NCDHHS Innovations Supported Living Levels 2 & 3 Stakeholders Meeting

December 11, 2020

Agenda

- **1:00pm** **Welcome, Meeting Overview & Participant Involvement**
  Linda Kendall Fields, MFP Special Projects Facilitator

- **1:15pm** **A Brief Update on Innovations Supported Living Services**
  Kenneth Bausell, IDD Manager & Michelle Merritt, IDD Clinical Consultant, NC Medicaid Behavioral Health

- **1:30pm** **Supported Living Levels 2 & 3 Action Team Reports**
  - **Supported Living Family Guidebook & Roommate Service**
    Philip Woodward, NCCDD
  - **Budgeting**
    Jeff Holland, Chair
  - **Direct Support Professionals**
    Anna Cunningham & Annette Smith

- **2:40pm** **Comments & Questions using the Chatbox**

- **3:00pm** **Adjourn – Next meeting, Friday, March 12, 2021**

Welcome, Meeting Overview & Participant Involvement

Linda Kendall Fields
MFP Special Projects Facilitator

December 11, 2020

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

MONEY FOLLOWS THE PERSON
DEMONSTRATION PROJECT

Supported Living

Levels 2 & 3

Stakeholder Meeting

Friday, December 11, 2020

Introductions…

The Supported Living Action Team

- Kenneth Bausell – DHHS, NC Medicaid, Innovations Waiver
- Emily Bridgers – LME/MCO Representative, Cardinal Innovations
- Anna Cunningham – Parent Advocate, Co-Chair of DSP Subgroup
- Jeff Holland – Parent Advocate, Chair of Budget Subgroup
- Angelia Lightfoot – DHHS - DMHDDSAS
- Betsy MacMichael – Parent Advocate, First in Families NC
- Michelle Merritt – DHHS, NC Medicaid, Innovations Waiver
- Pat Porter – Policy Analyst/Consultant
- Pam Shipman – Innovation & Strategy, Monarch NC
- Steve Strom – DHHS, NC Medicaid, Money Follows the Person (MFP)
- Ann P. Turnbull – Advocate, Co-Chair of Guidebook
- Mary Ulrich – Parent Advocate
- Talley Wells – NC Council on Developmental Disabilities
- Philip C. Woodward - NC Council on Developmental Disabilities
- Linda Kendall Fields – DHHS, NC Medicaid, Money Follows the Person (MFP)

Shared Aspiration & Purpose

Shared Aspiration of the Team:

"Individuals and families will be able to use all levels within the Innovations Waiver to experience greater access to quality Supported Living Services."

Purpose of the Team:

"To develop and initiate plans that will improve access to Innovations Supported Living Services, particularly for individuals and families receiving Levels 2 & 3 support through the Innovations waiver."

Three priorities

1. Supported Living Family Guidebook
   - Roommate Service
2. Supported Living Budgeting
3. Direct Support Professionals (DSPs)

Today's Meeting:
We want to hear from you!

Purpose of the Large Innovations Supported Living Stakeholder Group:

"To provide input and feedback to the Action Team while contributing to the Shared Aspiration through active participation in cross sector education, networking and advocacy within each individual's and organization's sphere of influence."



A Brief Update on Innovations Supported Living Services

Kenneth Bausell & Michelle Merritt
NC Medicaid Behavioral Health

December 11, 2020



Supported Living Family Guidebook & Roommate Service

Philip Woodward
NCCDD

December 11, 2020

Budgeting

Jeff Holland
Chair

December 11, 2020

Supported Living Levels 2/3 Budget Workgroup Survey

- This fall, the SL 2& 3 Budget Workgroup launched a survey to gather information from providers about their experience with Innovations Supported Living services
  - Particularly, for those providers who have served individuals categorized as Levels 2 and 3.
  - Anonymous survey

- The Workgroup is very interested in understanding what works and what doesn't work from a financial and operational perspective as there is desire to see greater use of the Supported Living service.

Supported Living Levels 2 & 3 Survey

Findings from the provider survey show that:

- 17 Providers responded

- 8 provide SL to 5 or fewer L2 beneficiaries
- 13 provide SL services to 5 or fewer L3 beneficiaries

- 1.76 (on a scale of 1 to 5) indicate agreement that funding for SL 2 & 3 is adequate

- 2.06 (on a scale of 1 to 5) indicate agreement that their agency can make this service work with funding

Supported Living Levels 2 & 3 Survey Results

- 11 Providers say they are accepting referrals for SL 2 & 3

- 8 said they hadn't turned down families seeking SL;
- 7 said they had

- 13 providers said they pay DSPs a rate within a range
- The average rate being $10.51
  - with some paying more depending on experience.

- 9 said they offer PTO and health insurance to DSPs

Supported Living Levels 2 & 3 Survey Results

- 11 Providers reported that beneficiaries were not receiving the enhanced rate for any individuals they serve
- 6 indicated the they served at least 1 beneficiary receiving an enhanced rate

- 11 are not using Assistive Technology
- 6 are using Assistive Technology

- 16 reported on agency decisions to make SL2 & SL3 work better
- 15 offered examples of how LME/MCO(s) have helped the provider agency.

Focusing on Providers

What Makes Supported Living Work and What Presents Challenges

November 20, 2020

Focus group of nine providers from across North Carolina

THE CHALLENGES

The Challenges …

- Staff pay: Averaging $10.50 across the state
- Finding staff. Competing with residential care jobs that offer more per hour, not to mention McDonald's and Walmart also offering higher salary hourly
- Finding the "right" supporting staff/matching
- Retaining staff

The Challenges …

- Consistency of agencies being on the same page. Example of some agencies believing they are expected to contribute a portion of the rent for people in SL Level 2 & 3
- Can individuals make it on their own without agency contributions
- Balancing expectations with families re: involvement, risk, allowing for technology
- Importance of LME/MCOs across the state being on the same page/accountability

THE SUCCESSES

The Successes

- Providers see supported living as something they want to offer, "the wave of the future."
- Providers seeing that SL provides individuals with more control, more molding to their needs
- One agency has found that they can "take a hit" on some of the costs of SL by offering other services outside of Innovations Waivers

The Successes …

- Providers are aware of their need to be proactive in staff retention efforts: "building teams" around an individual, building an agency culture, supporting staff, offering recruitment bonuses
- Providers are partnering with parents and drawing from their circles of influence to find staff

The Successes …

- Making use of other services (community networking, supported employment) to boost the per diem rate for SL
- Use of roommates
- Seeking enhanced rates to make SL work. One provider said SL would "fold" without this
- Use of remote monitoring/technology to reduce need for on-site staff.

The Successes …

- Identifying natural supports (family members and others) who can step in during an emergency or when a staff member can't show up "keeps SL alive"

CREATIVE APPROACHES TO MAKING SUPPORTED LIVING WORK

Creative approaches …

- One provider noted that consumers should take advantage of "special assistance" offered through DSS. Also noted that during the first five days of each month, DSS in his area offers up to $479 to an individual to make a one-time purchase
- Creative staffing solutions. Using, for example, awake staff to monitor individuals in other homes. Can call for help if something needed.