

Supported Living in NC: *Where We Are*

A Data Snapshot



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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

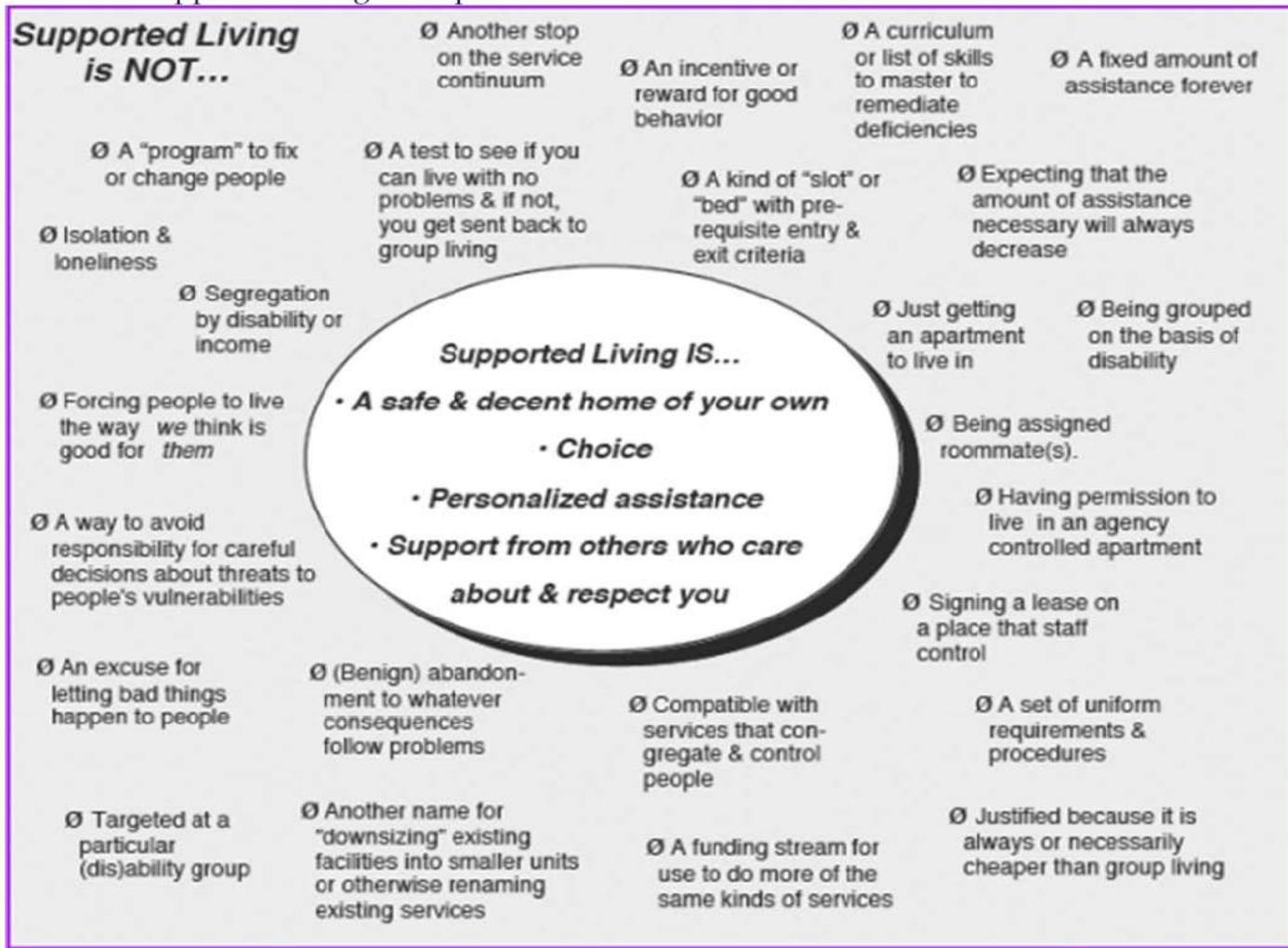
To Our State Colleagues

- Our I/DD, Behavioral Health, MFP colleagues.
- A special shout out to our Business Information Division (our data works 😊)

Supported Living is a Simple Concept....

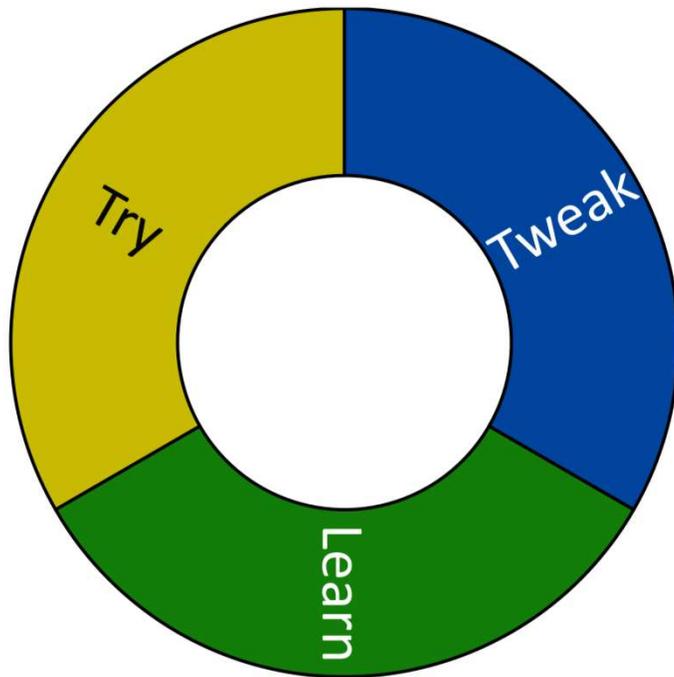
“A person with a disability, who requires long-term, publicly funded, organized assistance, allies with an agency whose role is to arrange or provide whatever assistance is necessary for the person to live in a decent and secure home of the person's own.”

John O'Brien



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

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



The “Pond of Supported Living”: Statewide Data



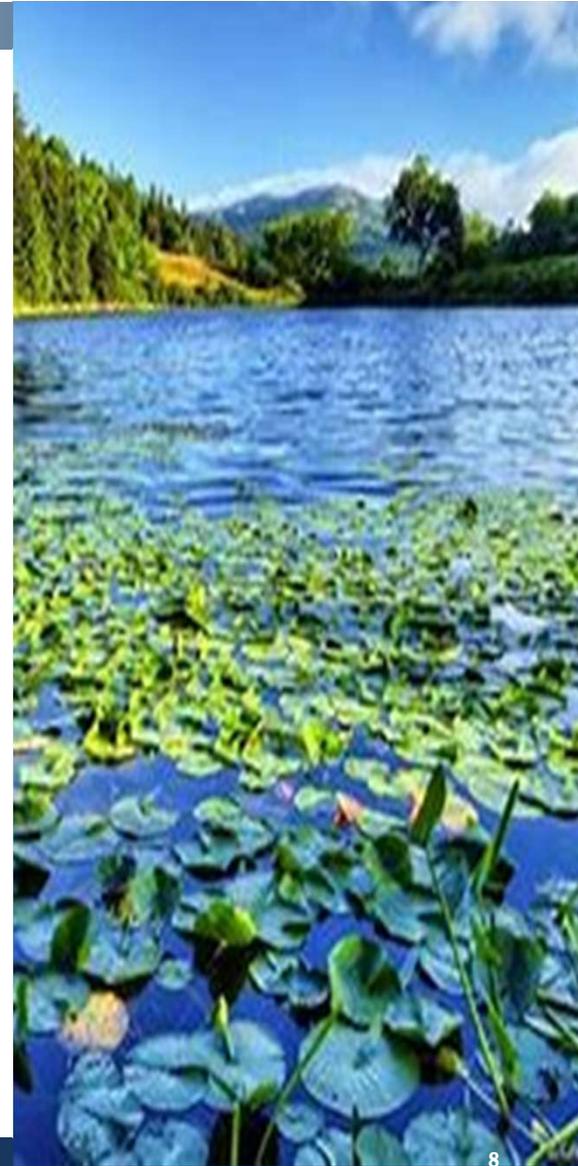
Our “Deep Dive:”

