

# Meaningful Stakeholder Engagement:

A Collaborative Approach to Programs for People with Intellectual and Development Disabilities and Their Families



NCAPPS



# Welcome to Today's Webinar



**Alixe Bonardi**

*abonardi@hsri.org*

NCAPPS Co-Director  
at HSRI



**Bevin Croft**

*bcroft@hsri.org*

NCAPPS Co-Director  
at HSRI

Thank you for joining us to learn about meaningful stakeholder engagement.

This webinar series is sponsored by the National Center on Advancing Person-Centered Practices and Systems. NCAPPS is funded by the Administration for Community Living and Centers for Medicare & Medicaid Services.

NCAPPS webinars are free and open to the public.

The goal of NCAPPS is to promote systems change that makes person-centered principles not just an aspiration but a reality in the lives of people across the lifespan.





# Webinar Logistics

---

- Participants will be muted during this webinar. You can use the **chat** feature in Zoom to post questions and communicate with the hosts.
- Toward the end of the webinar, our speakers will have an opportunity to **respond to questions** that have been entered into **chat**.
- The webinar will be live captioned in English and Spanish. To access the Spanish captions, please use this link: <https://www.streamtext.net/player?event=HSRI-SPANISH>
- This live webinar includes polls and evaluation questions. Please be prepared to interact during polling times.



# Feedback and Follow-Up

---

- After the webinar, you can send follow-up questions and feedback about the webinar to [NCAPPS@hsri.org](mailto:NCAPPS@hsri.org).

(Please note that this email address is not monitored during the webinar.)

- The recorded webinar, along with a pdf version of the slides and a Plain Language summary, will be available within two weeks at [NCAPPS.acl.gov](http://NCAPPS.acl.gov). We will also include questions and responses in the materials that are posted following the webinar.

# Meet Our Speakers



**Eric Wilson**



**Gina Wilson**



**Clancey Hopper**



**Patti Killingsworth,**  
Assistant Commissioner  
and Chief of LTSS,  
TennCare



**Wanda Willis,**  
Executive Director of  
the Tennessee  
Council on  
Developmental  
Disabilities



**Jordan Allen,**  
Deputy Commissioner of  
Program Operations, TN  
Department of  
Intellectual and  
Developmental  
Disabilities



**Stephanie Gibbs,**  
Director of System  
Transformation and  
Innovation,  
TennCare



# Meaningful Stakeholder Engagement:

A Collaborative Approach to Programs for People with Intellectual and Development Disabilities and Their Families



# Overview: What is Employment and Community First Choices?

- A managed LTSS (specifically HCBS) program designed to promote and support integrated, competitive employment and independent living as the first and preferred option for all individuals with intellectual and developmental disabilities
- Comprehensive person-centered assessment and planning process explores employment early in process and in significant depth
- Array of 14 different Employment Services create a pathway to employment even for people with significant disabilities
- Comprehensive and flexible wrap around and supportive services, including self-advocacy and family supports, and self-directed options designed to support active community participation and as much independence as possible
  - Intermittent supports; expectations of fading

# Overview: Who does the program serve?

- **Employment and Community First Choices serves:**
  - People with intellectual and/or developmental disabilities
  - Any age...across the lifespan
- **Individuals may be:**
  - Living with family
  - Living in their own home/apartment
  - In need of assistance to find affordable housing with supports
    - Moving out of family home
    - Coming out of DCS custody
    - Leaving a restrictive setting

# Aligning Incentives in Employment and Community First Choices

- Groups prioritized for enrollment include those who need/want support to keep or obtain competitive integrated employment (CIE), plan/prepare for CIE, or are at least willing to explore CIE
- **Employment Informed Choice** process ensures that employment is the *first* option considered for every person of working age *before* non-employment day services are available
- Individuals engaged in competitive integrated employment have access to more benefits
- **Value-based payment** aligns incentives with employment outcomes, incentivizes fading (independence)
  - **Outcome-based reimbursement** for pre-employment services
  - **Tiered outcome-based reimbursement** for Job Development, Self-Employment Start-Up based on level of need, **paid in phases to support retention**
  - **Tiered reimbursement for Job Coaching** based on person’s “acuity” level, length of time employed, and amount of support as a % of hours worked  
***Payment is higher per hour if fading achieved is greater.***

