

HCBS
CONFERENCE
Home & Community-Based Services

Leveraging Initiatives to Enhance Quality in Home and Community Based Services

- University of Missouri-Kansas City, Institute for Human Development
- Missouri Department of Mental Health, Division of Developmental Disabilities
- Indiana Family and Social Services Administration, Division of Disability and Rehabilitative Services

Today's Agenda

- A Framework for Creating Common Language and Shared Vision for Systems Change Initiatives
- Connecting the Work in Missouri
- System Transformation in Indiana

UMKC Institute for Human Development

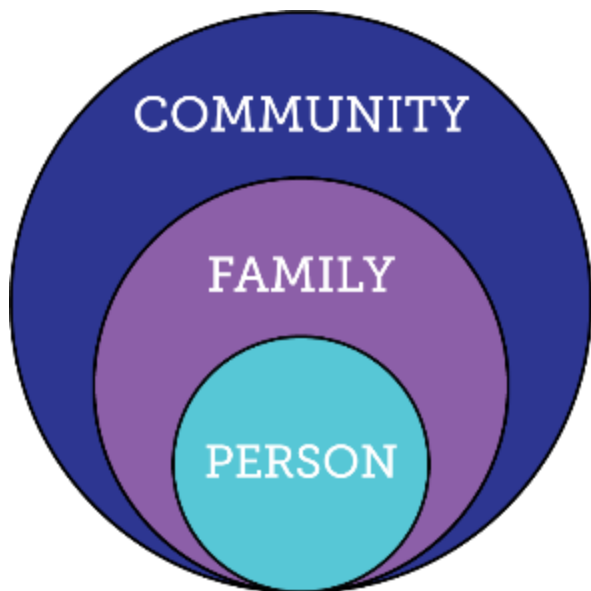
A University Center for Excellence in Developmental Disabilities

Jenny Turner, LCSW, Senior Research Associate

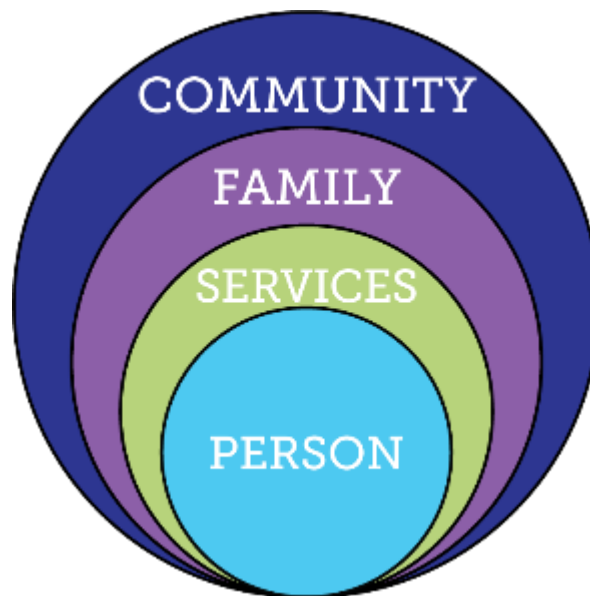


Setting the Stage

Transforming Services and Supports



Everyone exists within the context of family and community



Person in relation to Traditional Disability Services



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

Type of Change that is Needed

Transitional Change

- “Retooling” the system and its practices to fit the new model
- Mergers, consolidations, reorganizations, revising systematic payment structures,
- Creating new services, processes, systems and products to replace the traditional one

Transformation Change

- Fundamental reordering of thinking, beliefs, culture, relationships, and behavior
- Turns assumptions inside out and disrupts familiar rituals and structures
- Rejects command and control relationships in favor of co-creative partnerships

Creating Blue Space, Hanns Meissner, 2013



UMKC Institute for
Human Development
Charting the LifeCourse Nexus

Charting the LifeCourse

Shared Principles for Common Language and Collaborative Action



Charting the LifeCourse

- Framework for Driving Transformational Change
- Icons and Language for Engaging Others
- Tools and Strategies for Implementing into Practice
- Network for On-going Learning and Sharing



Core Belief

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

Charting the LifeCourse Guiding Principles



FOCUSING ON ALL PEOPLE

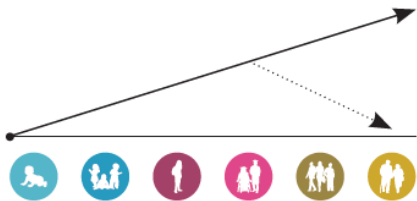
ALL people, regardless of age, ability or family role, are considered in our vision, values, policies and practices for supporting individuals and families. All families have choices and access to supports they need.