**Individual Surveys and Interviews on
“Supported Living Essential
Elements”**



Supported Living: Macro Data Qualifiers and Limitations

- Surveyed all MCOs
- Conducted data clarification seminar.
- Learning exercise: we learned of some ambiguities in data request and data collection that we'll correct for next round.
- All data should be considered preliminary and reflects a “point in time” (12/31/2017).



Supported Living Macro Data: What We Wanted to Know

- How Many People are Using Supported Living?
- What Levels are Being Utilized?
- How Many Folks Receive Exceptional Rates?
- How are People Finding Housing?
- How are People Funding Housing?
- Other Statewide Trends

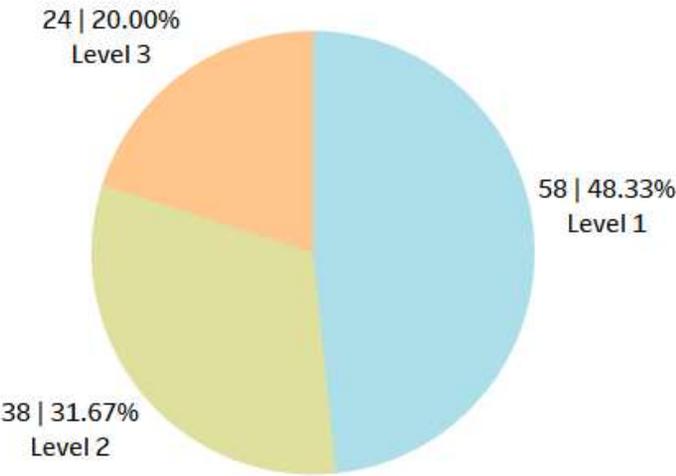


Supported Living Macro Data: The Basics

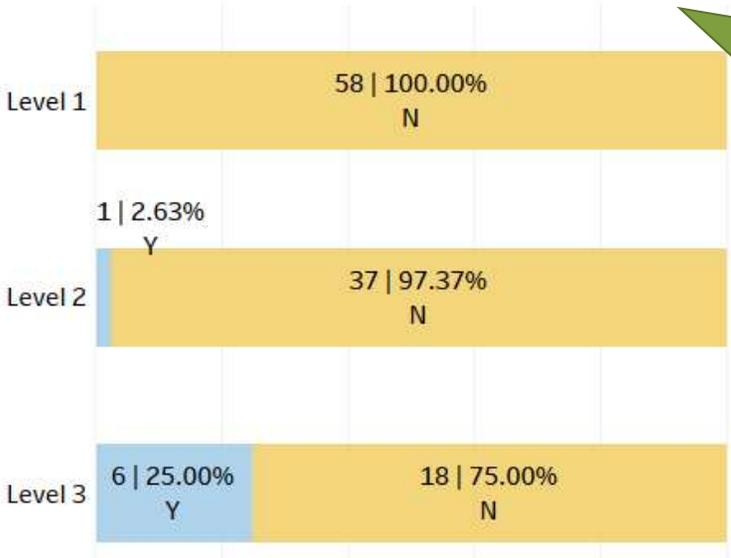
As of 12/31/2017,
 120 beneficiaries statewide were utilizing the Supported Living service.



Supported Living Level Profile



Supported Living Level By Enhanced Rate



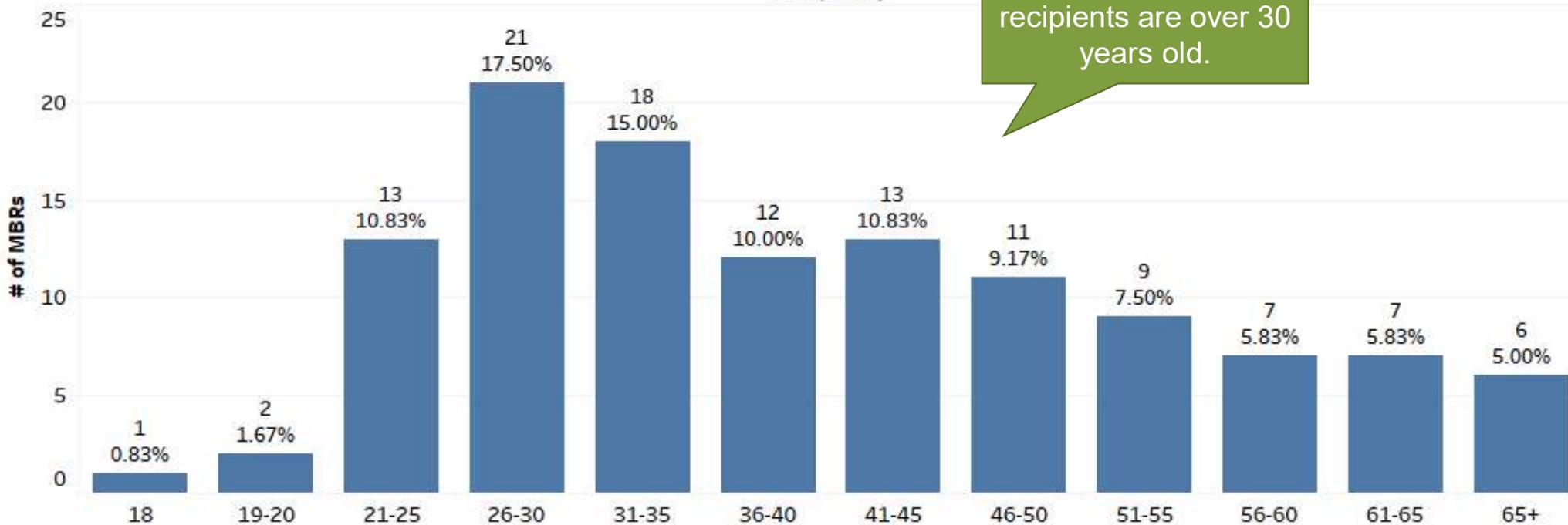
Very few exceptional rates. Under 6% of total.

Supported Living Macro Data: What We Wanted to Know How Old Are the Folks Using this Service?



Age Profiling - MCOs

Age (group)



Appx. 2/3 of all Supported Living recipients are over 30 years old.

Where Did They Live Before?

