

Why This All Matters...

Care Coordinator Quote

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

3

3

Supported Living is a Simple Concept....

John O'Brien, *Supported Living, What's the Difference?*

“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.”

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

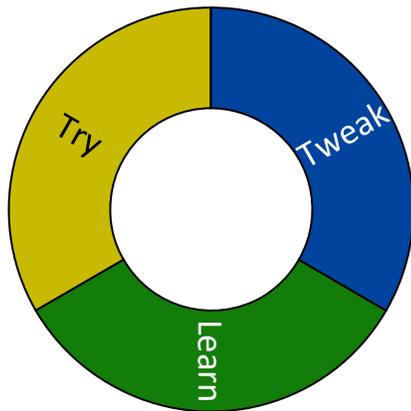
Supported Living is NOT...

- Ø A "program" to fix or change people
- Ø Isolation & loneliness
- Ø Segregation by disability or income
- Ø Forcing people to live the way we think is good for them
- Ø A way to avoid responsibility for careful decisions about threats to people's vulnerabilities
- Ø An excuse for letting bad things happen to people
- Ø Targeted at a particular (dis)ability group
- Ø Another stop on the service continuum
- Ø A test to see if you can live with no problems & if not, you get sent back to group living
- Ø An incentive or reward for good behavior
- Ø A curriculum or list of skills to master to remediate deficiencies
- Ø A kind of "slot" or "bed" with pre-requisite entry & exit criteria
- Ø Expecting that the amount of assistance necessary will always decrease
- Ø Just getting an apartment to live in
- Ø Being grouped on the basis of disability
- Ø Being assigned roommate(s).
- Ø Having permission to live in an agency controlled apartment
- Ø Signing a lease on a place that staff control
- Ø A set of uniform requirements & procedures
- Ø Justified because it is always or necessarily cheaper than group living
- Ø (Benign) abandonment to whatever consequences follow problems
- Ø Compatible with services that congregate & control people
- Ø Another name for "downsizing" existing facilities into smaller units or otherwise renaming existing services
- Ø A funding stream for use to do more of the same kinds of services

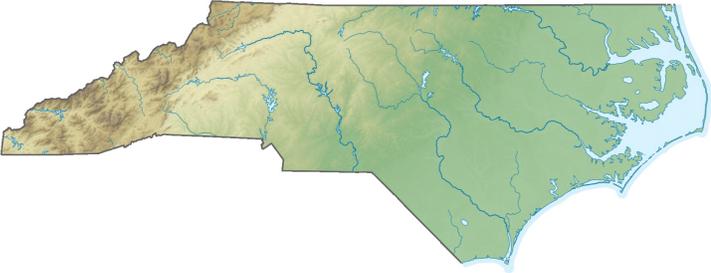
Supported Living IS...

- A safe & decent home of your own
- Choice
- Personalized assistance
- Support from others who care about & respect you

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



Supported Living Statewide Data



7

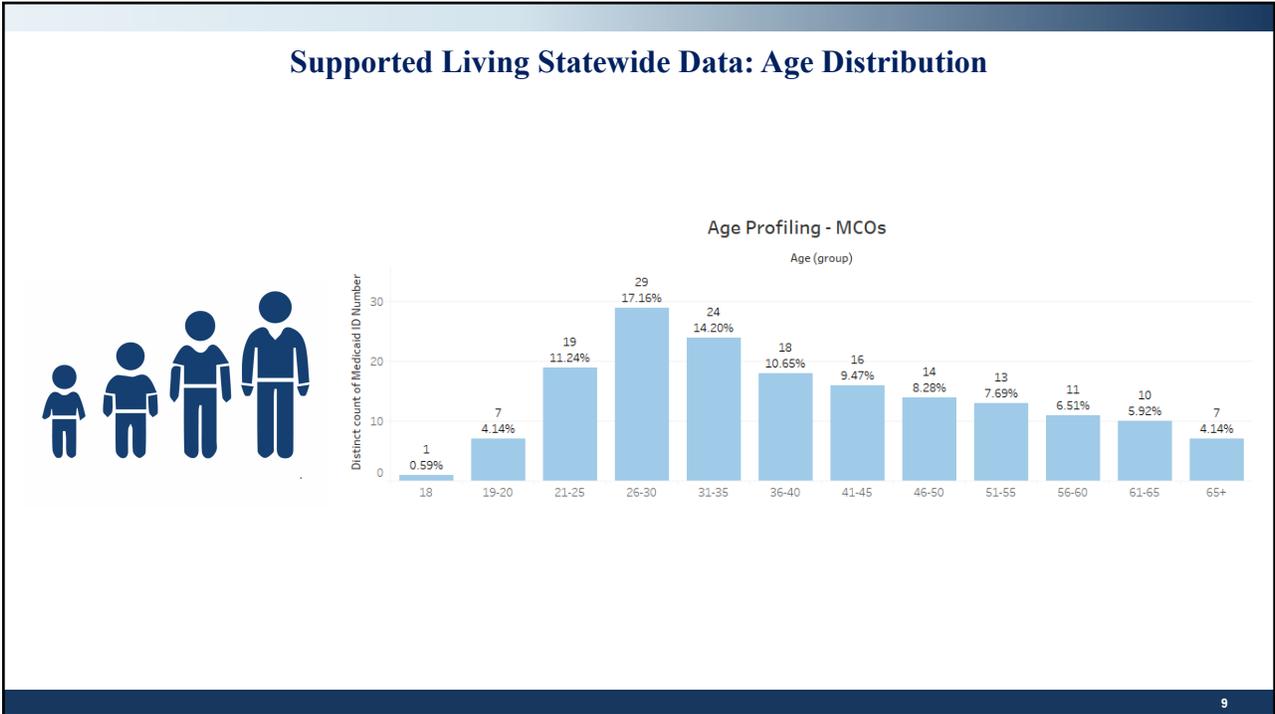
Supported Living Statewide Data: Enrollment

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

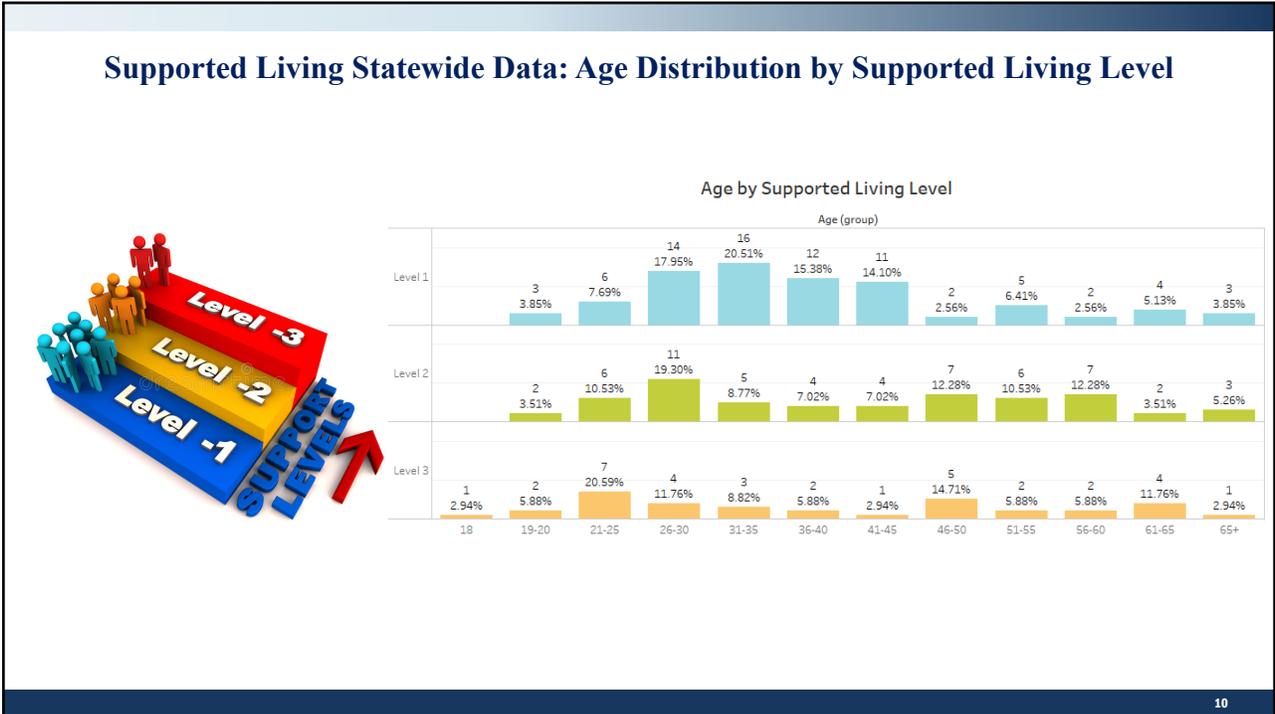


	Total Enrollment							Grand Total
	Alliance Behavioral Healthcare	Cardinal Innovations	Eastpointe	Partners	Sandhills Center	Trillium	Vaya Health	
As of 12/31/2017	9 7.5%	38 31.7%	8 6.7%	10 8.3%	23 19.2%	11 9.2%	23 19.2%	120 100.0%
As of 07/01/2018	13 7.69%	41 24.26%	3 1.78%	31 18.34%	30 17.75%	25 14.79%	26 15.38%	169 100.00%

