

CMHA-CEI Home and Community Based Services (HCBS) Transitions Program

August 9, 2018

Stakeholder Meeting from 1:00 – 4:30 p.m.

Table Group Discussion Notes and Feedback

The following information reflects the ideas and comments captured during two rounds of table group conversations. The bulleted items below were recorded by the groups; the items in bold are summary statements added post the meeting.

Discussion 1: Learning From Others: Experience with Community-Based Supports

1. What Ideas/Elements from the Video/Stories Get a "Thumb Up" i.e. Support/Affirmation?

<p>▶ Hearing from Families' About Fears and Risks</p>	<ul style="list-style-type: none">• Do not give up (2)• Persistence• Taking risks = Balancing the dignity of independence.• Taking risks leads to dignity• They honor their own fear but do not live by it• Not being afraid to let people fail• Okay to do something different• Try different things to build connections
<p>▶ Liz's Experience (Video)</p>	<ul style="list-style-type: none">• The women who lived on her own• How she gets along by herself• Able to have a job – busy and contributing• Designing a Person-Centered life• Offering what a person needs and wants• Gets the support that is needed• Some parents do not let go i.e. "she is not made of china"• Dreaming for her• Advocate for her
<p>▶ Learning About Support in the Community</p>	<ul style="list-style-type: none">• Be creative• There are unexpected opportunities.• Value ability to be in the community• Talking to people, others can help and support• T-North have community connections• Ability to support folks in the community – Extra Support

<p>▶ Other Observations</p>	<ul style="list-style-type: none"> • Inclusion from a young age • Confidence • Retaining staff - will help with transition and planning • Things in the videos for those who can communicate their needs do awesome things. Everyone is not that capable of functioning intellectual. Need to keep those issues in mind.
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2. What's Missing from the Video/Stories So Far? What are We Not Seeing? Where Do We Need More Clarity?

<p>▶ Acknowledging Consumers with Severe Challenges</p>	<ul style="list-style-type: none"> • How things will work for those that have high needs and need a great level of support? • What about those with severe disabilities? • For those with severe challenges, it will be difficult. Need more information i.e. what services and opportunities there will be. • How broad options can be for those with high needs?
<p>▶ Paying Attention to Consumers' Safety</p>	<ul style="list-style-type: none"> • Concerned about safety • Stepping outside of the safety is scary and there needs to be safety nets
<p>▶ Providing The "Right Level" of Support for Each Consumer</p>	<ul style="list-style-type: none"> • We need more information from each person about what they want • Customized options for employment. • Ability to have routine - how does it work? • How do we build supports without over supporting? • What about folks without natural support? • Not everyone know these networks or have as much help • Staffing - Is there enough? Is there funding? Is there a limit?
<p>▶ Learning How to Navigate Community Resources</p>	<ul style="list-style-type: none"> • Do not know terminology and services -- case managers need to be informed so they can help and be ready to assist. • Medicaid is our lifeline, need it, not everyone understands that and the different kinds of Medicaid. • Do not have time to learn all of this – need support • Learning more about programs. • Services are silo-ed

	<ul style="list-style-type: none"> • Transportation options? New models?
<p>▷ Other Comments</p>	<ul style="list-style-type: none"> • Look outside of Michigan for ideas. • What / Where will those people in the transitions and satellite program be

3. What Can We Do to Facilitate Communications During the Launch?

<p>▷ Learn from Our Communication Experience So Far</p>	<ul style="list-style-type: none"> • Initial communication was not good, now playing catch up • Have not been talked to, talked around • Parents have expressed concerns, but have not gotten answers • How we communicate (matters) • Communication has improved – continue this
<p>▷ Focus on Greater Information Frequency and Timeliness</p>	<ul style="list-style-type: none"> • The more information available – will help • Share updates as they occur – timeliness is important • Let families know about all of these options: transportation; CLS agencies; supported employment options • Allow questions
<p>▷ Use Face-to-Face <i>and</i> Virtual Tools</p>	<ul style="list-style-type: none"> • Need to establish CMH as source of information, not hearing things from news / social media • More open forums like at board meetings, pull parents out of the dark • Meetings with examples – visits • Use newsletters and email
<p>▷ Make Sure that Staff Stays Informed</p>	<ul style="list-style-type: none"> • Case managers informed – All staff • CEI training sessions for all CEI staff on same page • Talk to people in the programs
<p>▷ Other Comments</p>	<ul style="list-style-type: none"> • Today we are very isolated and not everyone is part of the community • Community networking • CMH needs to promote these networks more • Can we move the sheltered workshop to an integrated setting?