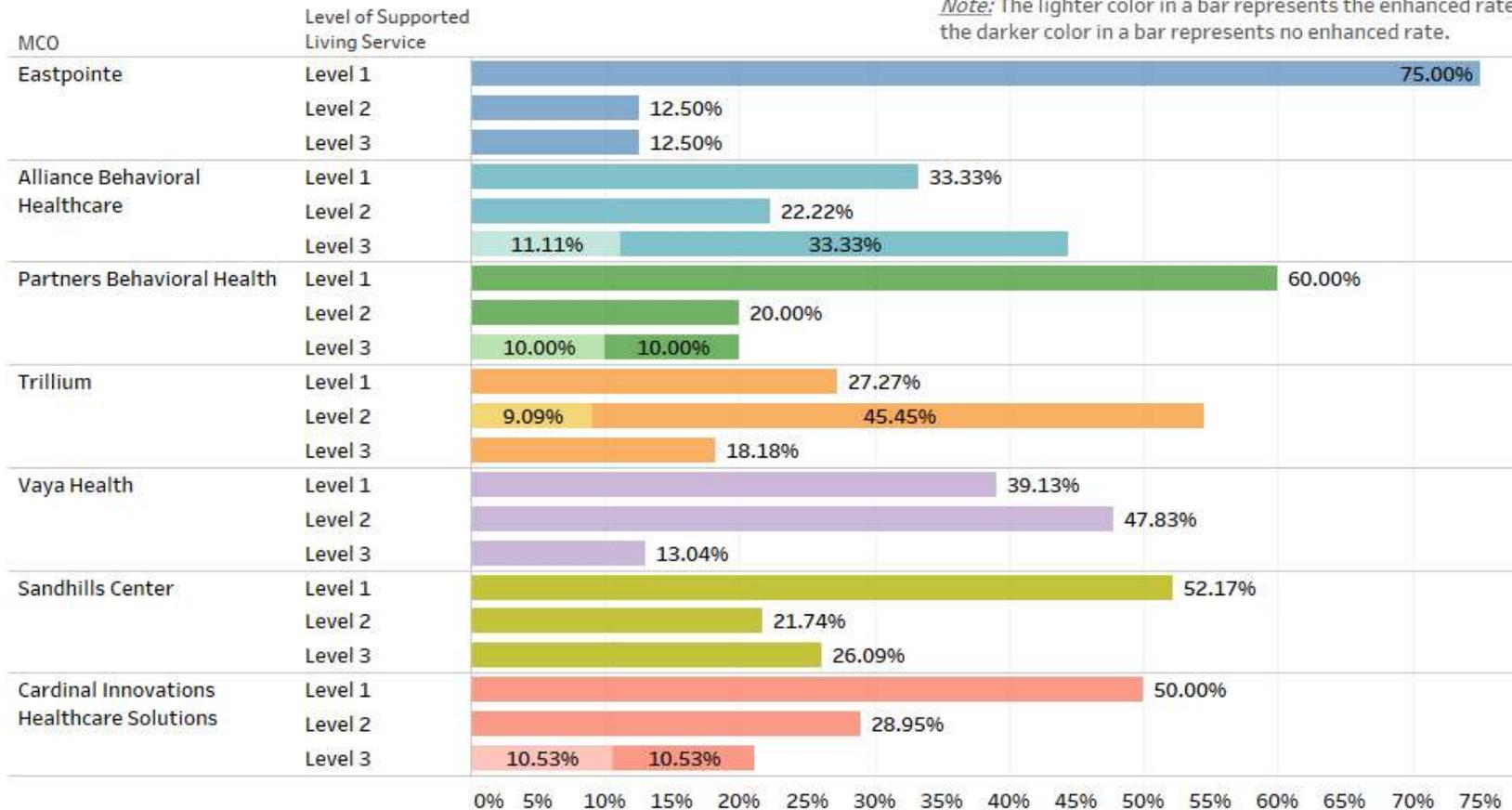


- Preliminary data suggest that most folks currently utilizing Supported Living services have lived in their own homes before or transitioned from their family homes.
- Notable trend of folks transitioning from both community-based and facility-based group living scenarios as well.
- Will explore further in next data pull.

Supported Living Macro Data: What's the Support Level Distribution?

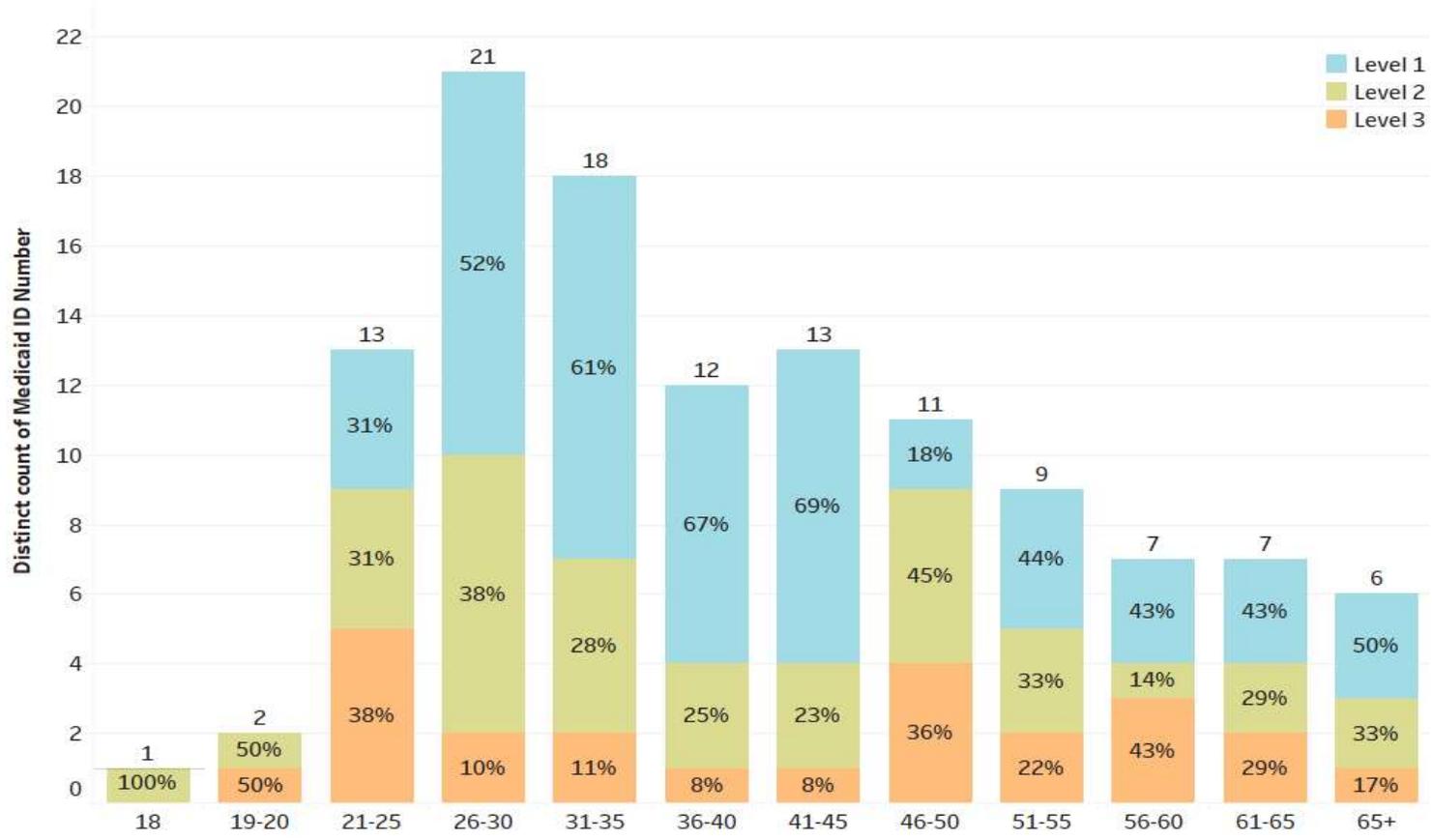
Supported Living Levels by MCOs

Note: The lighter color in a bar represents the enhanced rate, the darker color in a bar represents no enhanced rate.