RECOGNIZING THE PERSON WITHIN THE CONTEXT OF THEIR FAMILY

People exist and have reciprocal roles within a family system, defined by that individual. Roles adjust as the individual members of the family system change and age. The entire family, individually and as a whole, needs support to ensure they all are able to successfully live their good life.

Charting the LifeCourse Guiding Principles



TRAJECTORY OF LIFE EXPERIENCE ACROSS THE LIFESPAN

Individuals and families can focus on a specific life stage, with an awareness of how prior, current and future life stages impact and influence their trajectory. It is important to have a vision for a good, quality life and have opportunities, experiences and support to move the life trajectory in a positive direction.



ACHIEVING LIFE OUTCOMES

Individuals and families plan for present and future life outcomes that take into account all facets of life and have opportunities for life experiences that build self-determination, social capital, economic sufficiency, and community inclusion.

Charting the LifeCourse Guiding Principles



HOLISTIC FOCUS ACROSS LIFE DOMAINS

People lead whole lives made up of specific, connected, and integrated life domains that are important to a good quality of life. Life domains are the different aspects and experiences of life that we all consider as we age and grow. These include: Daily Life & Employment, Community Living, Safety & Security, Healthy Living, Social & Spirituality, and Advocacy and Engagement.



SUPPORTING THE THREE BUCKETS OF NEEDS

The three strategies for supporting individuals and their families can be organized into three categories (or buckets):

- **Discovery and Navigation:** having the information and tools you need to navigate life
- **Connecting and Networking:** making connections with peers and resources to help you navigate;
- **Goods and Services:** the day-to-day tangible items you buy or use from public and private organizations in your community

Charting the LifeCourse Guiding Principles



INTEGRATED SERVICES AND SUPPORTS ACROSS THE LIFE COURSE

Individuals and families access an array of integrated supports to achieve their envisioned good life. These include those that are publicly or privately funded and based upon eligibility; community supports that are available to anyone; relationship based supports; technology; and the personal strengths and assets of the individual and their family.



TRANSFORMATIONAL POLICY AND SYSTEMS CHANGE

Individual and families are truly involved in policy making so that they influence planning, policy, implementation, research and revision of the practices that affect them. Every program, organization, system and policy-maker must think about a person within the context of family and community.

