr>
<td>MCO/Care Coordinator</td>
<td>11 (11.7%)</td>
</tr>
<tr>
<td>Other</td>
<td>11 (11.7%)</td>
</tr>
</tbody>
</table>

Note: The percentage represents the occurrence frequency of that particular answer in a participant’s response. One response may contain one or more answers, i.e., a participant may have both friends and Family/Guardian in their responses. In this case, both answers were counted in the corresponding categories. Therefore, all percentages added up together exceed 100%. 

Other includes social workers, friend, previous ATL, MFP, local community college, group home, landlord, staff from the previous facility.
Supported Living Deep Dive: People Choose Who Lives With Them

Prior Living Arrangement V.S. Having a roommate

- Home with Family: 30% (20/67)
- Own home, but was not supported living services: 14% (14/100)
- Group Home Community: 12% (7/60)
- APL: 10% (5/50)
- ICF/IID (private): 6% (3/50)
- State Developmental Center: 4% (2/50)

Age V.S. Having a roommate

- 21-25: 31% (18/58)
- 26-30: 22% (15/67)
- 31-35: 22% (15/67)
- 36-40: 16% (10/62)
- 41-45: 15% (9/60)
- 46-50: 13% (8/62)
- 51-55: 12% (7/60)
- 56-60: 12% (7/60)
- 61-65: 11% (6/56)
- 66+: 10% (5/56)

Do you have roommates?

- YES: 27% (51/187)
- NO, I just haven’t found the right person yet: 19% (36/187)
- NO, I prefer to live alone: 54% (112/207)

For those who had roommates

- How did you decide to live together?
  - Already friends: 33 (66%)
  - Through roommate search: 22 (44%)
  - Siblings: 11 (22%)
  - Significant other/Spouse, Child/Children: 9 (18%)

- How did you create your roommate agreement?
  - We are family members: 36 (72%)
  - Staff/Provider Agency assisted: 10 (20%)
  - No agreement in place: 2 (4%)
  - Family/Guardian assisted: 1 (2%)
  - Mutual agreement between residents: 1 (2%)

- How is it going with your roommate?
  - Great fit: 19 (99.49%)
  - Not a good fit: 2 (0.52%)
Supported Living Deep Dive: What is Working and What Isn’t Working for Each Person

How often does the provider agency ask you for your opinion on services?
- ENOUGH: 75% (78.65%)
- NOT ENOUGH: 11% (12.30%)
- NEVER: 8% (8.99%)

Have you ever told them about a problem?
- No: 23 (25.27%)
- Yes: 68 (74.73%)

Supported Living Deep Dive: What is Working and What Isn’t Working for Each Person

Does the provider agency ask your opinion on how you feel about your services?
- Yes: 71 (88.75%)
- No: 10 (11.24%)

How do provider agency ask for your opinion?
- In casual conversation: 75.0%
- During ISP process: 62.0%
- In feedback sessions with other people: 26.1%
- Others: 22.8%
- A Survey: 18.5%
Supported Living Deep Dive:
What is Working and What Isn’t Working for Each Person

What kind of things does your provider agency ask your opinion on?

<table>
<thead>
<tr>
<th>Topic</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity preferences</td>
<td>24.5%</td>
</tr>
<tr>
<td>General satisfaction/happiness/wellbeing</td>
<td>23.4%</td>
</tr>
<tr>
<td>Are needs being met/services meeting expectations</td>
<td>23.4%</td>
</tr>
<tr>
<td>Staff performance</td>
<td>20.2%</td>
</tr>
<tr>
<td>Nothing/Do not ask</td>
<td>8.5%</td>
</tr>
<tr>
<td>Hours/scheduling needs</td>
<td>8.5%</td>
</tr>
<tr>
<td>Everything</td>
<td>3.2%</td>
</tr>
<tr>
<td>Unsure/Unclear</td>
<td>11.7%</td>
</tr>
</tbody>
</table>

Supported Living Deep Dive:
People’s Schedules are Tailored to Meet their Individual Interests and Needs

**Care Coordinator Take-away Score**

- 89.9%

**Are you able to change your staff’s schedule if needs**

- Always: 35%
- Sometimes: 31%
- Never: 11%
- Don't Know: 23%

**Are you supported to spend time without your staff if you want to do so?**

- Yes — I can spend time without my staff when I choose: 77% (87.50%)
- Not really — staff are sometimes here even when I don’t really want them to be: 11% (12.50%)

**Does the agency support you to visit with family and friends?**

- Yes — They support my visits with family and friends: 83% (96.22%)
- Not really: 5% (5.43%)
- Not applicable: 4% (4.35%)
Supported Living Deep Dive:
People’s Schedules are Tailored to Meet their Individual Interests and Needs

What kinds of things do you like doing with your staff?