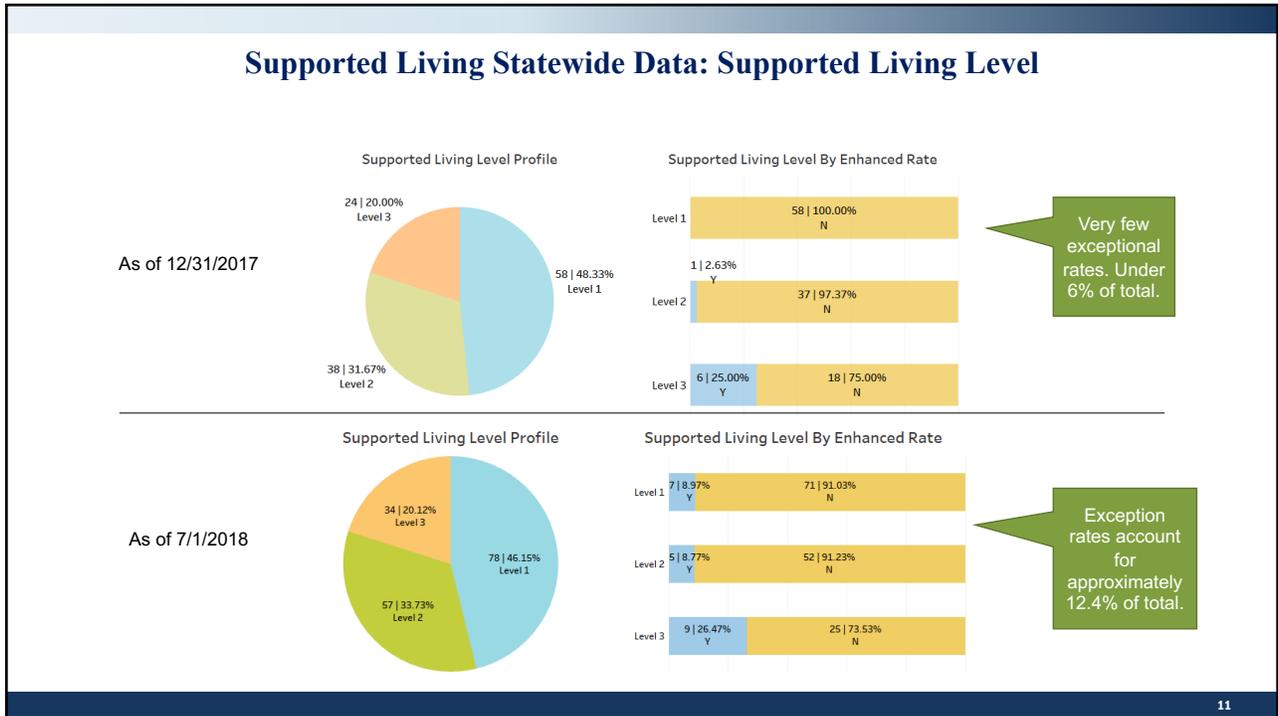
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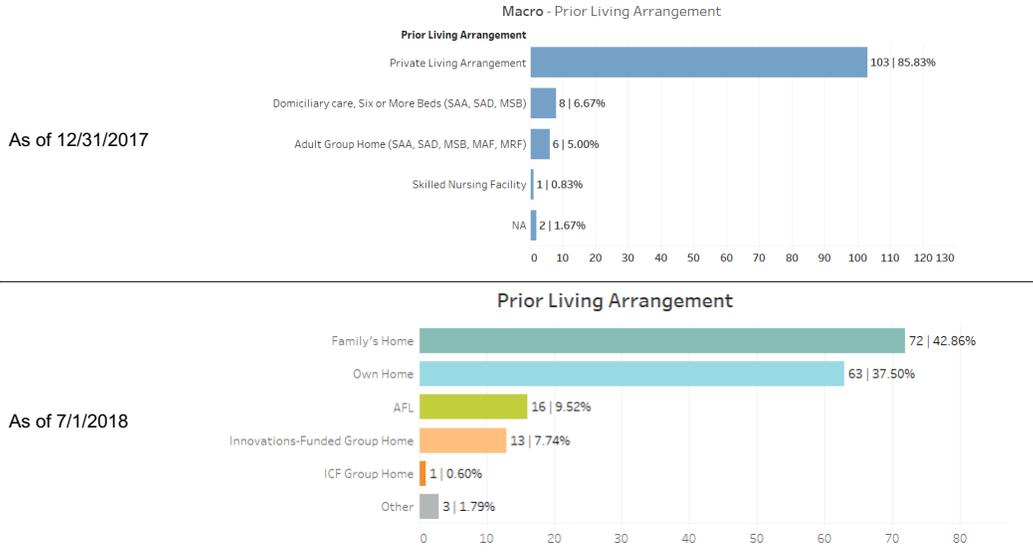
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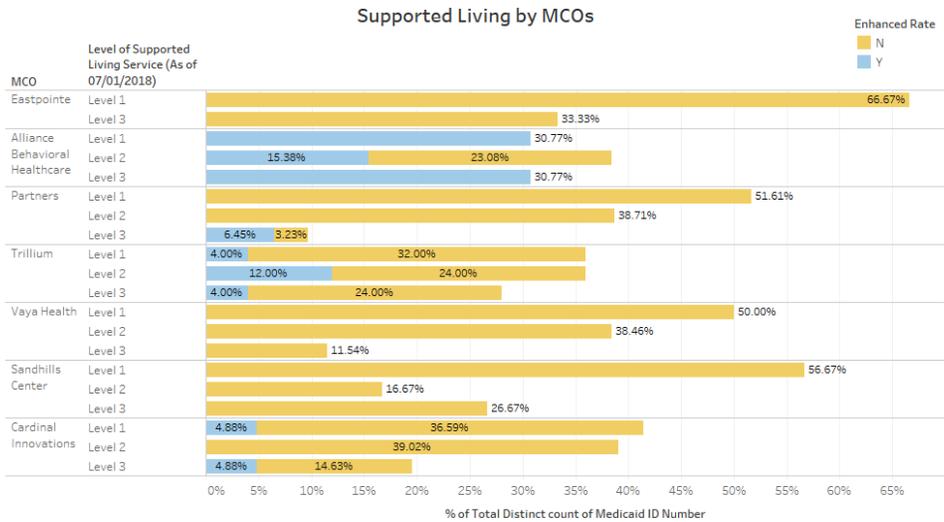


