

## Business as Unusual: Service and Support Innovations for People Who Have IDD

Derrick Dufresne  
CRA

Mike Mayer  
CRA

### Funding:

There is Not Enough for the Future.

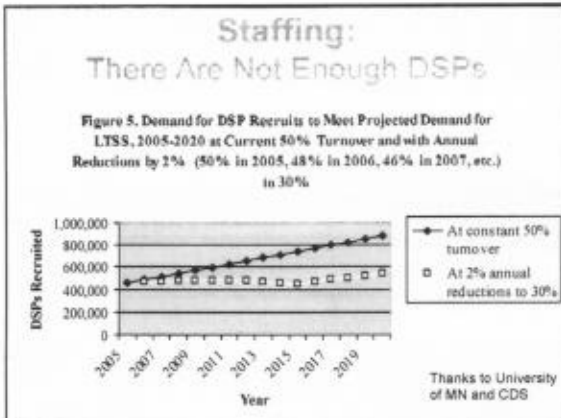
- Current service models are not sustainable. Estimated 70% increase in funding needed by 2020 with current models.
- Less per person and less "real dollar" funding predicted – "bending the curve"
- Estimated that 70% of all people with disabilities live at home.
- Estimated that 80% of the adults live with aging parents.

### Staffing:

Turnover is Killing Us

- High Turnover (53% overall)
  - Residential settings 43% - 86%
  - Vocational settings 33% - 86%
  - Multi-service providers 30% - 65%
  - "Foster" Services 14% - 34%
- High position vacancy rates (7-20%)
- Turnover is expensive
  - Cost per hire - \$4,000 - \$8,000

Larson & Hewitt, 2005




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### We Didn't Start the Fire

*Albert Einstein has been credited with saying "We can't solve problems by using the same kind of thinking we used when we created them."*

*We cannot sustain the system we currently have. There is not enough money – there are not enough staff – and the needs are too great.*

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- ### What Perpetuates Disability?
1. Substituting programs for a life.
  2. Replicating "community" with artificial programs.
  3. Violating the law (Olmstead, not making reasonable accommodations, etc.)
  4. Training people to live in the disability bubble.
  5. Insisting "professionals" know what a community can and should be/do.
  6. Not supporting logical and natural relationships

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### It's Gotta Work!

- **Changes organizational support practices**
  - Change the nature of primary support roles
  - The end the "Edifice Complex"
  - Shared Authority/Shared Risk
  - Creating a culture of respect and empowerment
  - Facilitating Self-Advocacy

### It's Gotta Work!

- **The beginnings of Functional Innovations...**
  - True implementation of:
    - Real Person Centered Work
    - Customized Services and Supports
    - Principles of Self Determination/ Self-Direction
    - Real Life Quality Standards
    - 5 Star Quality

The  
Challenge:  
Killing  
"the  
Co't"

**In General – Alternative Support Model Outcomes**

- Customer satisfaction is very high
- Family/guardian satisfaction is very high
- Outcomes are very high
  - Improved “significantly” over previous results
  - Improved quality of life
    - Connectedness/Relationships
    - Fewer “behavior problems”
    - Higher personal responsibility
    - Higher Skills

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**OUTCOMES FOR PEOPLE:**

- People’s communication is understood and receives a response.
- People are provided support in a manner that creates a positive image.
- People express their own personal identity.
- People have control of their daily lives.

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**OUTCOMES FOR PEOPLE:**

- People belong to their community.
- People have a variety of personal relationships.
- People have valued roles in their family and in their community.
- People are connected with their past (and supported through it as needed).

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### OUTCOMES FOR PEOPLE:

- People are provided behavioral supports in positive ways.
- People have the opportunity to advocate for themselves, for others, and for causes they believe in.
- People's plans reflect how they want to live their lives, the supports they want, and how they want them provided (*and services are customized to reflect plans*).

### OUTCOMES FOR PEOPLE:

- People live and die with dignity.
- People feel safe and experience emotional well being (*not the same as healthandsafety*).
- People are supported to attain physical wellness.
- People are actively supported throughout the process of making major lifestyle changes.
- People are supported in managing their home.

### OUTCOMES FOR AGENCIES:

- Action at all levels of the organization is consistent with a shared mission which is developed in response to the goals and aspirations of the people supported.
- The agency initiates and maintains positive working relationships with other organizations within and outside the service delivery system.
- The agency empowers staff to meet people's needs.
- The agency regularly evaluates its success in meeting people's needs.

### Some functional innovations

- Life Strategized Living
- Community Guides
- Behavioral Support
- New Support
- Multiple Care
- Multiple Care
- Remote Support (via digital)

### Some functional innovations

- Changes in organizational support
- Practices
- Peer-to-Peer Support
- Support for Health & Wellness
- Housing & Health & Support
- One Team One Visit

### Some functional innovations

- Family Support
- Community Guides
- Community Support
- Agency
- Support for Health & Wellness
- Support for Health & Wellness
- Sub-Acute Care

**Some Functioning Innovations**

- Life Sharing/Shared Living/  
Companion Support
- Reciprocal Supports
- Peer Supports
- My House Sub-Let
- Neighbor Care
- Remote Support (like SimplyHome)

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**Some Functional Innovations**

- **Changes in organizational support practices**
  - Positive Behavior Supports
  - Gentle Thinking/Trauma Informed Care
  - Housing is Housing & Supports are Supports
  - One Person One Wish
  - Person Centered Work

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**Some Functioning Innovations**

- Family Stabilization
- Community Guides
- Community Inclusion Supports
  - Agency
  - Community (non-professional)
- Personal Agents
- Sub-Acute care
- Aging-in-Place/Hospice Specializations

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Just because you  
**COULDN'T**  
doesn't mean you  
**CAN'T**  
**KILL THE CAN'T!**

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***Excellence can be attained if you...***

- Care more than others think is wise.
- Risk more than others think is safe.
- Dream more than others think is practical.
- Expect more than others think is possible.

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