Supported Living Macro Data: Reviewing Level by Age Distribution

Age by Supported Living Level



Supported Living Macro Data: What We Wanted to Know

What Types of Diagnoses do People Using Supported Living Services Experience? (primary only)



CCS Dx Category	CCS Dx Category Description	Prim Diag	Prim Diag Desc	
82	Paralysis	G80.1	Spastic diplegic cerebral palsy	1 0.83%
95	Other nervous system disorders	G71.0	Muscular dystrophy	1 0.83%
653	Delirium, dementia, and amnestic and other cognitive disorders	F02.80	Dementia in other diseases classified elsewhere without behavioral disturbance	1 0.83%
654	Developmental disorders	F70	Mild intellectual disabilities	59 49.17%
		F71	Moderate intellectual disabilities	33 27.50%
		F72	Severe intellectual disabilities	10 8.33%
		F79	Unspecified intellectual disabilities	2 1.67%
		F88	Other disorders of psychological development	1 0.83%
655	Disorders usually diagnosed in infancy, childhood, or adolescence	F84.5	Asperger's syndrome	1 0.83%
		F84.0	Autism spectrum disorder	10 8.33%
657	Mood disorders	F33.2	Major depressive disorder, recurrent severe without psychotic features	1 0.83%

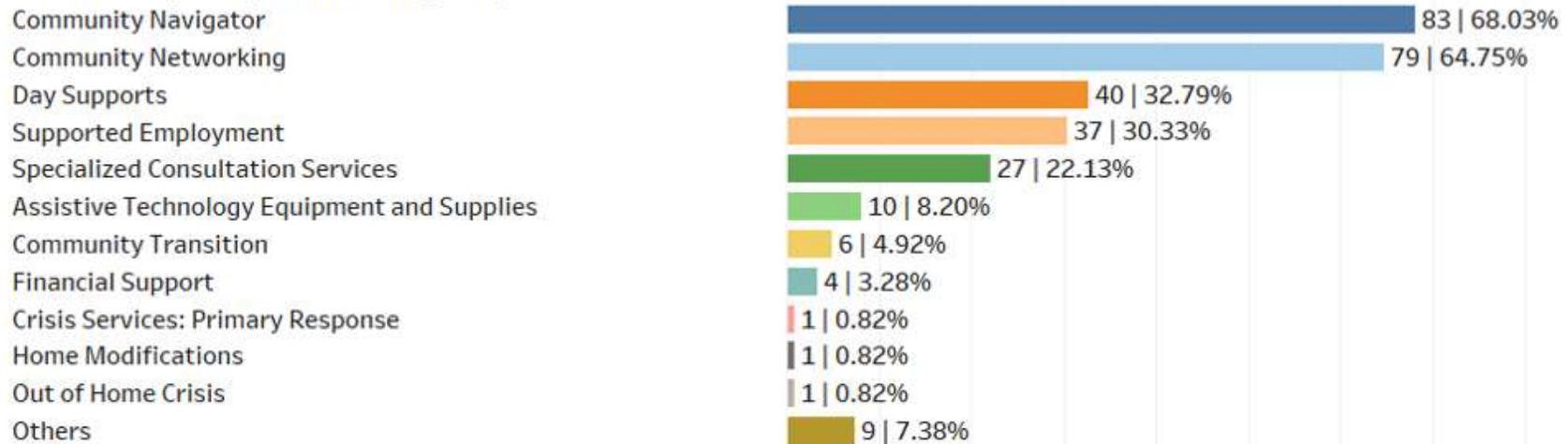
Supported Living Macro Data: What We Wanted to Know

What Types of Services do People Using Supported Living Services Utilize (Innovations Waiver Only)



Macro - Other Innovation Services Beneficiaries are Receiving - Definition Categories

Service Description (Definition Categories)

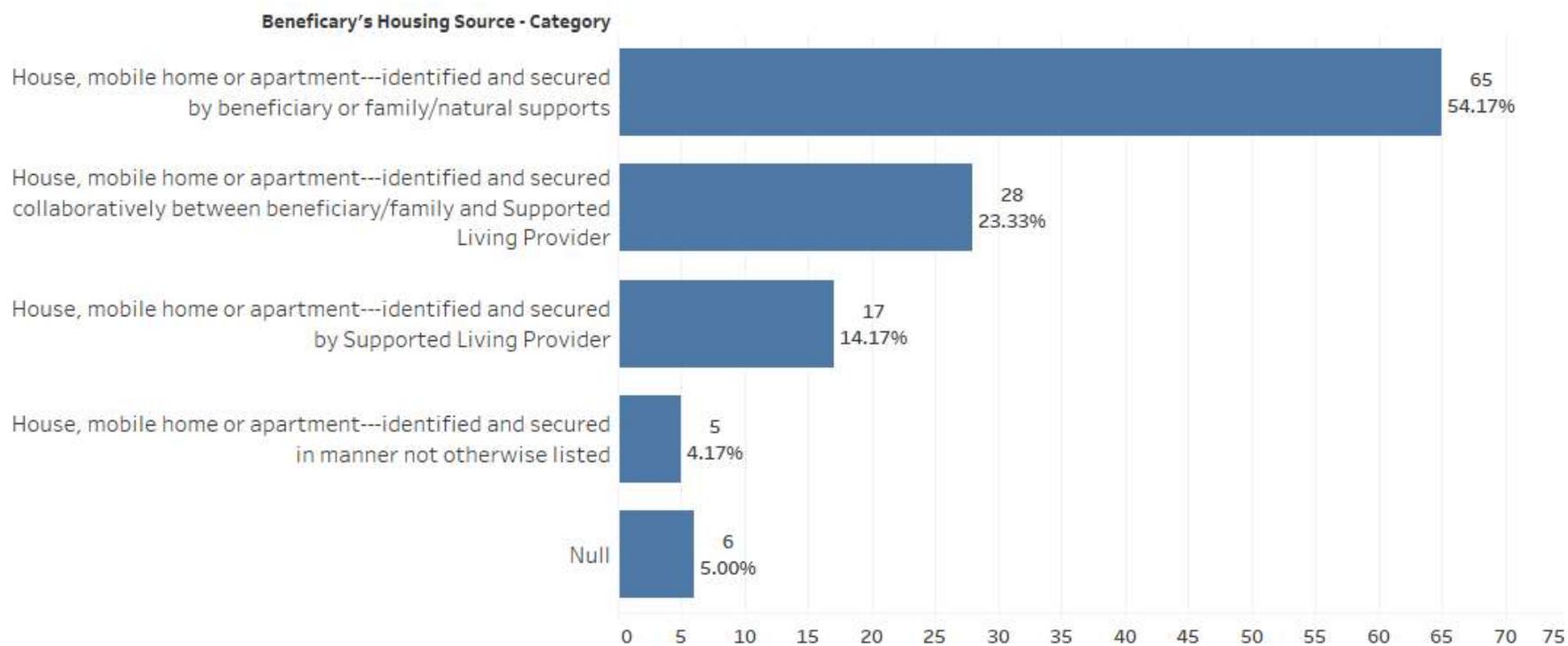


Note on “Other:” Data request instruction called for allowable Innovations services only. Some additional information provided on some MCOs’ spreadsheet, reflecting state-funded or MH services. Additional exploration of these services next data pull..