Comprehensive, Integrated & Coordinated Systems Across Life Domains & Stages

Pediatrician, Families and Friends,
Faith based



IDEA Part C, Parents as Teachers,
Health, Headstart



School, Special Education, Health,
Recreation



Vocational Rehab, Health,
Employment, College, Military



Disability Services, Health,
Housing, College, Careers



Retirement, Aging System, Health



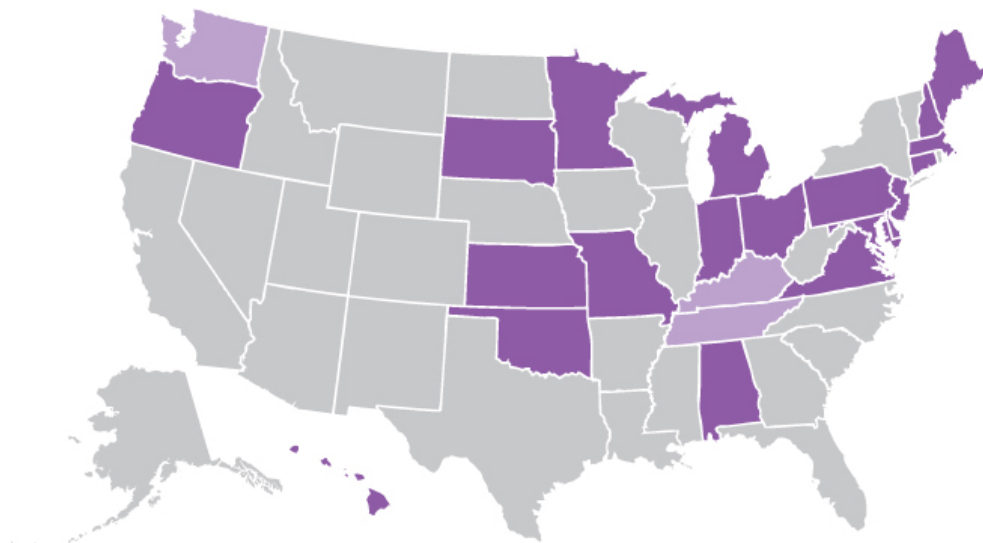
Transformation at All Levels

Explore life possibilities
Share ideas, hopes, and fears
Set higher expectations
Navigate Future
Advocate for Vision
Problem-Solve and Plan

Individuals
Family Members
Professionals
Organizational Leadership
Systems Change Agents
Community Members






National Community of Practice on Supporting Families



Partnership between
NASDDDS and UMKC-IHD, UCEDD

- Network of learning and information exchange that uses the Charting the LifeCourse (CtLC) framework to create a common value set and language that empowers and unites grassroots capacity building with systems and policy change.
- Designed to build capacity within and across states to drive policy, practice, and systems change to better support people with intellectual and developmental disabilities (I/DD) within the context of their families and their communities across the lifespan.

ACL Living Well Grants

2017	1	Cohort 1
		University of Georgia Institute on Human Development
		University of New Hampshire Institute on Disability
		Virginia Commonwealth University Partnership for People with Disabilities

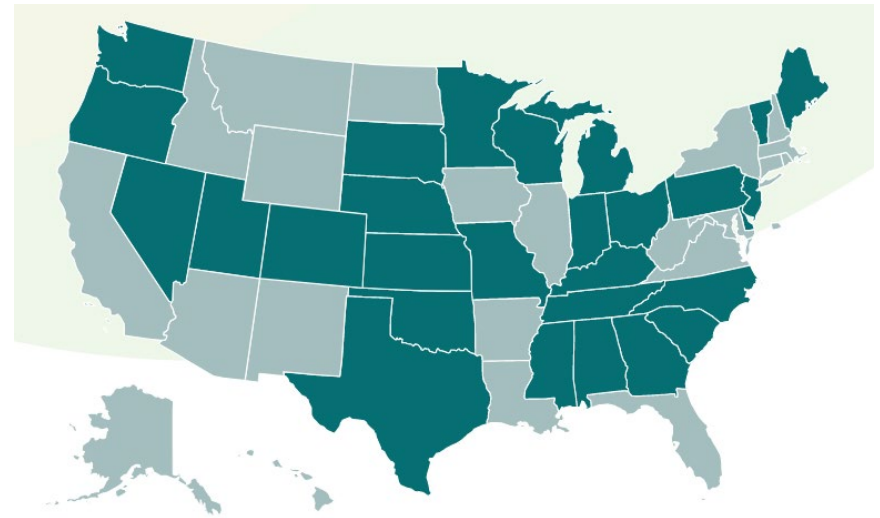
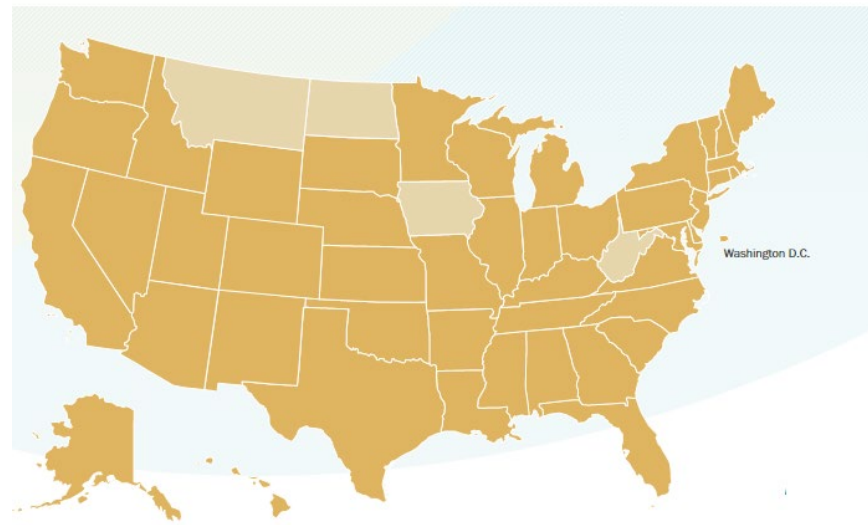
2018	2	Cohort 2
		Alaska Governor's Council on Disabilities and Special Education
		University of Idaho Center on Disabilities and Human Development
		Indiana Family and Social Services Administration
		University of Missouri-Kansas City Institute for Human Development
		Wisconsin Board for People with Developmental Disabilities

Develop, test, and implement a coordinated comprehensive system of **community monitoring** and **capacity building** to

- improve the quality of HCBS
- increase the independence, integration, safety, health, and well-being of individuals with IDD living in the community.