Supported Living Statewide Date: Prior Living Arrangements

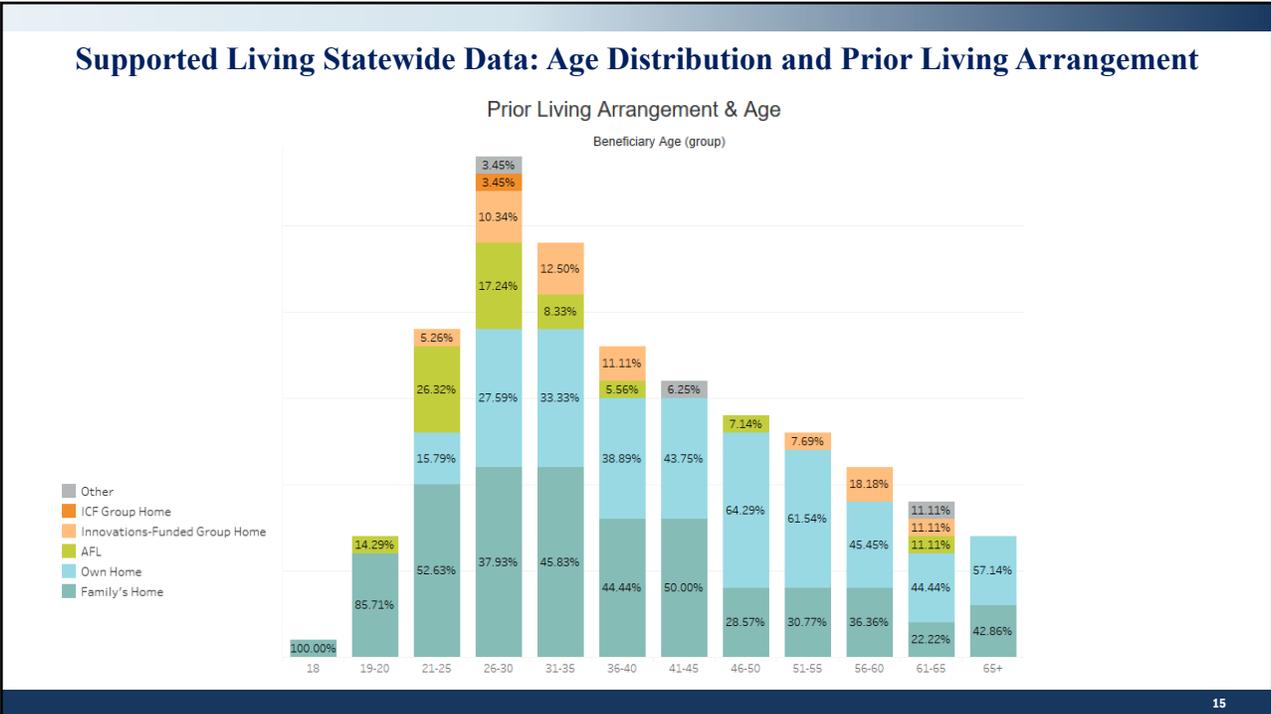


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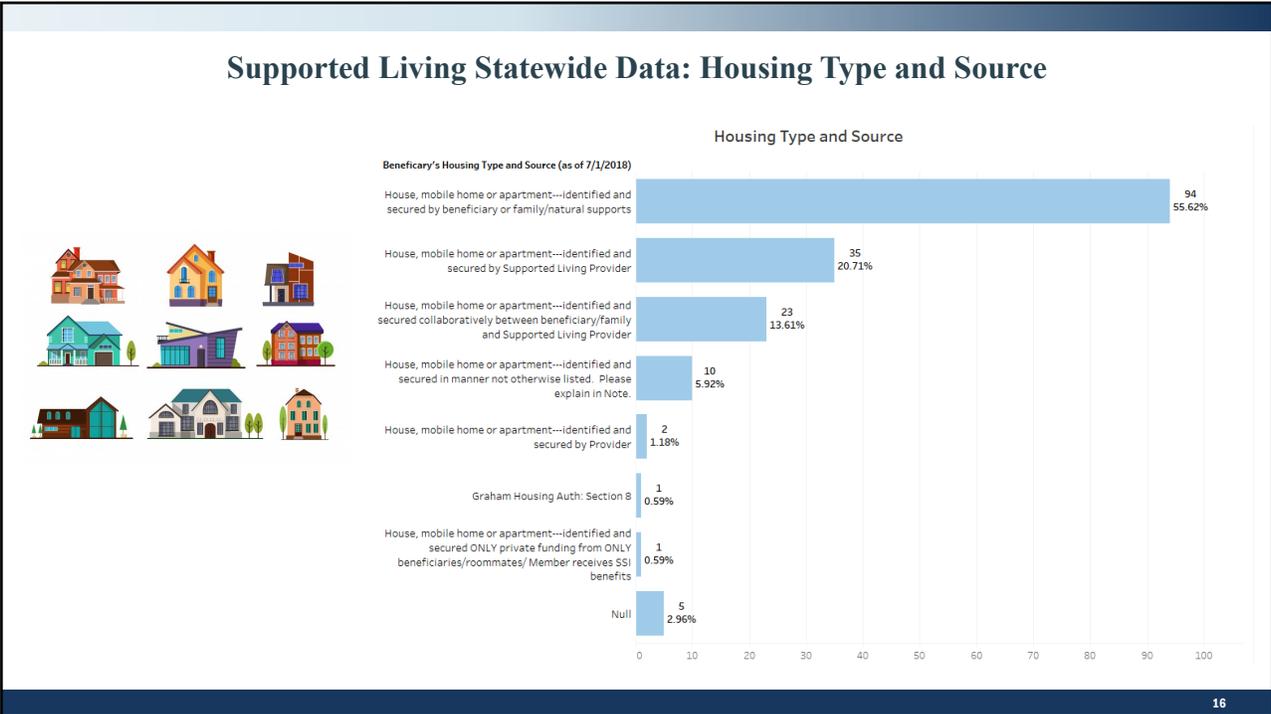
Supported Living Statewide Data: Support Living Level Distribution



14



15



16

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.

19

19

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

Care Coordinators asked and collected responses to specific questions, during in-person visits.

Care Coordinators then also ranked their conclusions about whether the identified Element was present in the person's life.



20

20

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



21

21

Supported Living Deep Dive: People Live In Their Own Homes

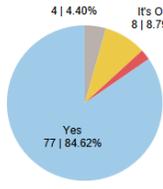
Care Coordinator Take-away Score



Note: The percentage is coorespondant to the average of the care coordinator take away scores for this element. The conversion is as below:

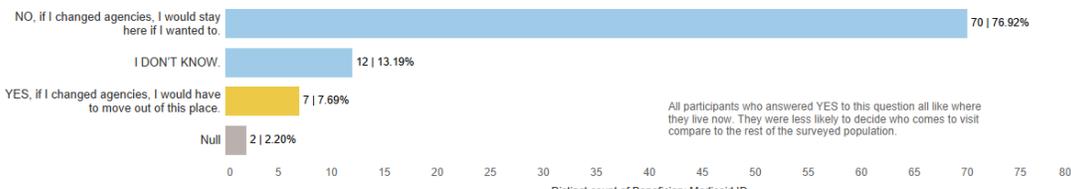
Score	Satisfaction	Value
1	100%	Completely satisfied
2	66%	Isn't fully satisfied
3	33%	Satisfied, but concerned about changes
4	0%	Dissatisfied

Do you like where you live?



Response	Count	Percentage
Yes	77	84.62%
It's OK	8	8.79%
Not Really	2	2.20%
Null	4	4.40%

If you want to change services from your provider agency, would you have to move?

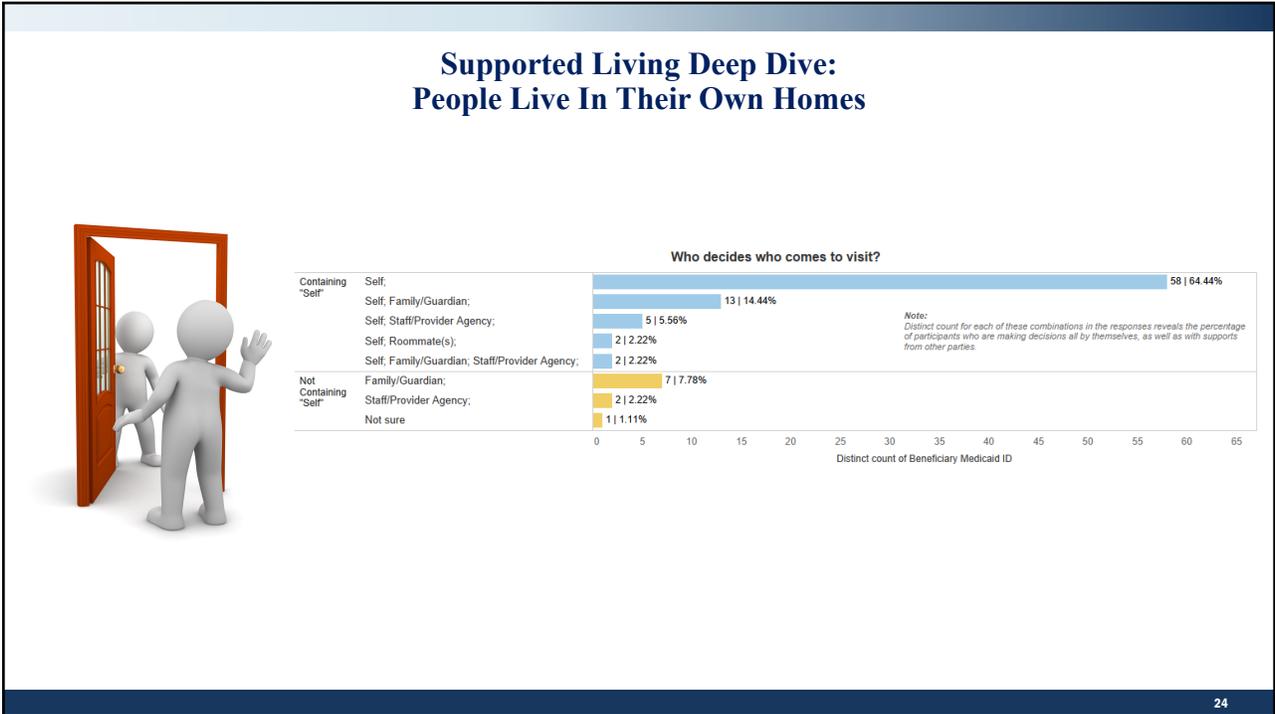


Response	Count	Percentage
NO, if I changed agencies, I would stay here if I wanted to.	70	76.92%
I DON'T KNOW.	12	13.19%
YES, if I changed agencies, I would have to move out of this place.	7	7.69%
Null	2	2.20%