- movies
- exercise
- go out
- dine out
- cook
- attend church
- talk
- attend day program
- meet people
- basketball
- shop
- volunteer
- sports
- fish
- music
- everything
- attend sporting events
- sight see
- draw
- paint
- budget
- attend
- friends
- family
- travel
- vacation
- nothing
- read
- school
- bowl
- music

Supported Living Deep Dive:
People Control Their Own Money to the Extent Possible

Can you get your money when you want it?

- Yes
  - 77
  - 86.52%
- Sometimes
  - 6
  - 6.74%
- No
  - 6
  - 6.74%

Note: 2 participants did not provide an answer to this question.
Supported Living Deep Dive:
People Control Their Own Money to the Extent Possible

How do you find out how much money you have to spend?
- Checks bank account or manually tracks: 49% (45.46%)
- Staff/Agency assists: 21% (23.86%)
- Family/Guardian assists: 13% (14.77%)
- Combination of Staff/Agency and Family/Guardian assistance: 6% (8.82%)
- Unclear who assists, but assistance is mentioned: 4% (4.55%)
- Payee assists: 2% (2.27%)
- Beneficiary does not handle money: 2% (2.27%)

When you want to spend your money, how do you get it?
- Response suggests beneficiary primarily manages funds without support: 35%
- Response suggests Family/Guardian primarily responsible for managing funds: 21%
- Response suggests beneficiary primarily responsible for managing funds with Staff/Agency support: 13%
- Response suggests Staff/Agency primarily responsible for managing funds: 11%
- Response suggests beneficiary primarily responsible for managing funds with Family/Guardian Support: 6%
- Response suggests the Family/Guardian and Staff/Agency work together to manage funds: 3%
- Response suggests Payee primarily responsible for managing funds: 3%
- Response suggests beneficiary primarily responsible for managing funds with combination of Family/Guardian and Staff/Agency support: 1%

Note: It was voiced by the beneficiary that money management help was needed.

Supported Living Deep Dive:
People are Partners in Supporting a Person’s Community Life

Do you ever feel lonely?
- I am lonely: 1%
- I don’t usually feel lonely: I have enough friends and family in my life and I get to see them: 41% (47.13%)
- I sometimes feel lonely: I have friends and family in my life but would like to see them more and/or get to know new people. 41% (47.13%)

Care Coordinator Take-away Score: 82.9%

Do your staff help you try new things?
- Not Really: 5% (5.32%)
- Sometimes: 27% (28.72%)
- Yes, a lot: 62% (59.98%)
Supported Living Deep Dive:
People are Partners in Supporting a Person’s Community Life

Are you able to get to the places you need to go (errands, appointments, dates, fun stuff)?

- YES: I’m able to put to the fun stuff, do my errands and make my appointments. 80% (88.89%)
- SORT OF: I am able to get to appointments and do errands but don’t do as much fun stuff as I would like. 10% (11.11%)

Do you ever get bored?

- I don’t usually get bored: I have enough going on in my life. 48% (50.55%)
- I sometimes get bored: I have things going on but I would like to have other things to do. 44% (48.35%)
- I get bored a lot: I don’t have enough going on in my life. 8% (11.10%)

Note: I participant did not answer this question. This excluded from this chart.

Do your staff help you meet new people when you want to?

- Yes, a bit: 51% (50.64%)
- Sometimes: 30% (32.37%)
- Not really: 19% (17.00%)

Supported Living Deep Dive:
People Have Dignity of Risk & Experience

What are some things you want to do in your life that you haven’t done yet?

- Have a pet
- Have a family
- Ride a bull
- Cosplay
- Own a home
- Drive
- See a concert
- Parachuting
- Go swimming
- Go on a cruise
- Date
- Cook
- Go paragliding
- Skydive
- Own a business
- Go out
- Get a job
- Engage in hobby
- Increase independence
- Walk
- Engage in hobby
- Increase independence
- Walk
- Vacation/Travel
- Go to college
- Relocate
- Visit family/friends
- Play music
- Get married
- Become a pilot
- Woodcraft/Carpentry
- Shopping
- Buy new clothes
- Vote
- Rock climbing
- EMT Training
- Hot tubbing
- Work more
Supported Living Deep Dive:
People Have Dignity of Risk & Experience

Who do you think will help you accomplish these things?