National Core Indicators



Voluntary programs that provide states data to measure and track the performance of their services and supports.

Putting it All Together



MISSOURI DIVISION OF
DEVELOPMENTAL
DISABILITIES

Missouri Quality Outcome #4: Healthy Living

People Are Able to Choose Health/Mental Health Resources and Are Supported in Making Informed Decisions regarding their Health and Well-Being

This outcome emphasizes the individual's right to receive physical, emotional and mental health care from the practitioner of their choice. Individuals receive information and education on ways to maintain their health and well-being. Individuals are supported in making healthy choices.

**Adult Family Survey:
Can See Healthcare Professionals
When Needed (N: 248)**

Response	Percentage
Always	77%
Usually	20%
Sometimes	3%

Missouri Quality Outcomes Survey

- 20% *always* need support to find a doctor's office in their community
- 42% *always* feel comfortable asking their doctor questions about their health
- 31% *always* needs help to develop a plan to address their health needs

Adult Consumer Survey

86% had a dental exam in the last year (N: 372)

Child Family Survey

93% of respondents *always* know what their child's medications are for (N: 166)

www.dmh.mo.gov/dd MISSOURI DEPARTMENT OF MENTAL HEALTH 8

Missouri's System Transformation

MO Division of Developmental Disabilities



👤 Caitlin Bartley, MSW – NCI coordinator for Missouri Division of Developmental Disabilities










👤 Hope Moorhead – Data/Research Analyst for Missouri Division of Developmental Disabilities

- 👤 The MO Division of Developmental Disabilities (DD) implements a statewide system of supportive services that focus on assuring health and safety, supporting access to community participation, and increasing opportunities for meaningful employment.
 - 👤 The Division's Quality Enhancement (QE) Unit strives to review, develop and maintain superior standards that enhance the quality of life for Missourians with developmental disabilities.
 - 👤 Much of QE's work centers on the Missouri Quality Outcomes (MOQO), which is a framework for discussion around what is important to the person and how they define quality of life.

Charting the Lifecourse and the Missouri Quality Outcomes



MOQO Domain (based on CtLC)	MOQO Description
 Daily Life & Employment	People participate in meaningful daily activities of their choice.
 Community Living	People live in communities they choose, with whom they choose an in homes and environments designed to meet their needs.
 Social & Spirituality	People are active members of their communities while determining valued roles and relationships through self-determination.
 Healthy Living	People are able to choose health/mental health resources and are supported in making informed decisions regarding their health and well-being.
 Safety & Security	People are educated about their rights and practice strategies to promote their safety and security.
 Advocacy & Engagement	People have opportunities to advocate for themselves, others and causes they believe in, including personal goals and dreams.
 Supports to Families	Families are provided with knowledge that empowers them to facilitate opportunities for the individual's self-determination throughout the course of his or her life.

Missouri Quality Outcomes and NCI Data





- 👤 The Missouri Quality Outcomes are supported by NCI data in various projects.
 - 👤 At-A-Glance Reports: reports that showcase each Missouri Quality Outcome with relevant NCI data and other resources.
 - 👤 Missouri Quality Outcomes Talking Points Series: a series of videos that review each Missouri Quality Outcome and what each outcome means for individuals with I/DD.
 - 👤 Observe! Decide! Act!: a series of reports that focus on specific health conditions with applicable NCI data.
- 👤 NCI data supports Division initiatives.
 - 👤 Empowering through Employment: aims to increase the percentage of individuals with I/DD who receive employment services and supports.
 - 👤 Technology First: encourages the utilization of technology supports when planning individual services.