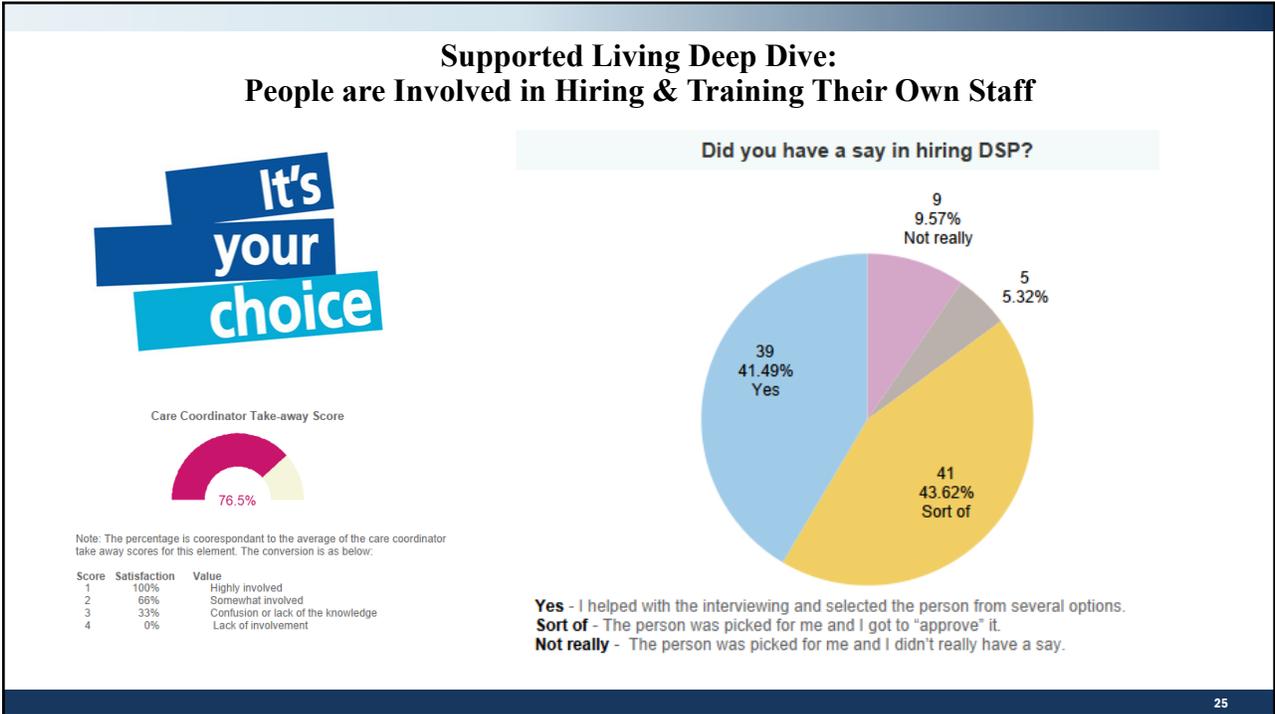
All participants who answered YES to this question all like where they live now. They were less likely to decide who comes to visit compare to the rest of the surveyed population.

23

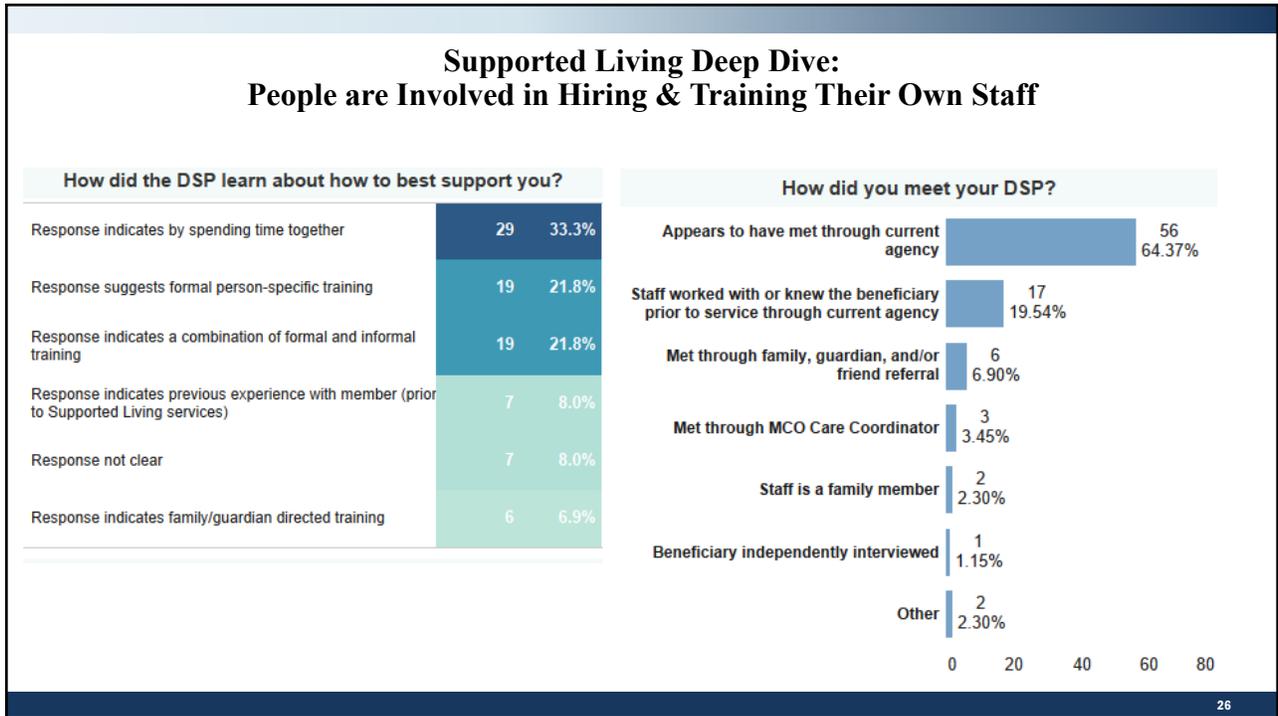
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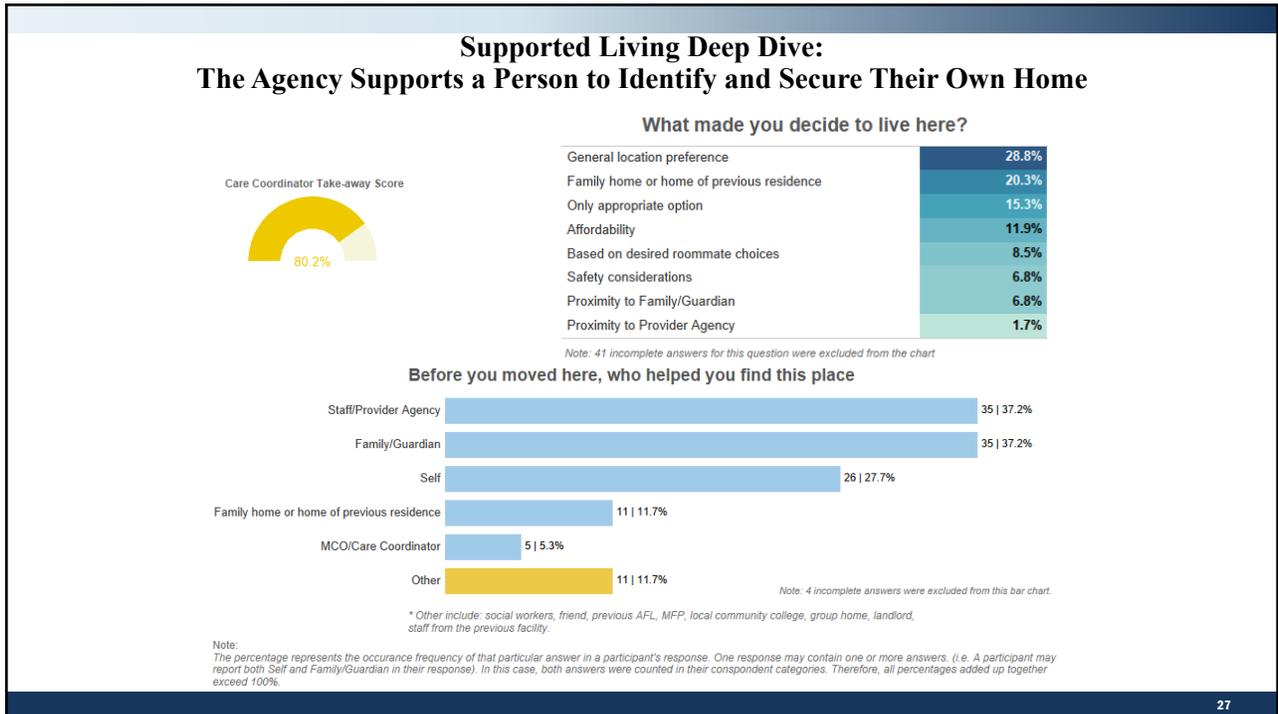
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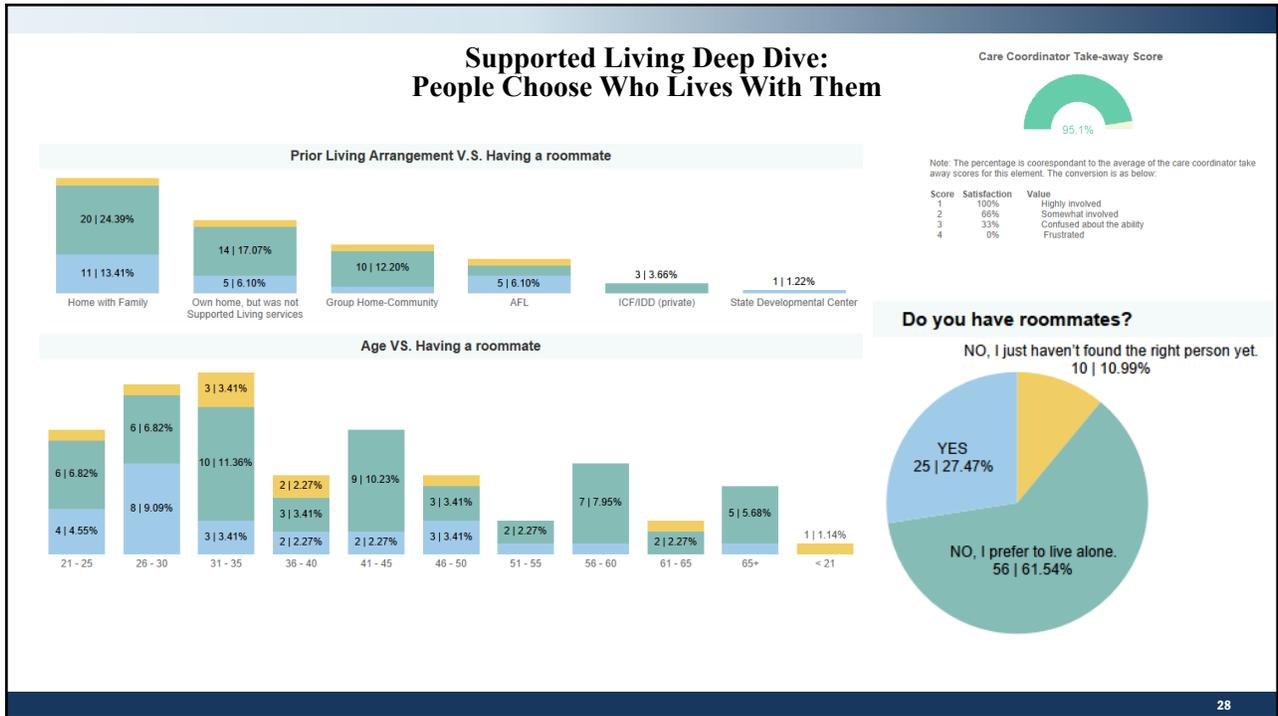
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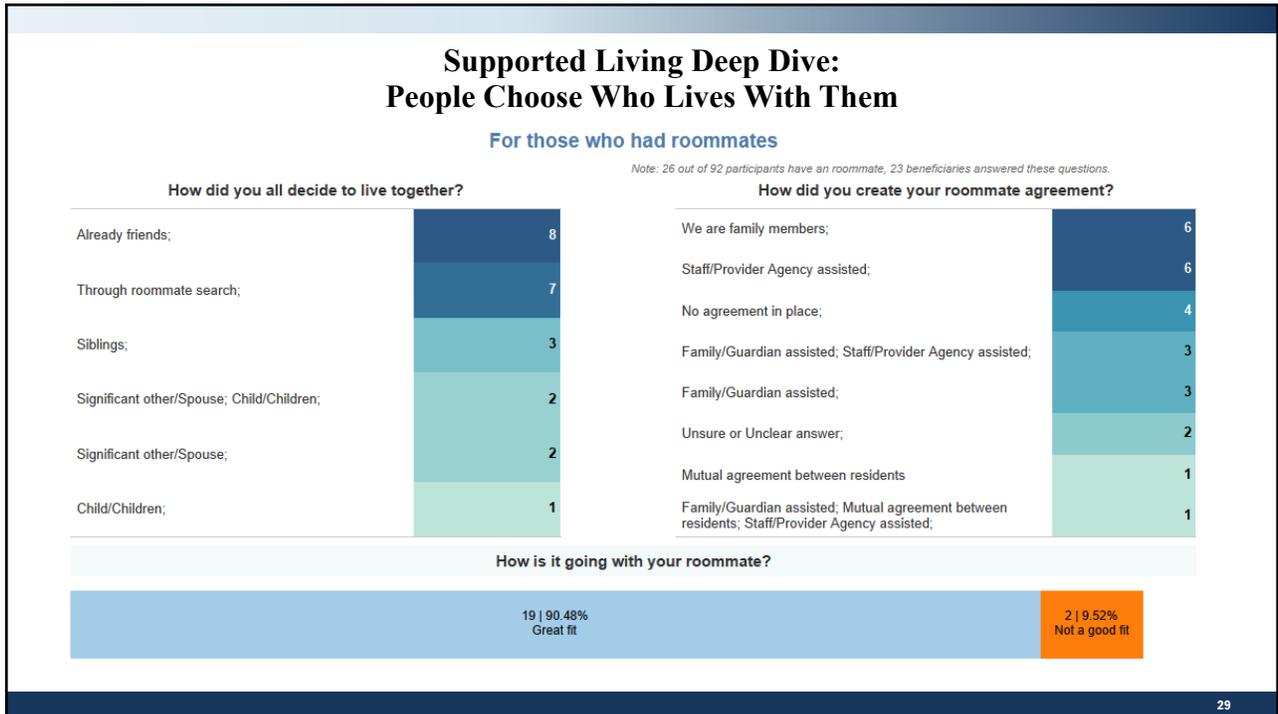
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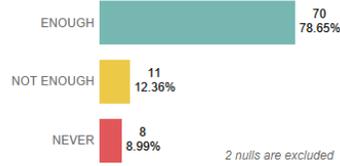
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29