# Overview: What we've learned

- Most people with IDD do want to work (and their families are supportive) when they have:
  - An opportunity to learn about what work might be available to them
  - Help to recognize the strengths/skills they have to offer employers
  - A chance to understand all of the supports available to help them work
  - An opportunity to voice their questions, concerns and hesitations – and get those addressed
  
- Partnerships are vital to the success of the program and to helping people achieve the outcomes that matter to them

# Overview: What we've achieved

- Over 27% of working-age enrollees are working in competitive integrated employment
  - This employment participation rate is almost 70% higher than the national average for individuals with intellectual and developmental disabilities (16%; Source NCI)
- Average wages are \$9.00/hour
- Average hours worked are 17.5+ per week
- About 70% of working-age members have a goal to obtain, maintain, explore, or advance in competitive, integrated employment

# Looking Back: Serving People with Intellectual and Developmental Disabilities

- Three Section 1915(c) home and community based services (HCBS) waivers for individuals with intellectual disabilities
  - Comprehensive Aggregate Cap
  - Statewide
  - Self-Determination
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICFs/IID)

# Building on a Strong Foundation: Serving People with Intellectual and Developmental Disabilities

- Longstanding focus on person-centered practices in HCBS programs for individuals with I/DD
- Person-centered thinking and tools embedded in planning processes
- Person-centered thinking and organization training
- First state system in the country to seek and **achieve** network accreditation in person-centered excellence by the Committee on Quality and Leadership (CQL)

# Building on a Strong Foundation: Serving People with Intellectual and Developmental Disabilities

## Developing Person Centered Systems in TN

- 2007 joint project launched- the Council and DD agency
- Purpose: better equip the service system to support person centered practices
- 3 goals:
  - Create excellent PC practices at provider & recipient level
  - Facilitate policy/practice changes at provider level
  - Facilitate policy/practice changes at the state level



# Building on a Strong Foundation: Serving People with Intellectual and Developmental Disabilities

- 13 providers participating
- Agency staff and support coordinators learned to write excellent person centered plans
- 100% of all management teams, regional office directors, state office senior staff, direct support professionals, independent support coordinators, families, individuals supported
- State level PC thinking trainers and ‘mentor trainers’
- Significant ‘level 3’ policy/procedure changes: Support Plan forms were revised statewide
- ‘People Planning Together’ classes

# Building on a Strong Foundation: Serving People with Intellectual and Developmental Disabilities

## Long term impact

- Establishing Person Centered Office, State Director
- Creating Person Centered Practice Units at each regional state office
- Requiring all independent support coordinators to receive training in person centered practices
- Adding more state level PC thinking trainers and ‘mentor trainers’
- ‘People Planning Together’ still going strong

# Building on a Strong Foundation: Serving People with Intellectual and Developmental Disabilities

## Long term impact

- Embedding PC practices into departmental policies
- Encouraging more providers to participate in PC thinking training in their region
- Recruiting more providers to engage in PC organizational training (3 new providers signed up this year)
- Promoting the 'one page profile' system wide

# Looking forward: Serving People with Intellectual and Developmental Disabilities

- Three Section 1915(c) home and community based services (HCBS) waivers for individuals with intellectual disabilities
  - Comprehensive Aggregate Cap
  - Statewide
  - Self-Determination
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICFs/IID)
- **New MLTSS program implemented July 1, 2016:  
Employment and Community First CHOICES**

# Looking forward: Serving People with Intellectual and Developmental Disabilities

- How do we:
  - Build on an existing foundation of person-centered values
  - Continue to develop person-centered practices in the current system
  - Ensure that the new MLTSS program for people with I/DD is every bit as “person-centered”
- **Is that even possible? Yes!**