Missouri Initiatives

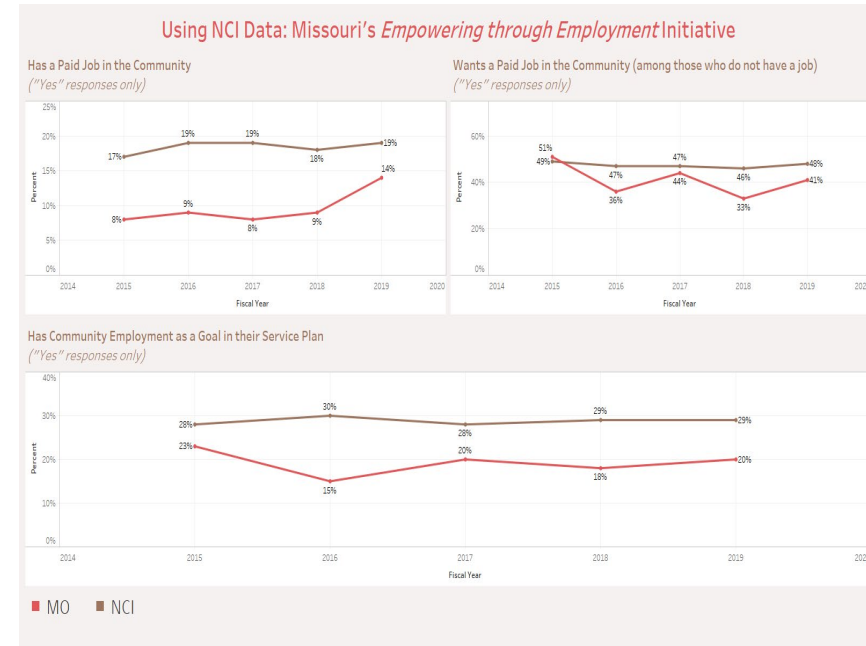
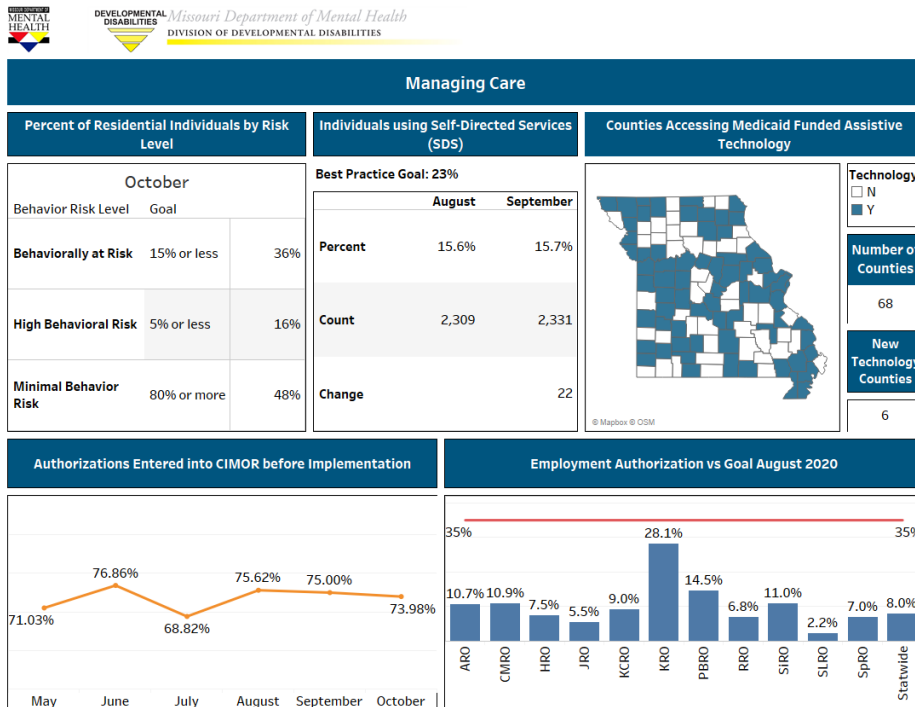
Placemat Initiatives:

