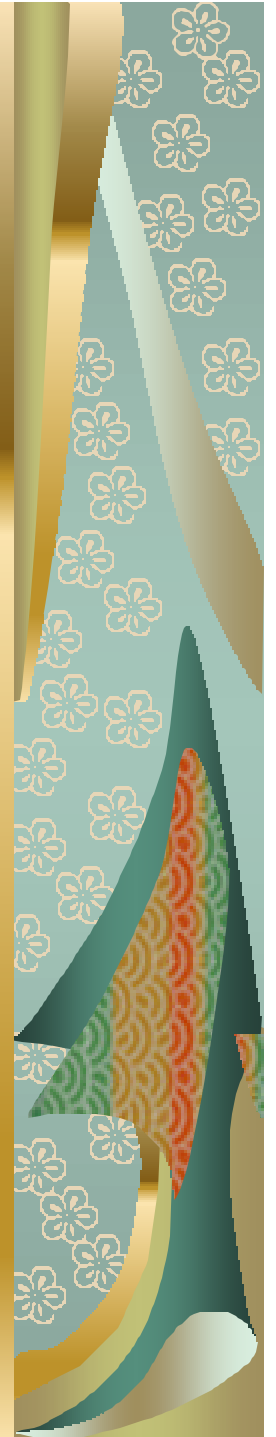


Person-Centered Systems of Support: Report on State Site Visits

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Purpose of Case Studies

- Obtain first hand information from stakeholders about the factors that have contributed to shifting the service system in person-centered directions
- Identify positive practices
- Distill states experiences



State Selection Process

- Reviewed of key statistics regarding state performance (e.g., per-capita expenditures, family support budget, magnitude of HCBS waiver, etc.)
- Ranked states based on aggregate, weighted percentages
- Selected 4 states from the top 10 based on system configuration and geographical distribution



States selected

- Wisconsin – county-based system
- Kansas – local developmental disabilities authorities
- Connecticut – state operated regional system
- Wyoming – regional service providers





Site Visits

- Team conducted 3 day visits
- Interviewed a wide range of stakeholders including state officials, people with disabilities, family members, providers, DSPs, and case managers.
- Used person-centered principles as basis for inquiry guides



Different starting points (1990)

Kansas & Wyoming

-  Institutional/congregate services dominant
-  Community services not robust




Wisconsin

-  Pioneer in “community care”
-  Well-earned reputation in family support and supported living



Different starting points (1990)

Connecticut

-  Laboring under litigation/consent decrees
-  Relatively robust – albeit conventional – community services
-  Strength – community employment



Origins of System Change – Kansas

- Advocates and state officials united around the need for system change
- System change: align the system to what individuals and families wanted
- Led to 1995 enactment of Developmental Disabilities Reform Act
- Strong leadership and collaboration



Wyoming

- Weston lawsuit
- Welcome impetus for expanding and strengthening community supports
- Strong legislative support to do “the right thing”
- Solid leadership and collaboration



Wisconsin

- Participation in Community Supported Living Arrangements Program – opened new vistas for supporting individuals
- RWJF Self-Determination Project
- Strong advocacy



Connecticut

- RWJF Self-Determination Project
- Greater willingness to think outside the box – e.g., supported living
- Ability to make change more uniformly given more centralized system



Today – shared characteristics

- Above average level of fiscal effort in supporting people with developmental disabilities
- Smaller than average share of dollars tied to institutional/congregate services
- Aggressive use of Medicaid HCBS waiver program to underwrite community services
- Wider access to services than in most states



Shared characteristics

- Shared, well-articulated values
- Continuity of leadership
- Vigorous family support
- Solid quality assurance/improvement programs
 - Systematic/comprehensive
 - “People on the ground”
 - Person-focused



Shared Characteristics

- ADD Network Organizations valued partners and collaborators
- Self-advocates and family advocates valued
- Low case management ratios (CT service brokers, WY, KS)
- Diversity and choice in case management (WY, KS)



Exemplary Approaches

- Individual service agreements – CT
- Limited licenses for families – KS
- School to work transition – KS
- Individual budget allocations – WY
- Self-directed services – KS
- WI – County wide implementation and refinement of self-determination in Dane and Winnebago Counties



Observations

- Importance of “System Architecture”
 - Coupling dollars to individuals
 - Open markets
 - Free choice of provider
 - Flexibility
 - Locating decision making with teams
 - Well-resourced service coordination



Observations

- Collaboration and shared vision absolutely necessary
- “Person-centered” culture is the product of continuous, ongoing education, training, and indoctrination
- Change does happen – but how fast is affected by system size, starting point, and the extent of the history that has to be unlearned and systems that have to be undone



What people told us ...

- “We’re not there yet”
- All acknowledged that they are on a journey and still have a long way to go
- Still feeling their way – figuring out how to get out of the old boxes



Challenges

- Exuberance tempered by recent budget shortfalls
- Keeping pace with service demand
- WORKFORCE!!!
- Aging leadership
- Maintaining momentum/avoiding backsliding
- Fostering innovation in a climate that increasingly is “quality control” oriented
- Contrast between “haves” (first generation community residents) and “have less” (more recent recipients of community support)



Implications for Other States

- Hone person-centered planning skills
- Rethink and retool case management
- Sharpen vision through strategic plan and/or legislation
- Strengthen self-advocacy
- Retool conventional QA systems
- Make the waiver as a funding source not a “program”
- Rethink the “wholesale” funding of services and supports