# Looking forward: Serving People with Intellectual and Developmental Disabilities

- Engage and listen to stakeholders in designing and implementing the new program
  - Individuals who need/receive HCBS
  - Family members
  - Advocates
  - Providers
- Partner with State Department of I/DD
  - Leverage capacity and expertise in person-centered practices
- Engage experts
  - Michael Smull and Tanya Richmond, Lisa Mills, Allan Bergman
- Build health plan (MCO) capacity for person-centered practices

# Overview: Stakeholder Engagement

Key messages and themes from listening sessions with people with disabilities and families:

- More cost-effective programs that could serve more people
- More independent community living options and help engaging in employment and activities that are meaningful
- More focus on preventive services (not waiting for “crisis”)
- More education about how to empower themselves instead of relying on paid staff and supports
- Services that are targeted at young adults coming out of high school
- Better coordination between long term services and supports and other aspects of health, like medical services and behavior services
- Consistent, well trained, quality direct support staff

# Learning from Eric and Gina

- Eric and Gina, tell us more about yourself.
- Tell us about Employment and Community First CHOICES. How long have you been a part of this program? Can you tell us more about how it has helped you meet your goals?
- Gina, tell us about the early conversations about Employment and Community First CHOICES:
  - How did families and self-advocates participate in these conversations? Why was important to you to take part in conversations about the Employment and Community First Choices program?
  - How did you know your feedback was valued and used in meaningful way for program development? How did the state agency demonstrate that to you?
  - What advice would you give other states or organizations on engaging stakeholders like self-advocates or families?





# Advancing Person-Centeredness Through Interagency Coordination

## Culture and System Transformation

- To align LTSS programs and policies with person-centered philosophies
- Stakeholder engagement is key to this work
- Convened the Statewide System Transformation Leadership Group comprised of LTSS stakeholders from across the delivery system and developed a system transformation strategic plan to support the transformation
  - Shifting to a quality rather than compliance focus
  - Incentivizing providers for quality outcomes
  - Using data in a meaningful way to inform change



# Person-Centered Practices Partnership

With TN Council on Developmental Disabilities embedded *sustainable* person-centered practices in MLTSS programs

- Person-centered thinking training for all Support Coordinators prior to go-live
- Two-day systems change retreat
- Person-centered organization training for each MCO
- Develop Certified Person Centered Thinking Trainers
- Develop People Planning Together Certified Trainers
- Review state/health plan policies, procedures, hiring practices, etc. and make recommendations

# Advancing Person-Centeredness Through QuILTSS

- **Workforce Development Program:**
  - Addressing the direct support professionals workforce crisis
  - Based on CMS' DSW 12 Core Competencies
  - Content Written by National SMEs
  - 12 Courses for 18 College Credit Hours
  - **Training Content (examples):**
    - **Person-centered practice module**
    - **Community inclusion and networking module**
    - **Empowerment and advocacy module**
    - **Pre- and early-service training**
    - **Dementia training**
    - **Self-direction of healthcare tasks training**



# Advancing Person-Centeredness Through Employment and Community First Choices Services and MCO Requirements

- **Person-Centered Support Plan (PCSP):**
  - Accurately documents the person's strengths, needs, goals, and preferences
  - Outlines the services and supports that will be provided to help the person achieve *their* preferred lifestyle and goals
  - Directed by the person
  - Assists the person in achieving a personally defined lifestyle and outcomes in the most integrated community setting
  - Ensures the delivery of services in a manner that reflects personal preferences and choices
  - Contributes to the assurance of health, welfare, and personal growth

# Advancing Person-Centeredness Through Employment and Community First Choices Services and MCO Requirements

- **Support Coordination:**

- Identifying, developing, and supporting opportunities for community involvement, including achieving and maintaining competitive, integrated employment consistent with individual strengths, preferences and conditions for success
- Leveraging strengths, resource and opportunities available in the person's community, and natural supports in coordination with paid services and supports to enable the person to achieve his/her desired lifestyle and goals for community involvement, employment and independent living and wellness
- Assessing physical, behavioral, functional, and psychosocial needs