 MISSOURI Department of Mental Health 7/2020 Version 4.0 (Covid-AAR)						
ASPIRATION	We will enhance quality of care to support recovery, independence, and self-sufficiency of Missourians with mental illness, substance use disorders and developmental disabilities amid the COVID-19 pandemic through agency adaptability and responsiveness.					
THEMES	Communication	Technology	Pandemic Recovery Control/Prevention	Workforce	Mental Health Awareness and Public Education	
INITIATIVES	<ul style="list-style-type: none"> Define messaging channels and rhythms Communicate best-practice support for staff through DMH Cares Establish update calls as standard operating procedure across levels 	<ul style="list-style-type: none"> Expand telehealth and telephonic opportunities Enhance and formalize telework opportunities Expand assistive technology utilization 	<ul style="list-style-type: none"> Establish systems providing necessary PPE Establish testing systems and protocols Develop system for on-going regulation review and reduction 	<ul style="list-style-type: none"> Develop a system for virtual training/on-boarding Maintain strong workforce through designed recruitment Develop and implement a system of Incentives and recognition 	<ul style="list-style-type: none"> Promote best practice interventions supporting social emotional wellness Implement Crisis Counseling Program Implement suicide prevention interventions 	

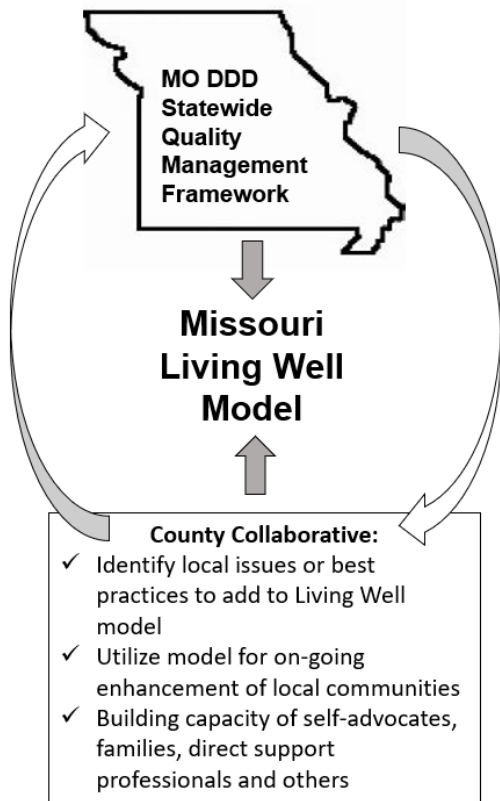
Missouri Initiatives

Tableau:

- Progress towards initiatives
- Stakeholder input through surveys like Missouri Quality Outcomes Survey and NCI



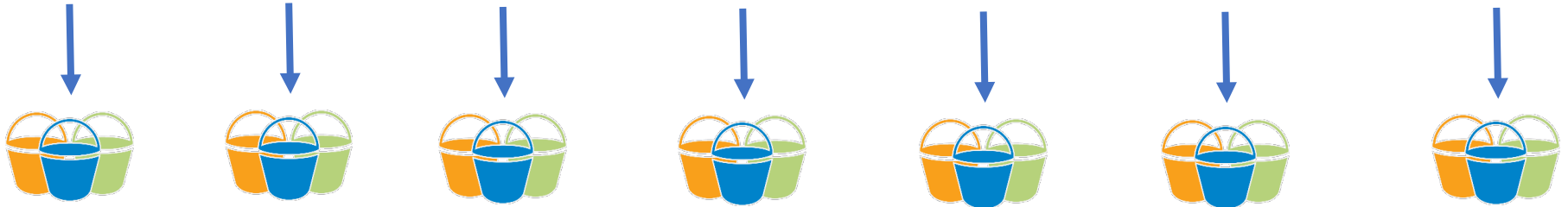
Creating Quality at All Levels



Specific "Lane/Level"	County Level Activities	Practice Level Activities	State Level Activities
Person with Disability	LW County Collaborative Teams	LW Demonstration Projects	LW Innovation Collaboratives
Family			
Service Provider			
Support Coordinator	LW Ambassadors Series for System Transformation		
State System			
Community	LW County Implementation Projects		

Creating Quality Across the System

Human Needs of Person and their Family



Touchpoints between Person/Family and LTSS

Front Door
Interaction

Intake &
Assessment

Person Centered
Plan Process

Accessing
Supports

Delivering
Services

Check-In &
Monitoring

Annual
Meeting



System Requirements (Federal, State, Organizational)

Indiana's System Transformation



Indiana Family and Social Services Administration Division of Disability and Rehabilitative Services