Supported Living Macro Data: How did People Secure Their Housing?



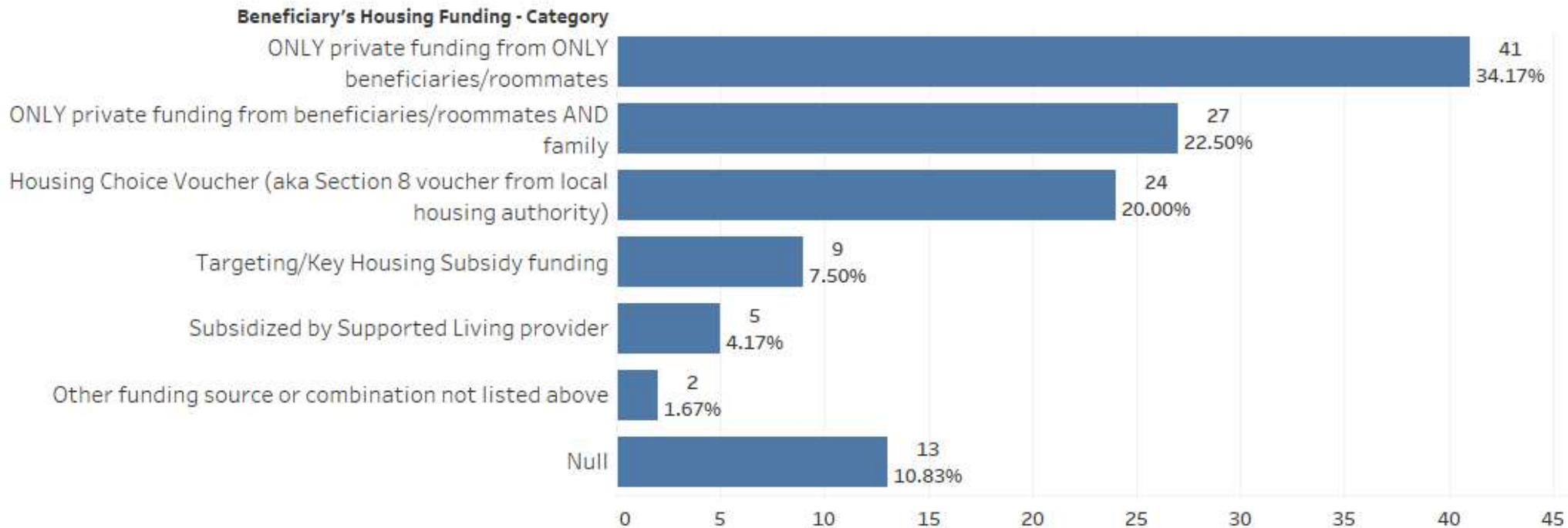
IDD Definition Housing Source



Supported Living Macro Data: What We Wanted to Know Who Funds the Housing?



Housing Funding Summary



Our “Deep Dive:” Individual Surveys and Interviews 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.



Our “Deep Dive:” Individual Surveys and Interviews on “Supported Living Essential Elements:” What We Wanted to Know

Emerging Essential Element [Topic]
People live in their own homes
People are involved in hiring and training their own staff.
People choose who live with them. The agency is constantly learning about what is working and what isn't working for each person.
People's schedules are tailored to meet their individual interests and needs.
People control their own money to the extent possible. Providers are partners in supporting a person's community life.
People have dignity of risk/experience.
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.



Our “Deep Dive:” Individual Surveys and Interviews on “Supported Living Essential Elements”

Qualifiers and Limitations

- This is just a snapshot—sample not big enough to be determinative or statistically significant.
- Not random—Care Coordinators were allowed to select individuals to be surveyed.
- Pilot activity: revealed ambiguity in questions as designed and other opportunities for improvement.
- Due to time, not all results presented here today. Prioritizing those that are most meaningful.

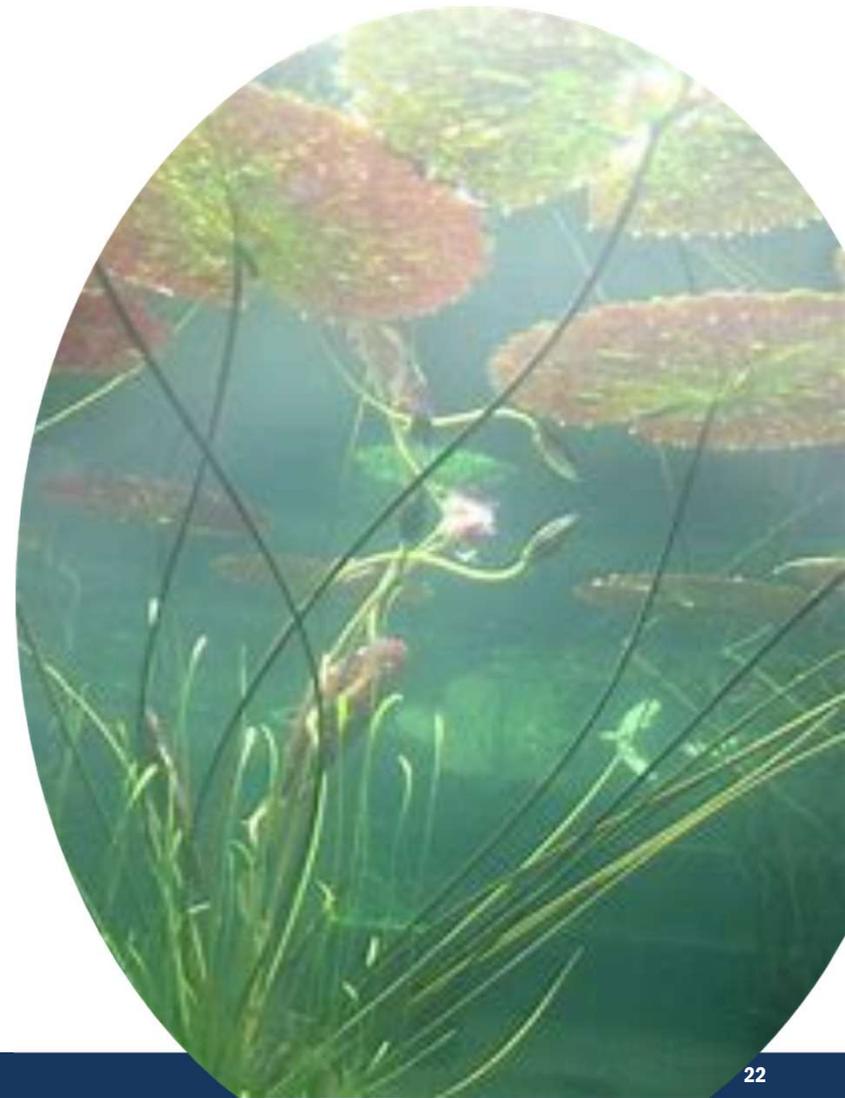


The Basic Stats of Participation

- MCOs= 7
- Organizations Represented: 15
- Participants: 19
- Care Coordinators: 17