	<ul style="list-style-type: none"> • Where will holiday parties and social gatherings take place?
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Discussion 2: Feedback on the Draft Implementation Plan

1. What Ideas/Elements in the Plan get a "Thumb Up" i.e. Support/Affirmation?

<p>▶ Offering Different and/or More Consumer Possibilities</p>	<ul style="list-style-type: none"> • Opportunity (2) • Able to choose • More options • More exposure • Potential
<p>▶ Bringing Greater Focus to Individual Needs and Interests</p>	<ul style="list-style-type: none"> • Services individualized for the consumer • Focus on choice – bring person centered not system centered. • Like that it is more / have to be individualized • \$ funnel to the individual • Forces person-centered • Takes out of building • Buildings are gone • Buildings going away will be a great thing because right now if transitions does not fit for the person there are currently no other options and this plan opens it up to home funding attached to each person
<p>▶ Developing a Workable Timeframe</p>	<ul style="list-style-type: none"> • 90 day pre-plan • Increased pre-planning time frame • Timeline of site closures • Roll out and not abrupt • Process
<p>▶ Other Comments</p>	<ul style="list-style-type: none"> • Having a detailed plan – especially pre-plan and consulting with experts. • Written plan • Circle of Support • Focus – Community Centered and in the community • Training focus first • Listed services away • Dignity of Risk

	<ul style="list-style-type: none"> • Ok to fail • Staff will have to push and find creativity. • Retain qualified staff with existing relationships • PCP – Needs to be conducted in the manner it was designed to be • Value of existing relationships
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2. What's Missing from the Plan/Picture So Far? What are We Not Seeing? Where Do We Need More Clarity?

<p>▸ General Comments</p>	<ul style="list-style-type: none"> • You have gotta start somewhere • Want to see outcome and if positive then culture will change
<p>▸ Looking for Further Details</p>	<ul style="list-style-type: none"> • What will this look like? • Need more details • Detailed action plan • Need training dates, timelines • Need more of what is out there and our choices • More details about the buildings / meeting spaces • Need plan for what happens if there are issues / behaviors / emergencies out in community • Give examples, examples of level of care
<p>▸ Staffing-Related Concerns</p>	<ul style="list-style-type: none"> • Staffing to support pre-planning (90 day) and PCP for all • Right now 3 staff for 27 individuals and not enough time for skill building, just trying to maintain health and safety • Change for staff will be difficult = burn out / in retirement mode • Defined roles for staff in new roles • What is the turnover rate of staff at agencies?
<p>▸ Continue to Provide Opportunities for Engagement</p>	<ul style="list-style-type: none"> • Time to review the plan before meeting • More chances to hear the information • Consumer involvement • Complaint – is there a forum for this?

<p>▶ Handling Potential Gaps in Support</p>	<ul style="list-style-type: none"> • What if no natural support? • What happens when family is gone? • Person supported beyond guardian • Residential sites for those group homes that are not HCBS
<p>▶ Better Understanding of PCP</p>	<ul style="list-style-type: none"> • Reliant on PCP but have not seen that process yet • Clarify; if the person is non-verbal, role of parent /guardian in PCP?
<p>▶ Other</p>	<ul style="list-style-type: none"> • Community access to resources • Existing relationships from CLS • Who is liable for accidents – CEI or Contract providers?

3. What Other Action(s) Beyond the Plan Can Be Taken by Parents, Guardians, CMHA, and Others to Address Concerns Generated by the Upcoming Changes?