Kim Opsahl, Associate Director

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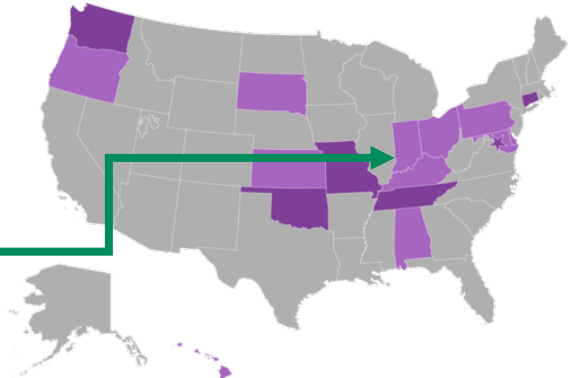




• How it Started - 2016

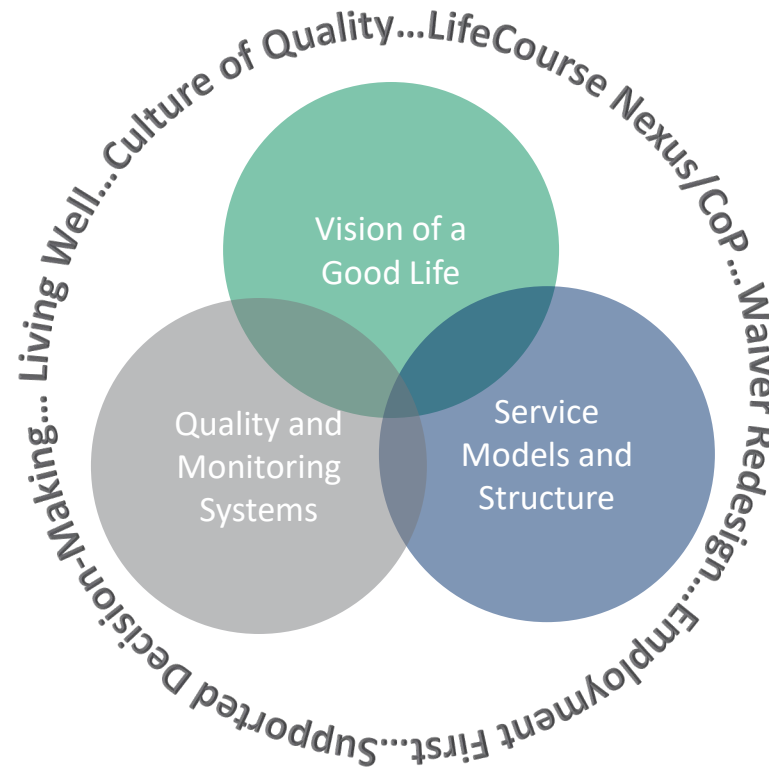


So, We Started Here



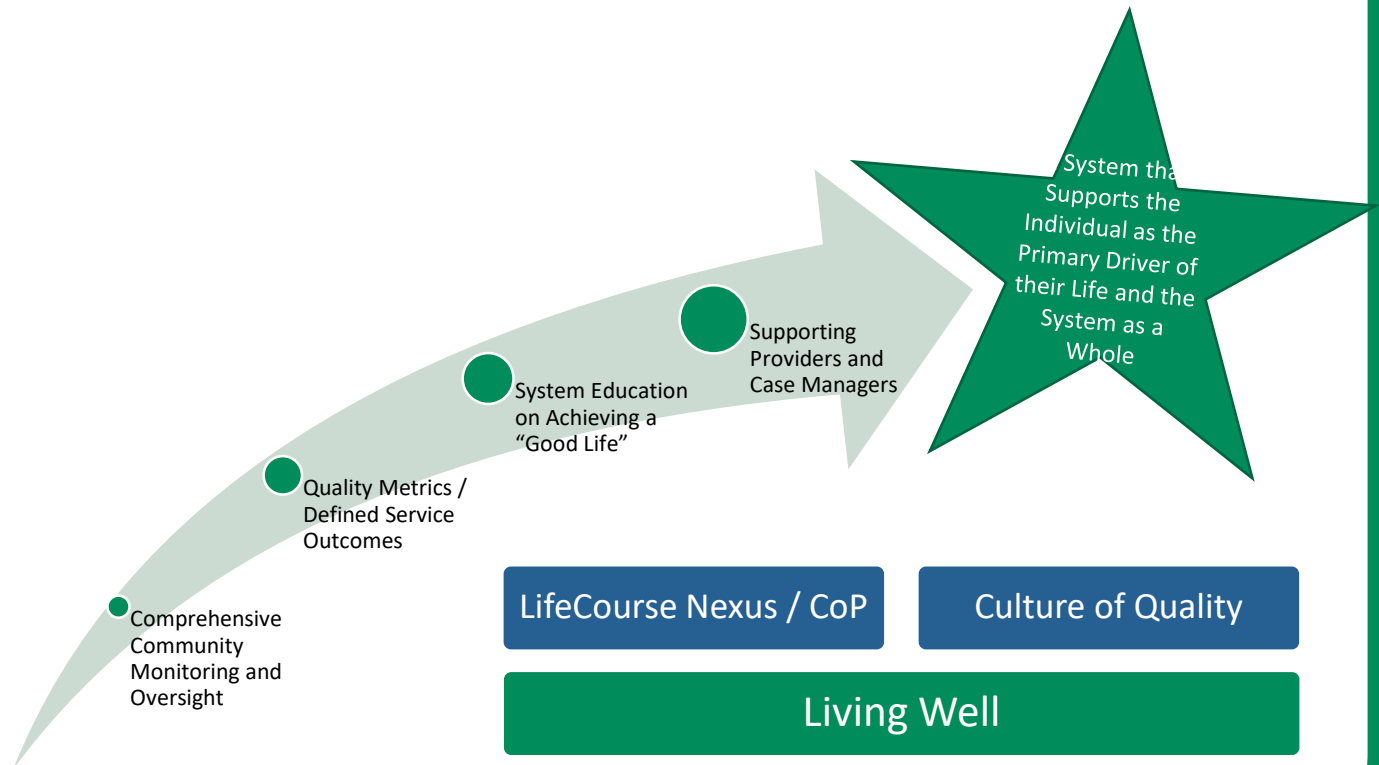


• How It's Going





• Setting a Trajectory Toward Transformation





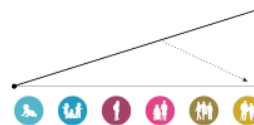
- **Leveraging the CtLC Framework**
 - Utilizing CtLC Principles to Support Discovery and Development



Transformational Policy and Systems Change



Achieving Life Outcomes



Trajectory of Life Experiences Across the Lifespan



Focusing On All People

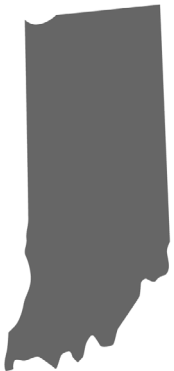




LifeCourse Nexus and Ambassador Series to Build Capacity & Engagement



- Engage local and statewide stakeholders