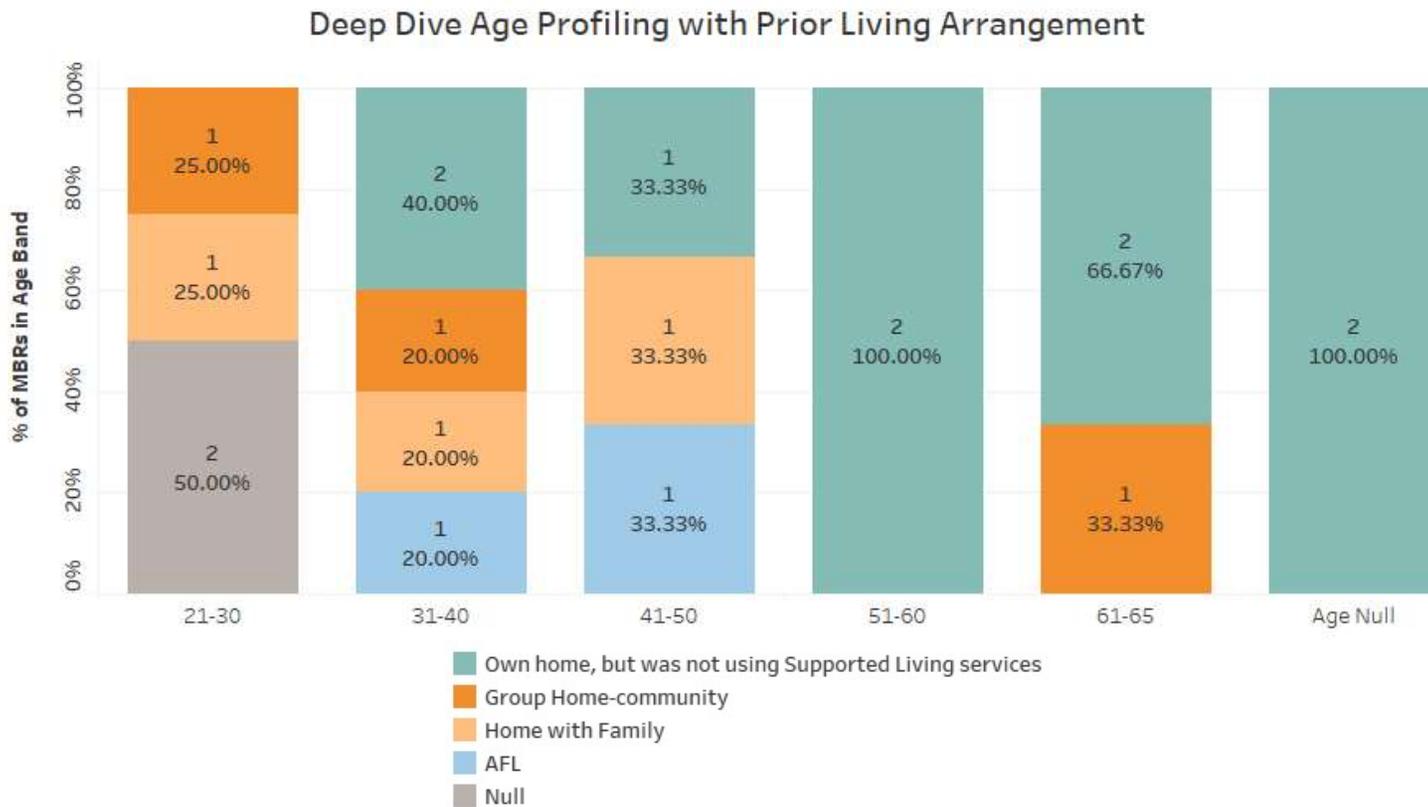
No material changes between baseline and follow up data. Baseline data represented here. Person-specific changes noted.

Some slides may not calculate to total if no response provided to specific question.



Where did those Surveyed Live Before Utilizing the Supported Living Definition?

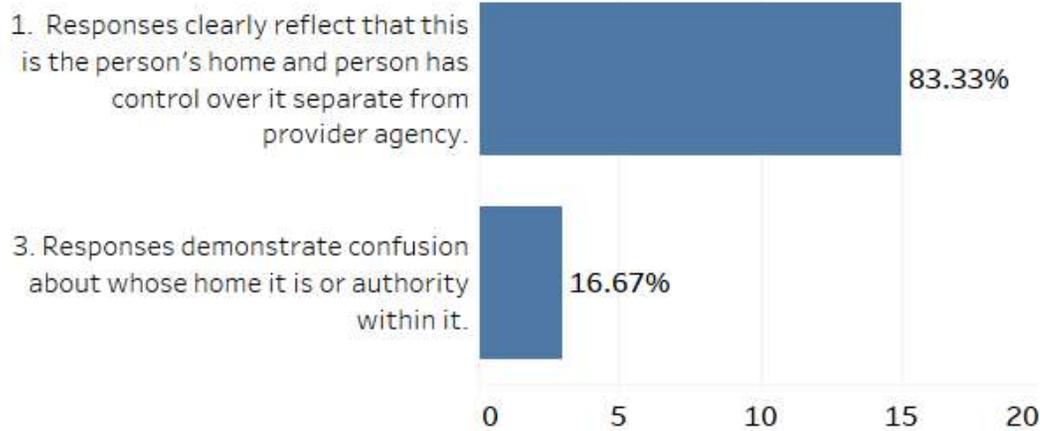
NOTE: This slide has been added since 4/20/2018 presentation.



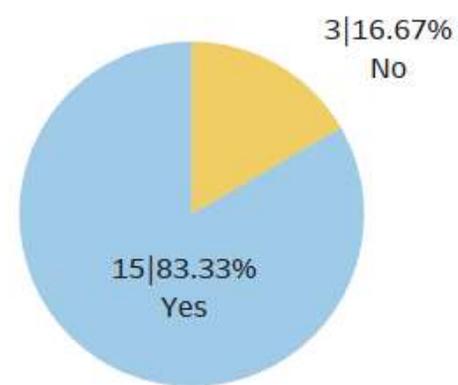
Supported Living Deep Dive: People Live In Their Own Homes

Deep-dive Element 1: People live in their own homes

Overall Ratings



Do you have a landlord?