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?



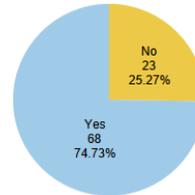
How would you tell your agency if there is a problem?



Care Coordinator Take-away Score



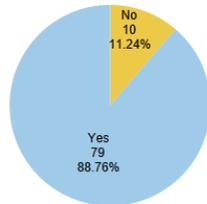
Have you ever told them about a problem?



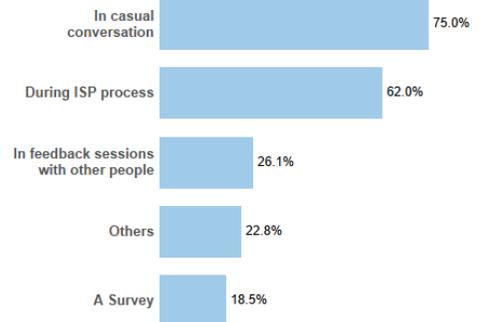
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Supported Living Deep Dive: What is Working and What Isn't Working for Each Person

Does the provider agency ask your opinion on how you feel about your services?



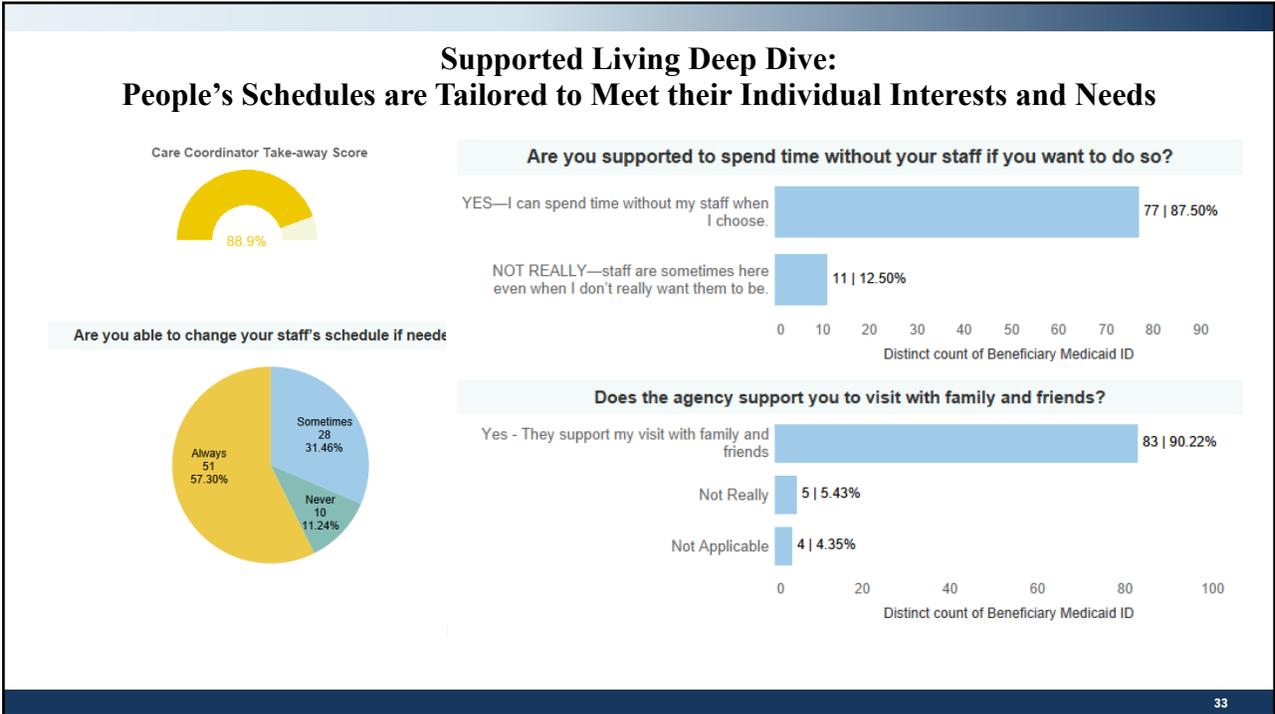
How do provider agency ask for your opinion?



