

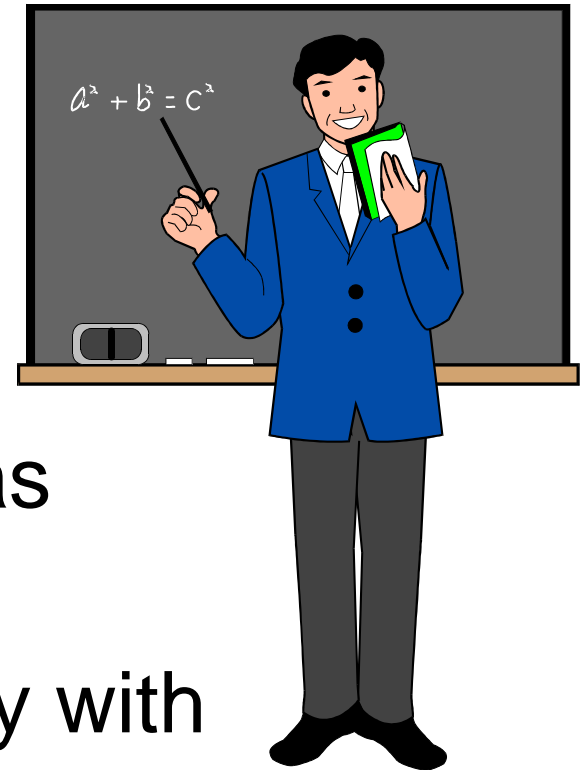
# Participant-Directed Services

What we've learned so  
far...



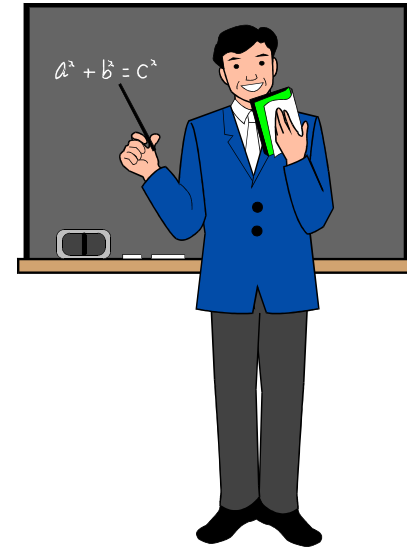
# The BIG lessons...

- It is all “learn as you go”
- No one, ANYWHERE has it all figured out
- Can't just give out money with no oversight...



# The BIG lessons

- Making changes and improvements all along the way is critical
- “Scaling up” is challenging—making the program grow statewide and across multiple services
- Understanding new roles and responsibilities for everyone...



# Participant direction is about shifting power!



- Case management to supports brokering
- “Recipient” to employer
- Family to self-advocacy
- Services system to market place
- Quality determined by consumers and families



# Power Shifts



- P-D services means changed roles for everyone
- P-D services (should) change who is “in charge”
- *Professionals **support** the process, not direct the process*



## Case management/supports brokering

- P-D services are changing the roles of case managers in some positive ways
  - Putting skilled expertise to work where it's most needed
  - Changing how case managers relate to families and consumers
- P-D is NOT business as usual

# Supports Brokering

- Using “non-traditional” providers
- Tailoring the amount of supports brokering to the situation—but a good service for everyone to have, particularly at first
- New division of responsibilities between case managers and supports brokers





## What helps make the shift to supports brokering?

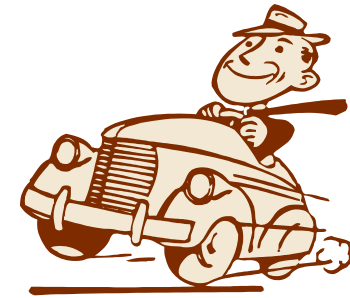
- Separating the functions of case managers and support brokers
  - Still need an individual with authority to require changes to oversee services
- Separating supports brokering from direct services
- Making SURE supports brokers are qualified—it isn't just anyone!



## What helps make the shift to supports brokering?

- Making sure support brokers also have a system of support and supervision
  - They may need guidance too
- Oregon and Wisconsin have learned from mistakes!

# Recipient to employer



- P-D services put individuals with disabilities and families in the driver's seat
- New roles and many new responsibilities
  - Assuring quality
  - Knowing about exploitation and abuse
  - Doing the paperwork
  - Becoming a manager-hiring, setting expectations and firing

# Recipient to Employer: What helps?

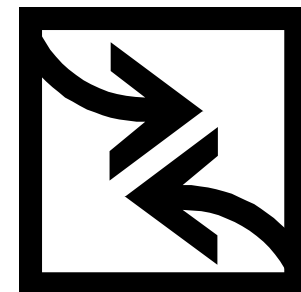
- Finding workers is hard!
- Support to learn the roles and responsibilities of being an employer is essential
  - Arizona has a guide called the “Family and Consumer Toolbox” for hiring workers in your home
  - Connecticut offers fact sheets with good information
  - Support brokers can be vital for many people to help with finding, hiring and firing workers
  - Oregon has the Roadmap





# Family support to self-advocacy

- Self-directed services at first focused on families, since it was parents who pushed for self-direction
- There has been a MAJOR shift, with individuals with disabilities themselves pushing for self-determination and self-direction



# What does this mean for P-D services?



- It means balancing the needs and wishes of parents with the needs and preferences of individuals with disabilities
- It may mean support brokers won't always agree with parents!
- It means including self-advocates in all decisions

# Including self-advocates

- Self-advocates now have official roles in determining policy
  - Alabama has a state position for a self-advocate to help coordinate efforts and represent self-advocates officially
  - So does New York
  - Connecticut just hired 9 part-time self-advocates!





# Including self-advocates

- Self-advocates are key members of decision-making bodies and committees
- This means attention to assuring meetings are inclusive and structured so self-advocates are full participants
  - Canadian Disability Office Guide
  - NASDDDS guide for inclusive meetings

# Service System to Marketplace



- A HUGE change is in what people want to buy and how they want to buy it
- Providers, if they wish to play, have to change
- It's not just more of the same
- No more guarantees—it's earn as you go!



# Providers

- P-D services means new “products”
  - Customized employment
  - Community-based activities
  - Alternatives for seniors
  - New residential options
- Customers are not asking for the same old things



# What helps make the shift?

- Flexible standards and qualifications for providers
- Payment systems that give incentives for employment and that support individualized residential options
- ...And willingness to sit down and work it through



# What helps?

- Many states have “employment first” initiatives that support innovative approaches
  - Connecticut, Maine, Vermont, California, Minnesota, Washington, Montana, Tennessee and Ohio to name a few!
- Housing initiatives
  - New York, New Jersey, California and Ohio have new initiatives to find housing
  - The ArcLink roommate matching system



# What Helps?

- Finding ways to qualify non-traditional individuals and providers
  - Using the planning process to set qualifications and training requirements
- Assuring people have the knowledge to negotiate
  - Information on what things *should* cost

# Quality



- The biggest changes are:
  - Looking at individual outcomes
  - Using data to understand how the system performs
    - CT Quality review and Improvement Initiative, Core Indicators, Kansas Quality of Life, Pennsylvania, South Carolina
  - “Customizing” quality—tailoring processes and outcomes to individual situations



So...



- Participant direction is not just “tweaking” the system
- It means major changes for everyone—consumers, families, and providers
- But it has great promise for helping individuals design their own lives...