- Shared vision, common language
- Pilot and scale practices and innovations
- Enhance personal and professional skills
- Enhance programmatic, organizational, or systematic procedures



Putting it All Together

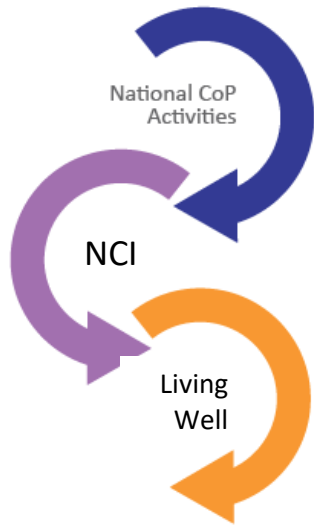
CHARTING THE LIFECOURSE PRINCIPLES



⚡ CATALYSTS

⚙️ STRATEGIES

💡 INNOVATIONS



- Reframing
- Policy & Goals
- Space for Innovation
- Financing
- Training & TA
- Outcome Data

- Implementation and Practice
- Cultural and Linguistic Competency
- Family and Self-Advocate Engagement
- System Design and Quality



PARTNERSHIPS / NETWORKS / STAKEHOLDERS

OUTCOME



UMKC Institute for
Human Development
Charting the LifeCourse Nexus

The intersect of ideas, collaboration and transformation.
www.LIFECOURSETOOLS.com

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