<p>▶ General Comment</p>	<ul style="list-style-type: none"> • (We need) Grace!!!
<p>▶ Offer Multiple Ways to Prepare Parents, Guardians, and Consumers</p>	<ul style="list-style-type: none"> • Guardianship education • Education on what services can be authorized according to the Medicaid manual • More education to individuals / guardians about CLS • Share the video and other videos, interviews • Weekly updates – Emails or snail mail • Website • Involve parents/consumers in HCBS Planning meetings • Have forums where parents can just ask questions; no presentations • Information about meet / learn about options, where all can come and learn about options – see it, know it is real • Share that we are building – <ul style="list-style-type: none"> ○ Reassure that we can work through any “failures” ○ Q & A sessions ○ Opportunities to talk ○ Repeat of information ○ Helpful to see (video) other success. -- Visualize the possibilities

<p>▸ Concerns about Adequate Funding</p>	<ul style="list-style-type: none"> • Hope have funding and support from outside sources or else will struggle • Advocate to legislator to get needed funding • How to pay for quality staff?
<p>▸ Other Comments</p>	<ul style="list-style-type: none"> • Who is monitoring quality and safety? (existing systems) • What happened to higher needs people? • What percentage of people can do the things we see in the videos and hearing about? • How do we keep people from being left behind? (no one lost) • Providing people with resources outside of CMH services • Individual/guardian see full life level of care before PCP • Individual/guardian see assessments • CMH provides CLS for some people, complex needs (current Transitions staff) • Connect with local chamber of commerce regarding work opportunities • List of non-profits who might have work opportunities • Large open house (Lansing Center / MSU) • CATA, Dean - CLS - Work options • Self-D expand?

Other Discussion Notes

1. What Brought You to Today’s Session? Participants stated the following reasons for attending the meeting:

- Concern for the choices and happiness for all DD population and their families
- To see that the process is moved forward/Improvements and that the changes are made correctly
- Advocate for Michigan’s most vulnerable population
- Create a plan with Integrity
- To learn more about HCBS
- To gain a better understanding of the plan
- To see how HCBS will be implemented
- Advocate to keep sheltered workshops open
- To understand the new service delivery methods

2. Learning from Washtenaw County. The following observations were made by CMHA-CEI staff who recently visited consumers at two different worksites in Washtenaw County:

- We can draw from the 15-20 years of experience with community-based services in Washtenaw. What we are doing is not new; we should be able to build off what they are doing, close the buildings, and identify locations in our community where DD population can go for skill building.
- Each individual/consumer was able to maintain their own routine; even though the work location may change and they are in different locations their routines can stay intact.
- There are social opportunities; consumers get to know their co-workers and make friendships.
- The work was important; consumers were making contributions and the environment was welcoming.
- Having a concrete plan is helpful in visualizing the changes to be made.

3. Actions to Support Communications. Suggestions to maintain communications include:

- **Parent Question Sessions.** Coordinate a meeting for parents who have general questions
- **Finding Email Addresses.** Contact case workers to get consumer email addresses.
- **Events Webpage.** Develop an Events Webpage with information regarding planned activities, holiday parties, etc.
- **Fact Sheet.** Send weekly updates to *all* CEI staff receive in the form of a fact sheet. This will help to ensure that the information receives is consistent and accurate.
- **Finding Employers.** Prepare and send families a list of employers who already employ DD population workers.

4. Closing Observation

Possibilities exists with the willingness to be vulnerable, take risks, and be tenacious!

Notes organized and compiled by Aleshia Echols, Elise Magen, and Jan Urban-Lurain

Attachment A
CMHA-CEI
Home and Community Based Services Transitions Program
Stakeholder Meeting
August 9, 2018

Agenda

1:00- 4:30pm

1. Getting Started

- Welcome and Review of Today's Purpose
- Participant Introductions
- Review of Today's Agenda

2. Learning from Others: Experience with Community-Based Supports

- What We've Learned from Other CMH's
- Conversations with Parents/Guardians Who Have "Been There"
- Group Feedback on Orientation and Launch of the Re-design

3. Getting Feedback: Planning for Implementation

- Presentation of the Plan Draft
- Group Feedback on Key Elements of the Plan

4. Wrap Up and Next Steps