31



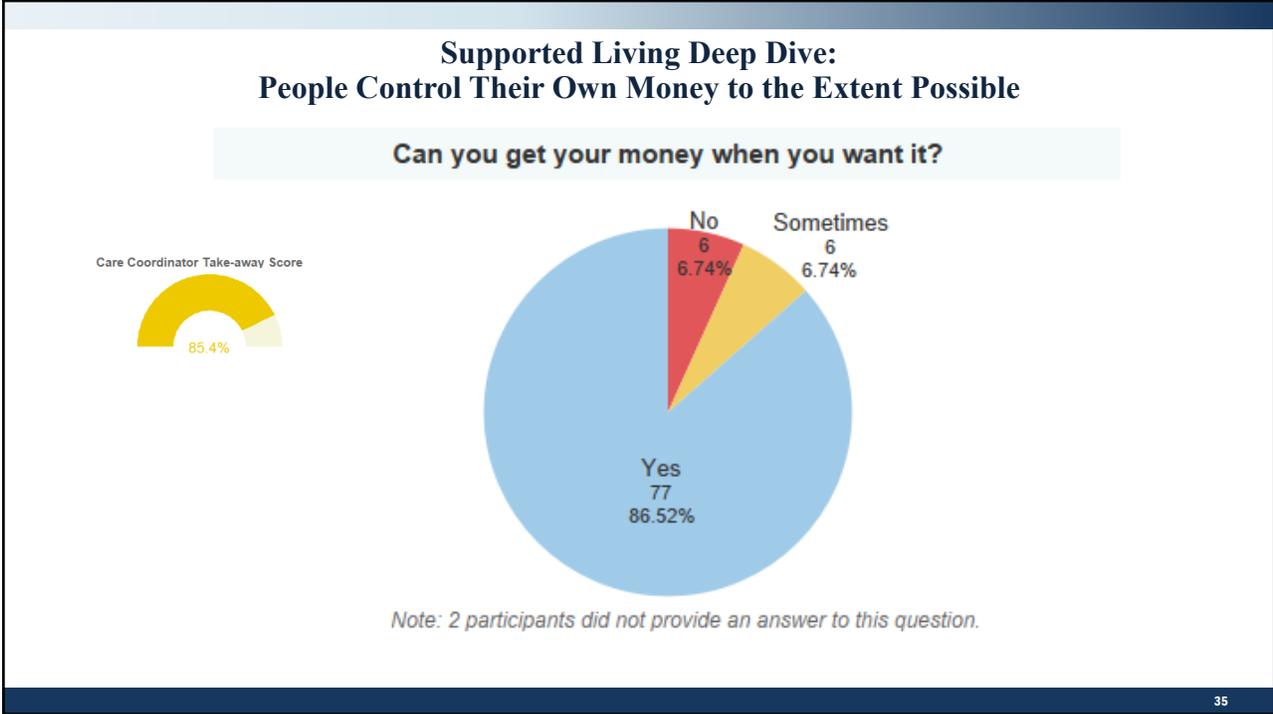
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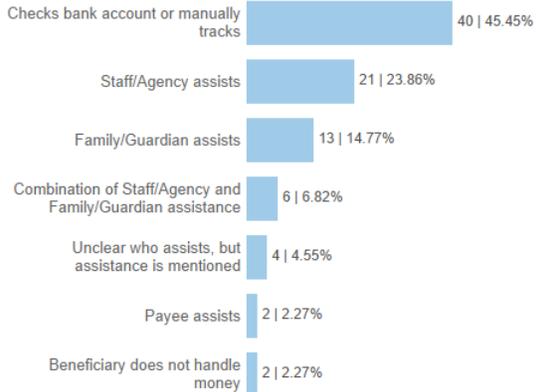
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35

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?



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

When you want to spend your money, how do you get it?

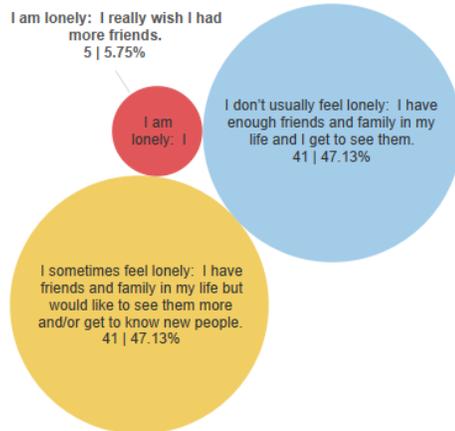


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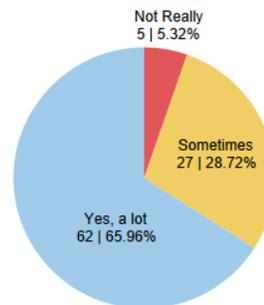
Supported Living Deep Dive: People are Partners in Supporting a Person's Community Life

Do you ever feel lonely?



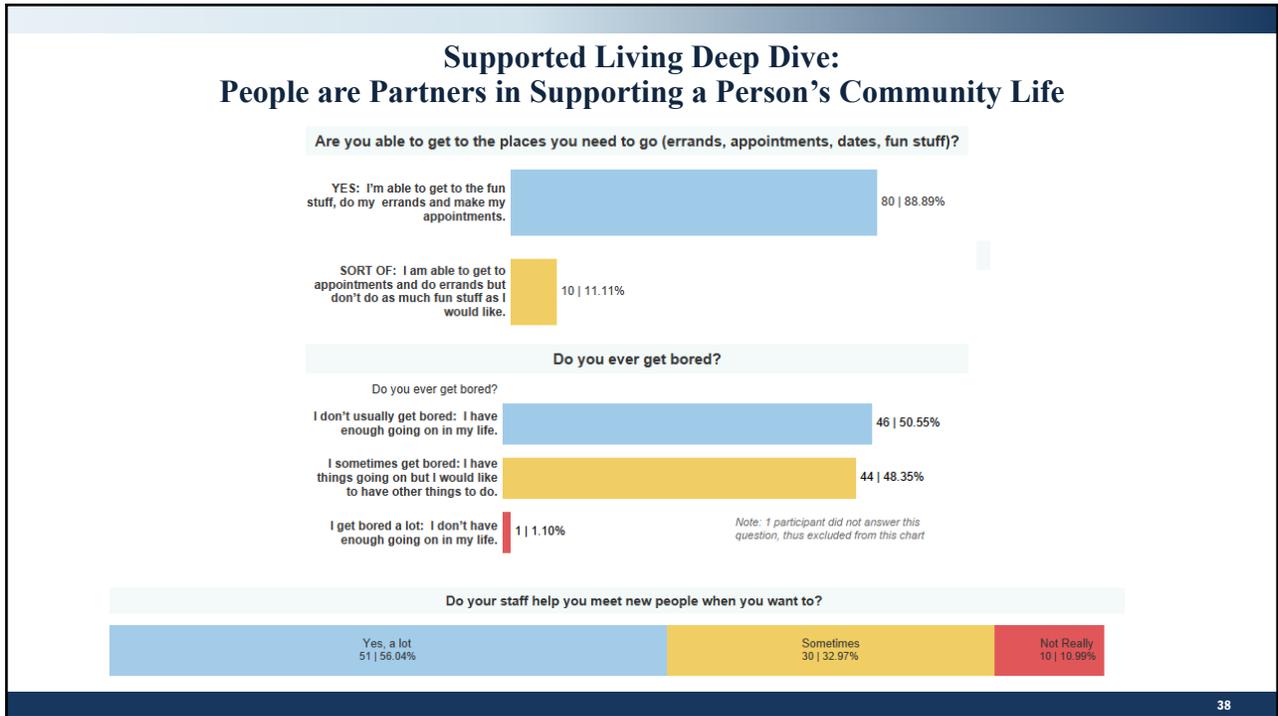
Care Coordinator Take-away Score

Do your staff help you try new things?