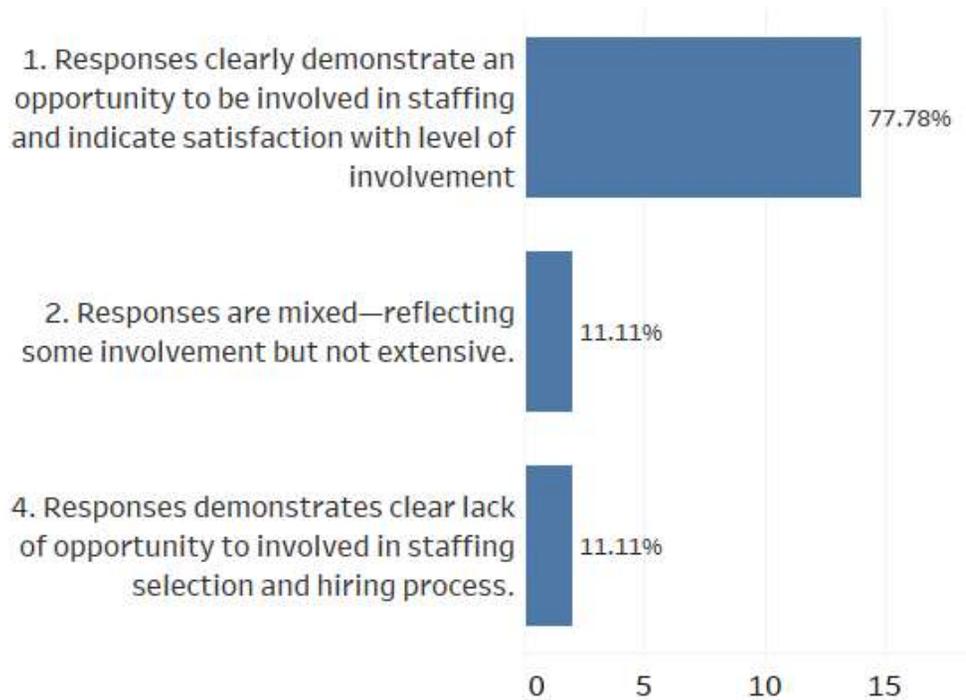


If you decided to change from your current agency, would you have to move?

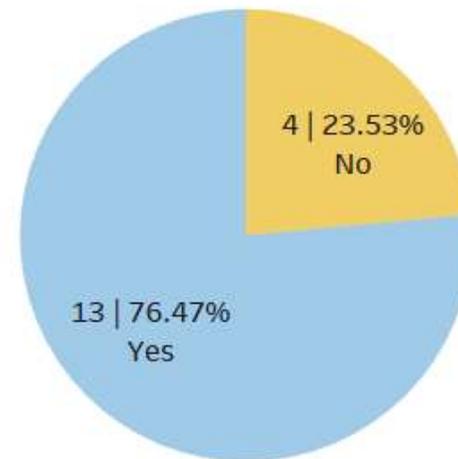


Supported Living Deep Dive: People are Involved in Hiring & Training Their Own Staff

Deep-dive Element2: People are involved in hiring and training their own staff



Deep-dive Element2:
Did the beneficiary have a say in hiring your Directed Support Professional(DSP)?



Supported Living Deep Dive: People are Involved in Hiring & Training Their Own Staff

Deep-dive Element2: How did (DSP) get to know you?

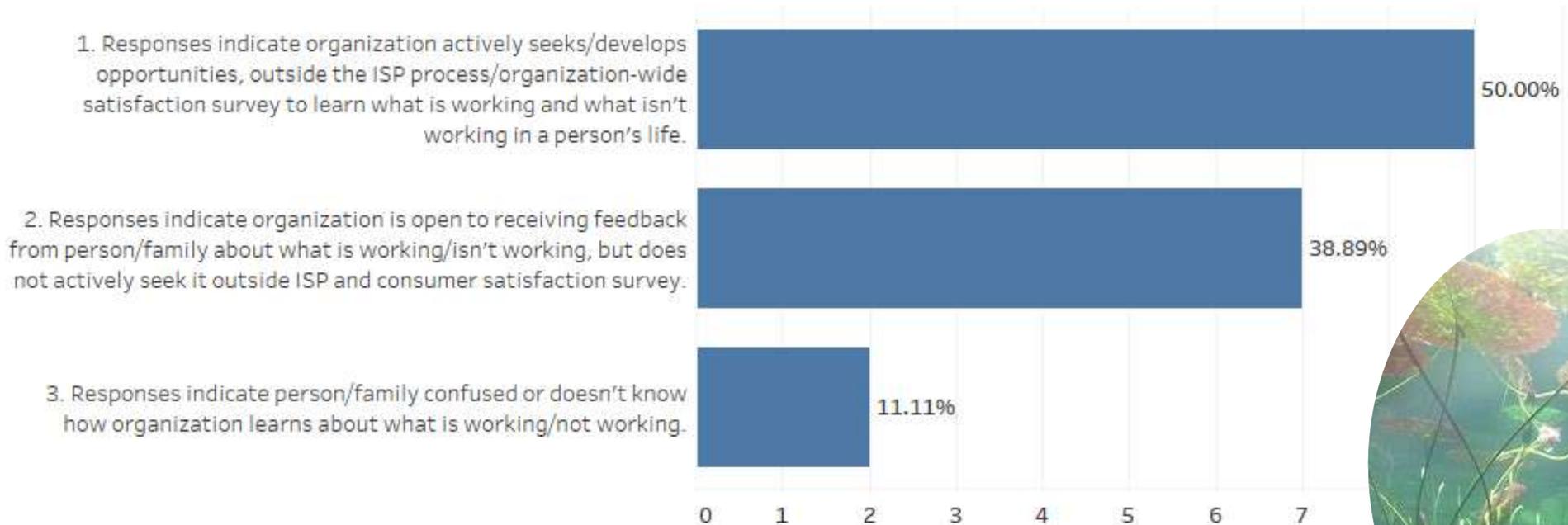


- Response not clear
- Response suggests formal person-specific training
- Response indicates by spending time together



Supported Living Deep Dive: Learning about What is Working and What Isn't....

Deep-dive Element5: The agency is constantly learning about what is working and what isn't working



Supported Living Deep Dive: Learning about What is Working and What Isn't....

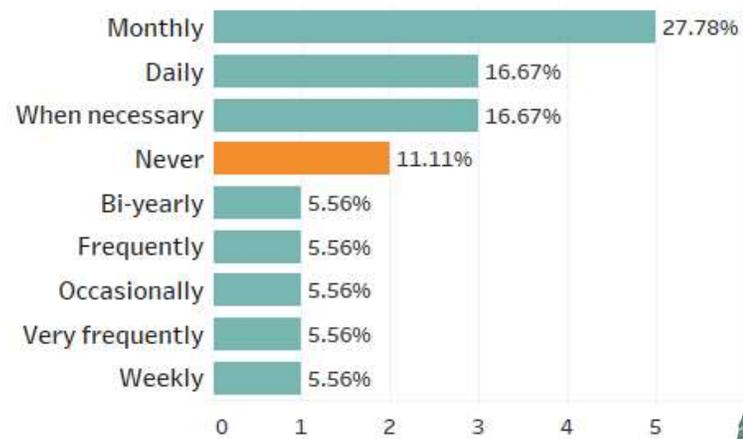
Deep-dive Element5

What kind of things does the Agency ask for your opinion on?



Deep-dive Element5

How often does provider ask for your opinion?



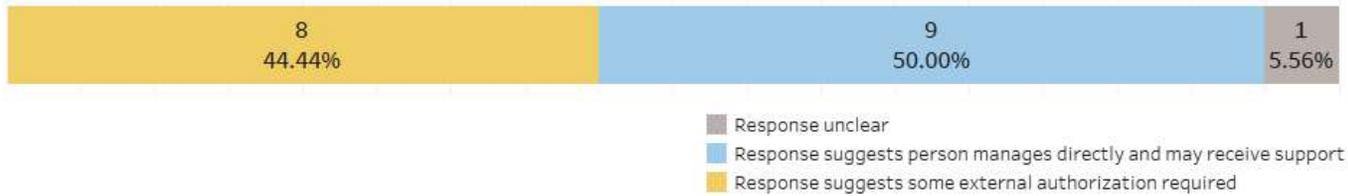
Supported Living Deep Dive: People Control Their Own Money to the Extent Possible

Deep-dive Element7: People control their own money to the extent possible

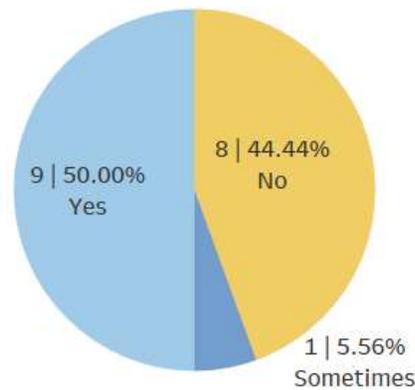
1. Responses indicate person either controls own money or provider supports person to access money in a way that is acceptable to the person.



