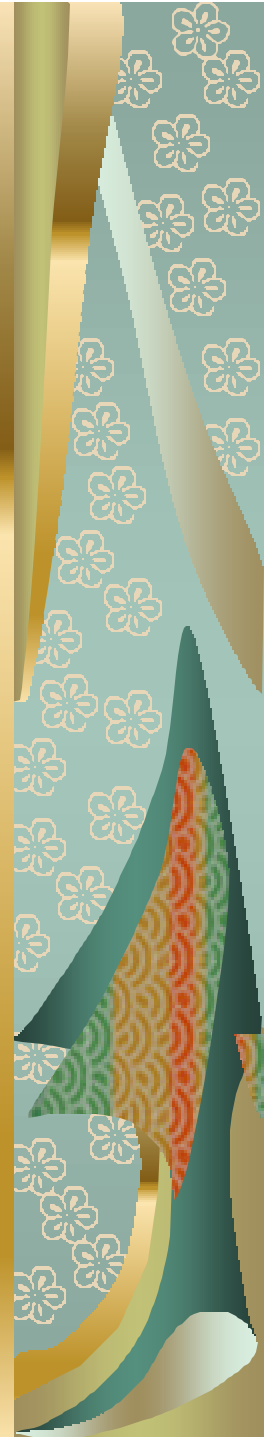


# **Person-Centered Systems of Support: Report on State Site Visits**

Reinventing Quality Conference  
Chicago, IL  
July 29, 2002



# 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

