



BURNS & ASSOCIATES

A DIVISION OF
HEALTH MANAGEMENT ASSOCIATES

Follow-Up Discussion on Service Array

- prepared for -

Rhode Island Department of Behavioral Healthcare, Developmental Disabilities and Hospitals

June 14, 2022



■ Purpose of Today's Discussion

- + Present list of potential supports to be covered through the Division of Developmental Disabilities
 - + Focus on wanted supports rather than service names or detailed service definitions
 - + These are **not** recommendations
 - + Goal is to discuss ideas that have been received so far
 - + Some suggestions may not be allowable
- + Questions to consider
 - + What would be needed to make a potential support successful (for example, agency qualifications, access to on-call supports, etc.)?
 - + What other supports should be considered?
 - + Are there other considerations across all services (for example, staff training, capabilities to meet specific needs, etc.)?

■ Residential Services and Community Living

- + Provide supports across a range of living situations
 - + Intermittent support in an individual's **family home**
 - + Supports in an individual's **own home**
 - + Intermittent support
 - + On-call support, including technology and remote support
 - + Supports at a location where services can be shared (for example, an apartment complex)
 - + With a roommate with shared interests who receives a stipend
 - + Supports in a **provider's home**
 - + With a host family/ person
 - + In a congregate setting with other individuals with I/DD

■ Home Health Agencies (HHAs) and Respite

- + Assistance with activities of daily living provided by HHAs
- + Assistance with general household tasks provided by HHAs
- + Short-term support provided due to caregiver absence
 - + Can be provided in-home, in the DSP's home, or other community location

■ Day Program and Community Supports

- + Supports to assist individuals to participate in meaningful life activities
 - + Help individuals gain independent living, employment, and other skills
 - + Should not be limited to specific times of the week
 - + Settings include in the community, at a center/facility, and in the home
- + Transportation to community-based activities or employment
 - + Consider other types of transportation (such as family/ friends, ridesharing)

■ Employment

- + Offer a continuum of supports to assist individuals to explore, find, and maintain employment
 - + **Exploring** what work is
 - + Documenting an individual's interests and strengths to develop a **vocational profile**
 - + Assisting an individual to **develop, locate, and secure employment**
 - + Creating **customized employment** and **self-employment** options
 - + Helping an individual **learn and perform job skills**
 - + Helping an individual **maintain their job**
 - + Supporting an individual in a **group employment setting**

■ Use of Technology

- + Considering how technology can be used as part of existing services; for example:
 - + Providing certain services through telehealth
 - + Complementing staff in a group home environment
- + Technology-focused services
 - + **Remote supports** – off-site monitoring, with capacity for in-person response as needed
 - + **Personal emergency response system (PERS)** – device allowing an individual to call for help
 - + **Digital therapeutics** – software to help individuals manage their health
 - + **Assistive, augmentative, and enabling technology support**, including training on how to use it for individual, family, and staff
 - + **Broadband access**

■ Other Services and Purchases

- + Items to support individuals in their home and community
 - + **Home improvements** to an individual's residence
 - + **Vehicle adaptations** for accessibility (e.g., a wheelchair lift)
 - + **Individual Directed Goods or Services** such as health coverage for self-directed employees, therapeutic services, health club and other memberships, and lifelong learning not associated with college
 - + Considering how to offer goods and services to those who use agency services and a more standardized approval process
- + Specialized supports
 - + Services delivered by **licensed/ clinical staff**
 - + **Specialized training** for individuals (for example, sexuality training)
 - + **Training for an individual's family** to increase their ability to meet the individual's needs
 - + **Peer supports** and **family-to-family** services from person with lived experience

■ Conflict-Free Case Management and Support Coordination

- + The 2014 federal rule on home and community-based services (HCBS) requires that an individual's service provider cannot develop the person-centered plan or provide case management
 - + Applies to all HCBS programs so the Executive Office of Health and Human Services (EOHHS) is coordinating across Departments
- + Conflict-Free Case Management
 - + Person-Centered Planning (PCP)
 - + Writing the individual service plan (ISP) and helping with the individual budget
 - + Help individuals find paid and unpaid supports to meet their needs
 - + Improve advance planning
- + Provider agencies will still perform internal coordination activities, provide oversight of their own services, and coordinate with other service providers as appropriate
 - + For example, a residential provider may coordinate an individual's doctor appointments

■ Other Supports for Planning and Self-Direction

- + PCP/ISP-related services will move to new conflict-free case management provider(s)
- + Community mapping to help individuals discover people, places, and experiences that would be valuable to the individual
- + Supported decision-making as an alternative to guardianship
- + Supports for individuals who self-direct services
 - + **Provide financial management services** (processing timesheets, payroll, providing financial reports)
 - + **Train the individual** to manage services and staff (for example, related to selecting, hiring, training, scheduling, and supervising staff)
 - + Consider adding supports to **help individuals self-direct** with hands-on assistance to handle staffing, recruitment, subs, etc.

■ Next Steps

- + Individual and family survey to be conducted as part of the overall project
- + Notice in DD News publication to provide opportunity for input from broader community
 - + Anticipate notice in late June/ mid-July

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