# Advancing Person-Centeredness Through Employment and Community First Choices Services and MCO Requirements

- **Support Coordinator training in person-centered practices**  
(not a complete list):
  - A comprehensive training program on person-centered thinking, planning, and service delivery, including training on assessing a member's strengths and goals and identifying, developing and accessing community and natural resources
  - Federal person-centered planning and HCBS setting requirements and the importance of the individual's experience
  - Planning and implementing HCBS to support employment and community integration and participation
  - Supporting members in directing the person-centered planning process
  - Facilitating individual choice and control, including the use of supported decision making

# Advancing Person-Centeredness Through Employment and Community First Choices Services and MCO Requirements

- Support Coordinator training in person-centered practices

(not a complete list):

- Working with family members and/or conservators, while respecting individual choice
- Supporting family caregivers, which at a minimum shall include the following: The *Supporting Families* initiative and approach
- Family caregiver needs assessment and support planning processes
- Understanding guardianship, and alternatives to guardianship, including supported decision making, and understanding guardians' and conservators' legal role and working with family members, guardians or conservators on assisting an individual with supported decision making processes when applicable;

# Advancing Person-Centeredness Through Employment and Community First Choices Services and MCO Requirements

- **Support Coordinator training in person-centered practices**  
(not a complete list):
  - An introduction to the unique behavioral health, including behavior support challenges, individuals with I/DD may face; understanding behavior as communication; potential causes of behavior, including physiological or environmental factors; person-centered assessment and support planning for individuals with challenging behaviors, including positive behavior supports (e.g., supported employment); and Behavioral Health Crisis Prevention, Intervention and Stabilization Services and the System of Support, and the role of the Support Coordinator on the System of Support Team
  - Quarterly training including at least one (1) activity on person-centered thinking; opportunities for peer discussion and assistance; and timely access to SMEs



# Employment and Community First Choices: Empowerment and Self-Advocacy

- **Self-Advocacy Supports**

- Individual Education and Training
- Peer-to-Peer Support and Navigation for Person-Centered Planning, Self Direction, Integrated Individual/Self Employment, and Independent Community Living
- Conservatorship and Alternatives to Conservatorship Counseling and Assistance (counseling component required to preserve rights, support decision-making)

- **Family Empowerment Supports**

- Community Support, Development, Organization and Navigation
- Family Caregiver Education and Training
- Family-to-Family Support
- Health Insurance Counseling and Forms Assistance

# Learning from Clancey

- Clancey, tell us more about yourself. How long have you been a part of Employment and Community First CHOICES? Can you tell us more about how this program has helped you get a job and live in your own apartment? How does being a self-advocate help you meet these goals?
- Tell us about your role with the TN Council on Developmental Disabilities. Why is it important for people with disabilities to have leadership roles?
- What are your dreams for the future? What kinds of supports do you think you may need to make these dreams come true?
- What would you tell other states about creating programs for people with disabilities? What role should TennCare, DIDD, DD Council play in helping people build self-advocacy skills?



# Employment and Community First Choices

## Closing Thoughts.....

- Engagement is important early in program design AND ongoing
  - Encourage engagement through multiple avenues (MCO advisory boards, community events, state-hosted stakeholder meetings, surveys, interagency collaborations)
  - Self-advocacy skills are important to ensure all voices are heard
- Support across the delivery system – including people served through programs and families – is key to ensure policies and program are responsive to opportunities that truly have the most impact on a person's quality of life



Questions?

# Real-Time Evaluation Questions

- Please take a moment to respond to these seven evaluation questions to help us deliver high-quality NCAPPS webinars.
- If you have suggestions on how we might improve NCAPPS webinars, or if you have ideas or requests for future webinar topics, please send us a note at [NCAPPS@hsri.org](mailto:NCAPPS@hsri.org)

# Thank You.

Register for upcoming webinars at

[ncapps.acl.gov](https://ncapps.acl.gov)

NCAPPS is funded and led by the Administration for Community Living and the Centers for Medicare & Medicaid Services and is administered by HSRI.

The content and views expressed in this webinar are those of the presenters and do not necessarily reflect that of Centers for Medicare and Medicaid Services (CMS) or the Administration for Community Living (ACL) .