- Staff/Provider Agency: 24 (40.08%)
- Family/Guardian: 14 (23.73%)
- Family/Guardian; Staff/Provider Agency: 9 (15.25%)
- Self: 6 (10.17%)
- Not sure: 6 (10.17%)

Beneficiaries believe that people from their work, school and religion will help them accomplish their goals in the future.
Note: Only answers with more than 3 counts are included in this chart.

Supported Living Deep Dive:
People Have Dignity of Risk & Experience

Proudest accomplishment over the past year

- Exercising
- Improved relationships
- Volunteering
- Engaging in hobby
- Having a job
- Family/Relationship accomplishment
- Living independently
- Weight loss
- Increased independence
- Community engagement
- Improved behaviors
- Travel
- Not sure
- Improved health
- Education/Schooling

Who helped you with the accomplishment

- Staff/Provider Agency: 39 (41.1%)
- Family/Guardian: 14 (14.7%)
- Unclear: 14 (14.7%)
- Self: 14 (14.7%)
- Other: 12 (12.9%)
- MCO/Care Coordinator: 6 (6.3%)
- Friend(s): 4 (4.2%)

Other community supports were identified helping the individuals with the accomplishment, such as religious leader, learning center, program instructors, etc.
**Supported Living Deep Dive:**

**People Have Dignity of Risk & Experience**

*Do you need to get permission from other people to try new things?*

- 16 | 17.30% YES, I have to get permission
- 21 | 22.50% IT DEPENDS on the situation.
- 22 | 23.89% NO, I try new things whenever I feel like it.
- 34 | 35.56% NO, but I do like to get advice from other people before I try something new.

**Need to get Permission from:**

<table>
<thead>
<tr>
<th>Permission Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family/Guardian</td>
<td>6</td>
</tr>
<tr>
<td>Staff/Provider Agency</td>
<td>5</td>
</tr>
<tr>
<td>Unclear</td>
<td>2</td>
</tr>
<tr>
<td>Staff/Provider Agency; Family/Guardian</td>
<td>2</td>
</tr>
<tr>
<td>MCO/Care Coordinator</td>
<td>1</td>
</tr>
</tbody>
</table>

**Supported Living Deep Dive:**

**People Feel Safe**

*Is there anything about where you live that makes you uncomfortable?*

- 1 | 0.90% Safety issue (needs addressing)
- 7 | 7.61% Non-safety issue/Initiation
- 13 | 14.13% Not at all, I feel comfortable with my living space
- 71 | 77.17% Not at all, I feel comfortable with my living space
Supported Living Deep Dive:
People Feel Safe

When something goes wrong with your house/apartment, who do you call?

- Staff/Provider Agency: 48% (43%)
- Family/Guardian: 33% (35.5%)
- Landlord/Maintenance: 26% (28.0%)
- Other: 6% (6.5%)
- MCO Care Coordinator: 4% (4.3%)
- 911: 4% (4.3%)
- Staff/Provider and Family/Guardian: 1% (1.1%)

NC Innovations/Supported Living Resources Available

- NC Innovations Waiver webpage
  - [https://medicaid.ncdhhs.gov/nc-innovations-waiver](https://medicaid.ncdhhs.gov/nc-innovations-waiver)
    - FAQs
    - Supported Living: A Guide to Supported Living Concepts and the NC Innovations Waiver Supported Living Service Definition
      - Including comparison chart of design differences between Supported Living and traditional residential services.
    - Developing Roommate Agreements under the NC Innovations Waiver Supported Living Service Definition
- Making A Difference Webpage
  - [https://nccdd.org/supported-living-making-the-difference.html](https://nccdd.org/supported-living-making-the-difference.html)
    - Cross links to NC DHHS site
    - Provides additional context of supported living work in NC and additional supported living resources.
    - Links to Making a Difference, a technical assistance initiative to support NC’s supported living activities
Big Thanks!!

To Our Community Colleagues

• To beneficiaries and their families
• To MCO partners, particularly care coordinators
• Our Making A Difference colleagues
• To provider partners, particularly direct support staff

To Our State Colleagues

• Our I/DD, Behavioral Health, MFP colleagues.
• A special shout out to our Business Information Division (our data wonks 😊)

Thank you for attending our webinar!

Please take a minute to complete our survey that will be sent out via e-mail today

A copy of this archived webinar and PowerPoint presentation will be available at the NCCDD website at https://nccdd.org/supported-living-making-the-difference.html