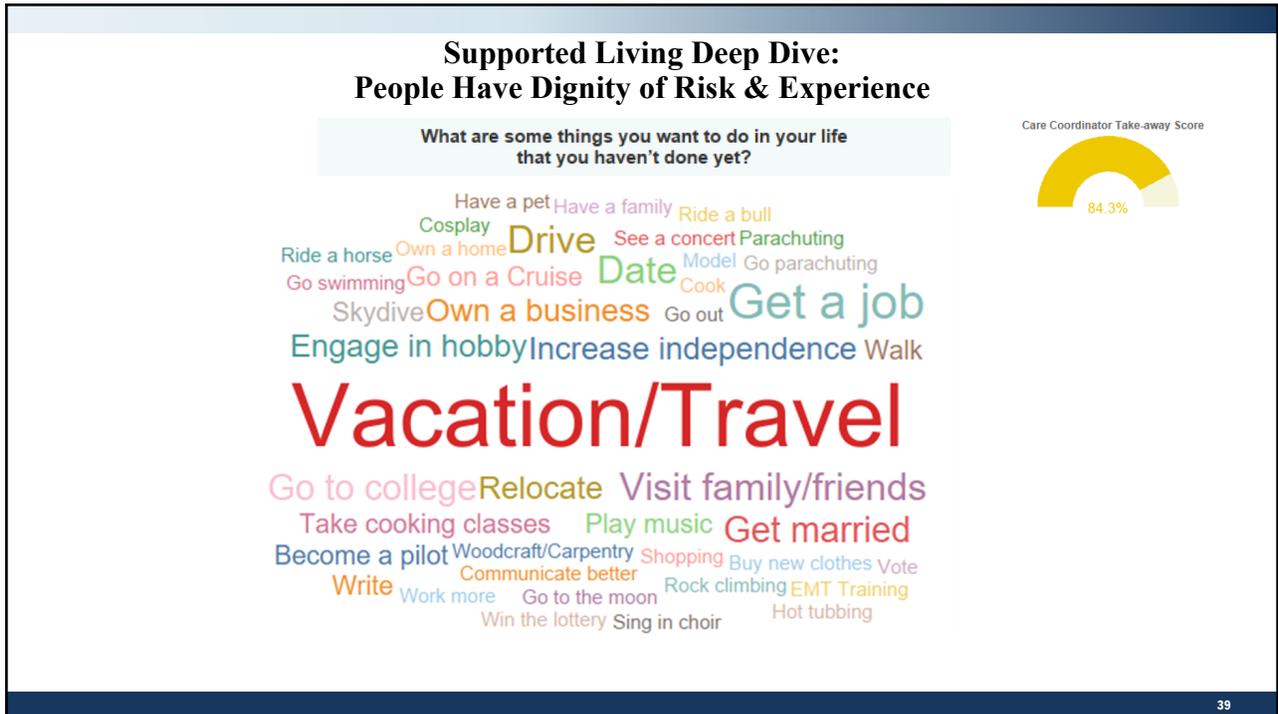


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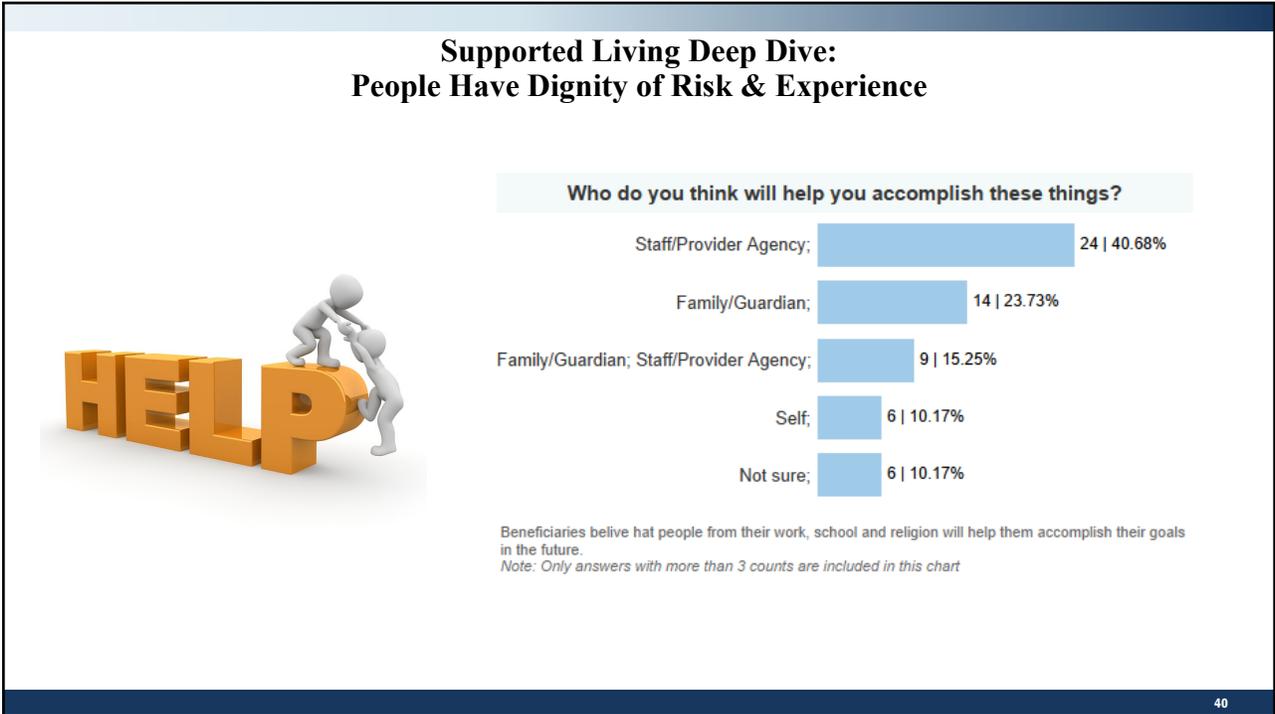
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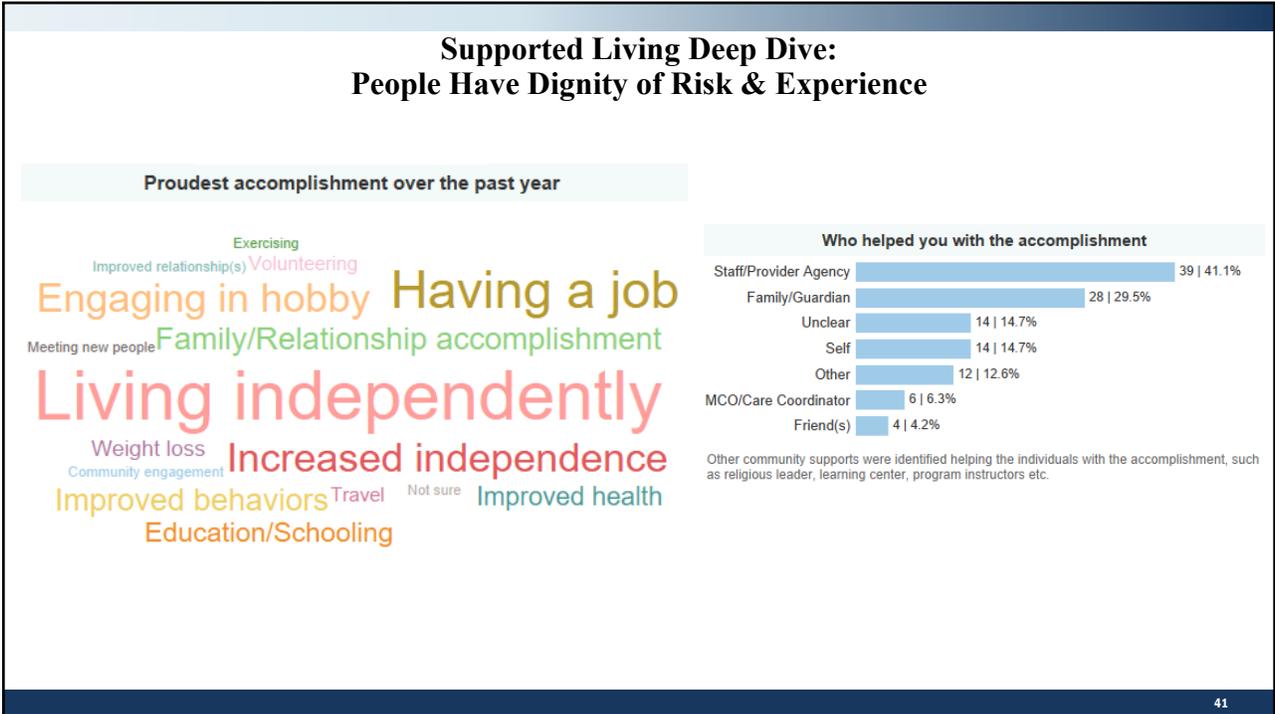
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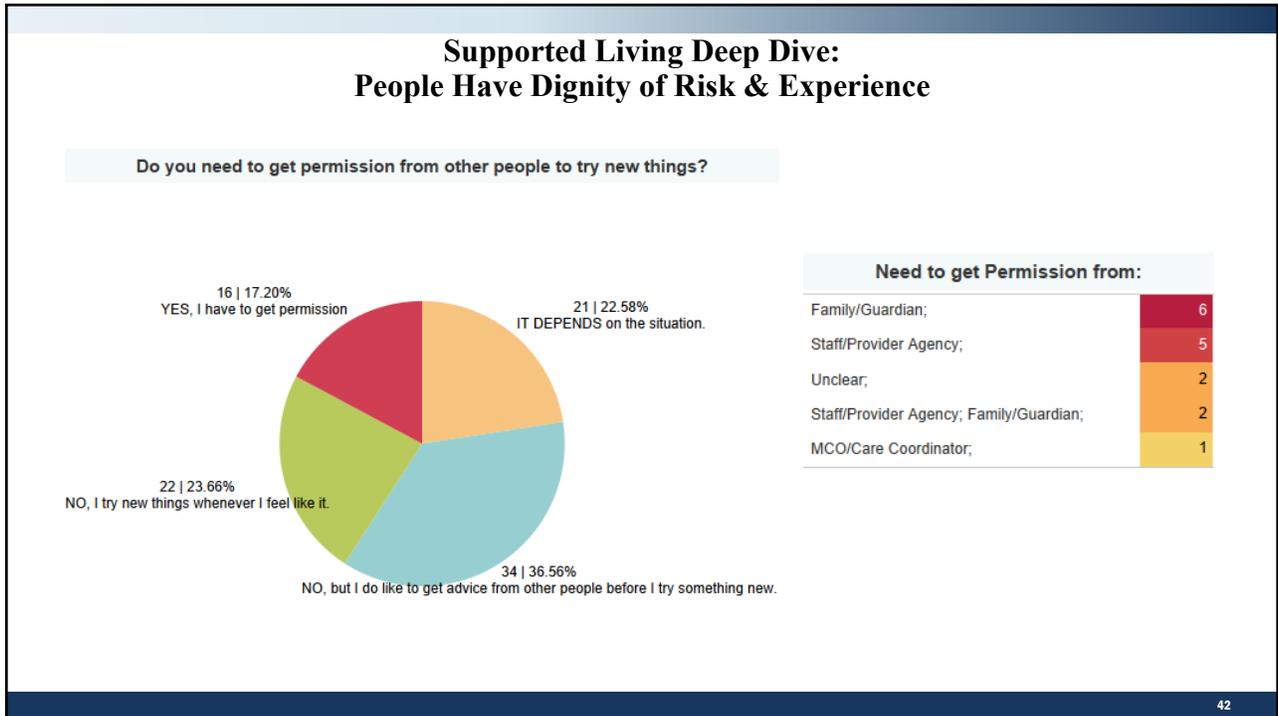
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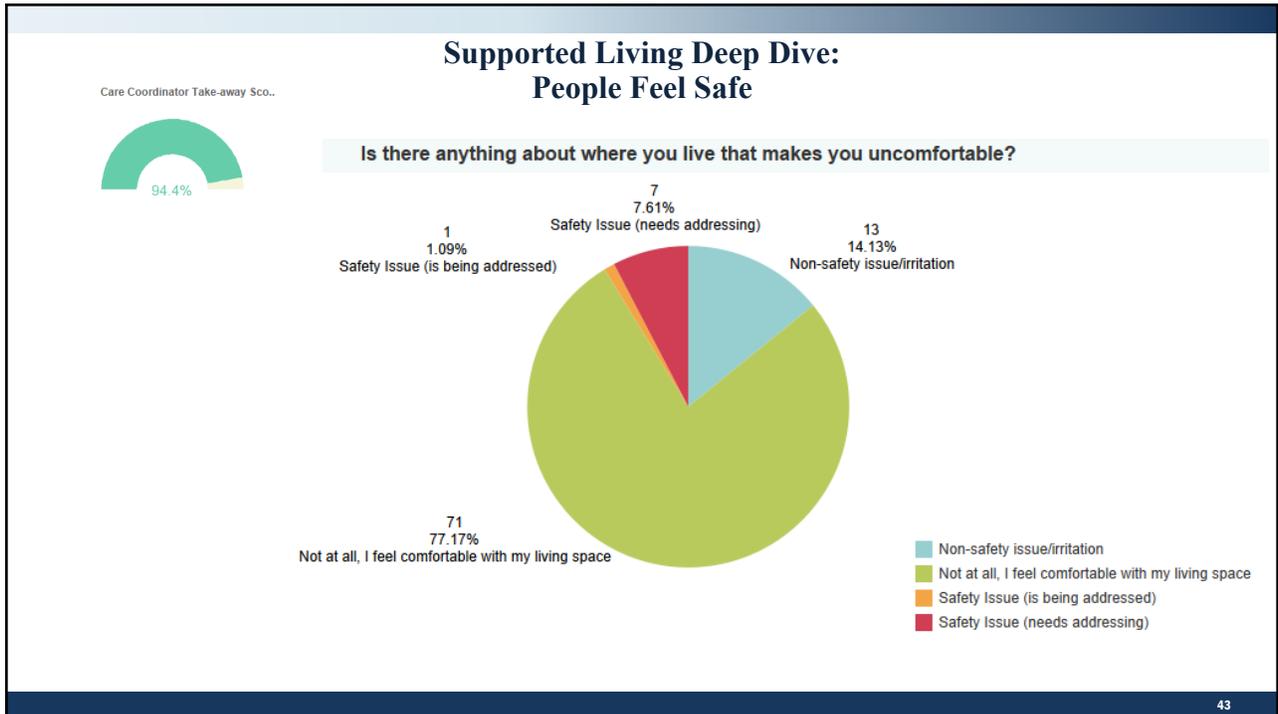