Deep-dive Element7: When you want to spend your money, what do you do to get it?

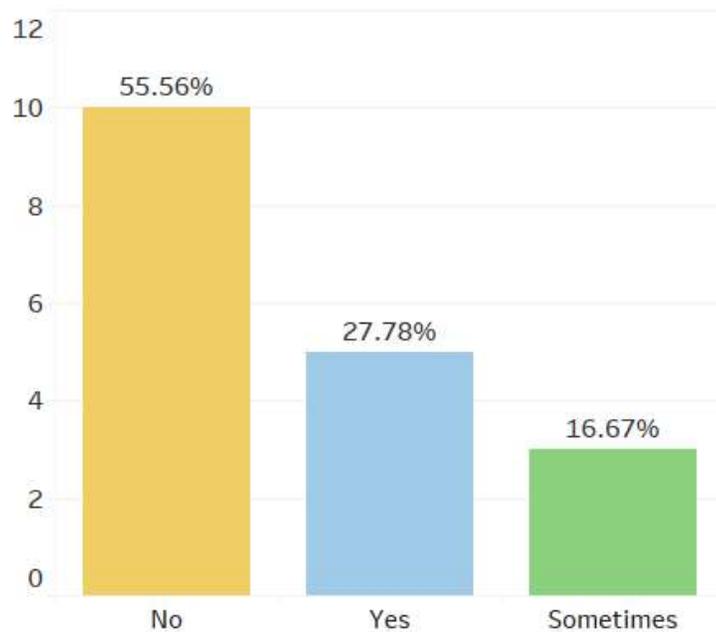


Deep-dive Element7: Does anyone else have say in how you spend your money?

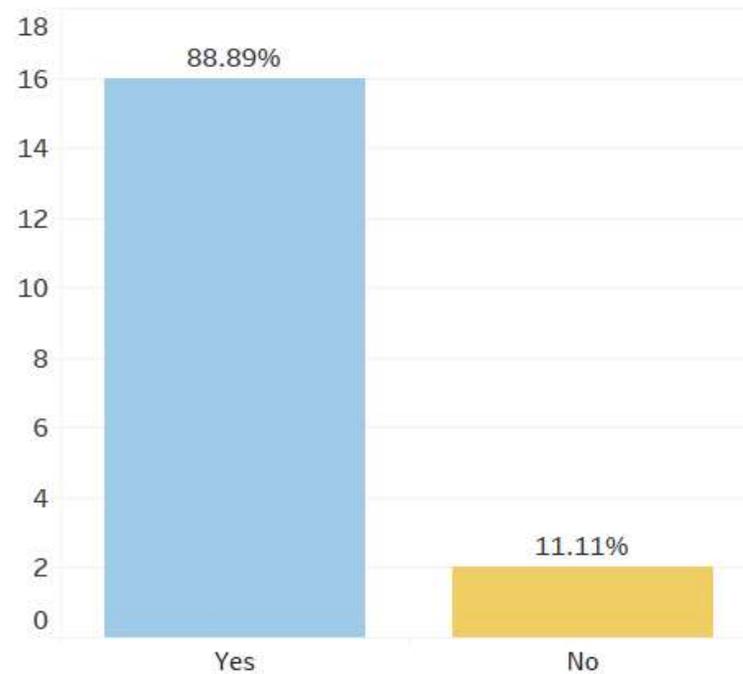


Supported Living Deep Dive: People Have Dignity of Risk & Experience

Deep-dive Element9: Do you have to get permission from anyone before doing something you want to do?

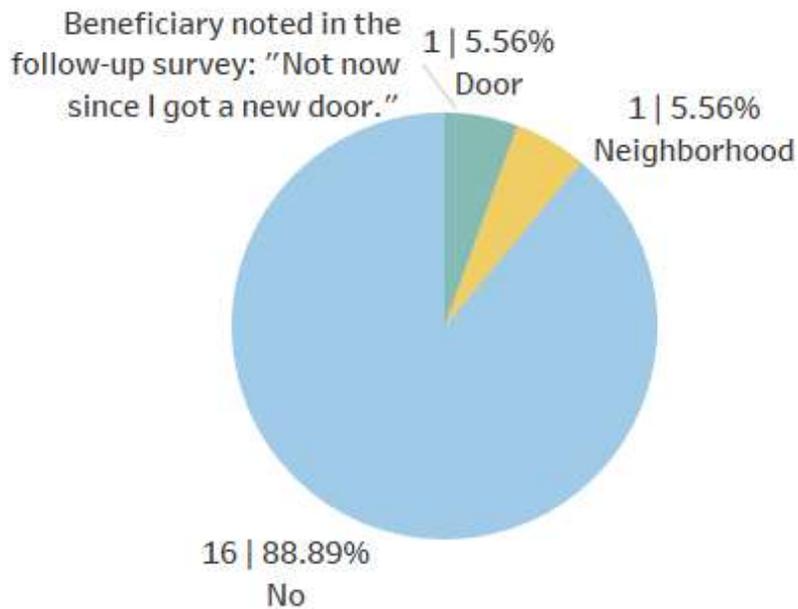


Deep-dive Element9: Do you feel like you have support from [agency] to try new things?



Supported Living Deep Dive: People Feel Safe

Deep-dive Element10: Is there anything about where you live that makes you uncomfortable?



Deep-dive Element10: When something goes wrong with your apartment or house, who do you call?

Staff	6	33.33%
Family	4	22.22%
Landlord	4	22.22%
Family & Landlord	1	5.56%
Landlord & DSP	1	5.56%
Staff & Family	1	5.56%
Staff & Landlord	1	5.56%



Takeaways from Data Collection Process Effort

Feedback on the Tool

- Most care coordinators found tool/conversation to be productive, asking and securing new information not otherwise collected.
- Several indicated survey took too long.
- Noted areas where questions could be more clearly phrased.
- Noted if direct support staff were present, it seemed to be helpful to beneficiary.

Next Steps

- Determine if tool will be used moving forward.
- Refine tool.
- Refine statewide data collection process—
 - Refine identified questions
 - and additional questions.
 - Examples include: SIS, prior living arrangement, other services utilized, other.
- Develop regularly scheduled data collection process.

NC Innovations/Supported Living Resources Available

- **NC Innovations Waiver webpage**
 - <https://www2.ncdhhs.gov/ncinnovations/>
 - 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

And Why This All Matters....

[NAME] has been living in her own apartment with supported living services in place for almost a year (4/1/2017). 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. Liberty Corners supports her and are amazing advocates for her. She and her team have made this possible along with Assistive Technology supports from Simply Home that enable her to live safe and promote her independence daily. She has truly shined with this service and will continue to do so for years to come.

Carla H., Care Coordinator