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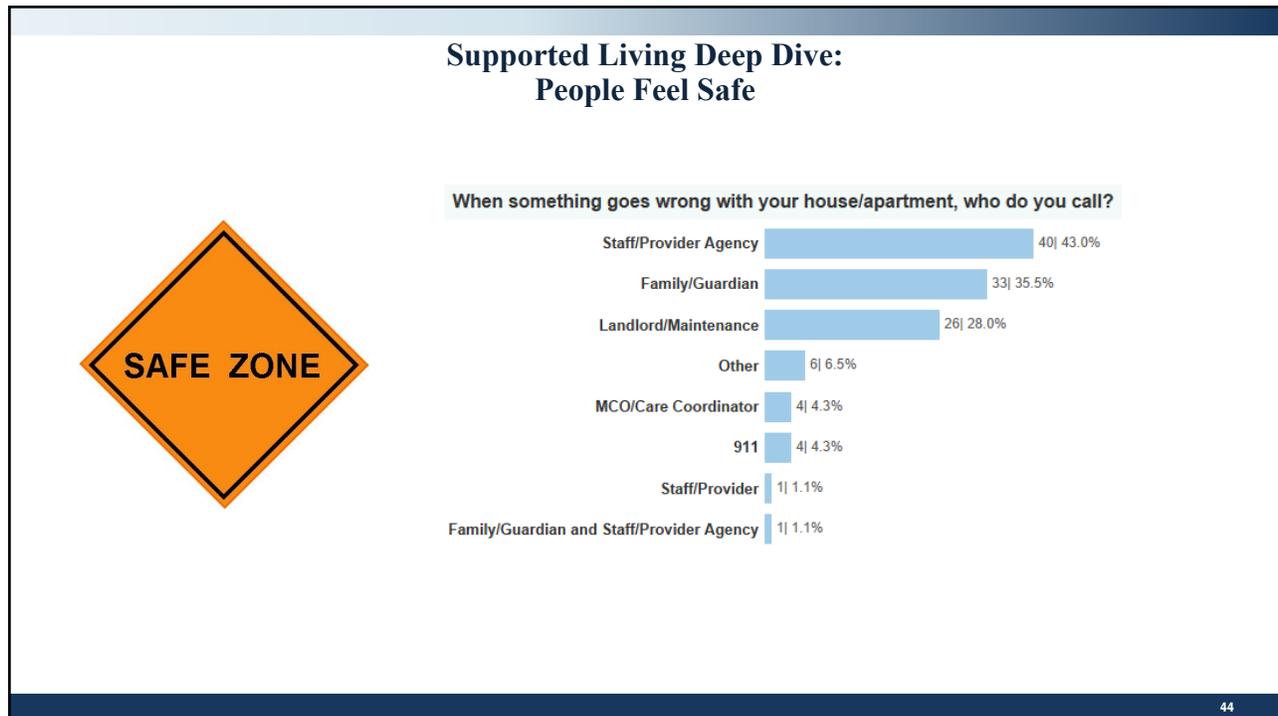
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42



43



44

NC Innovations/Supported Living Resources Available

- NC Innovations Waiver webpage
 - <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>
 - 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

46

46

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 works ☺)

47

47



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>

48