
FREEDOM OF CHOICE

*THE ABILITY TO CHOOSE THE SERVICES AND SUPPORTS THAT
REFLECT THE PARTICIPANT'S PREFERENCES*

What is working?

- Flexibility in the delivery of some services
- Variety/menu of services
- Many are happy with current services/providers
- Choice of providers (In some areas of the state)

What is not working?

- Silos of services
- Limited flexibility/choice in living arrangements
- Regional inequalities
- Missing opportunities for the most independent/autonomous lifestyle

What is important to the person?

- To have real choices
- To understand the consequences of choices

What is important for the person?

- To provide an environment that supports and respects choice with minimal restrictions (such as when choices are illegal or cause imminent danger)

How do we measure success?

- NCI Sub-Domains
 - Relationships
 - Satisfaction
 - Self Determination
 - Choice and Decision Making
 - Community Inclusion
 - Work
 - Respect/Rights
 - Health
 - Wellness
 - Access
 - Service Coordination
 - Choice and Control (Family)

INDIVIDUAL AUTHORITY OVER SERVICES & SUPPORTS

*THE OPPORTUNITY AND AUTHORITY FOR THE PARTICIPANT TO EXERT
GREATER CONTROL OVER HIS/HER SERVICES, SUPPORTS, AND
OTHER LIFE CIRCUMSTANCES*

What is working?

- Some opportunity for direction and control
- Engaging the participant in service planning

What is not working?

- Silos of services
- Rigid service definitions and specifications
- Prescriptive service limits
- Clinically-based regulations

What is important to the person?

- To choose who provides a service
- To have control over the services/resources

What is important for the person?

- To provide support, guidance, and a structure that acknowledges and respects that authority
- To provide a comprehensive range of opportunities

How do we measure success?

- NCI Sub-Domains
 - Relationships
 - Satisfaction
 - Self Determination
 - Choice and Decision Making
 - Community Inclusion
 - Respect/Rights
 - Wellness
 - Choice and Control (Family)

SUPPORT TO ORGANIZE RESOURCES

THE ABILITY TO ORGANIZE RESOURCES IN A WAYS THAT ARE MEANINGFUL TO THE PARTICIPANT

What is working?

- The partnership between the participant, providers, and family members
- A growing understanding of connections to non-HCBS waiver supports and services

What is not working?

- System is too complex and confusing
- Inaccurate and/or too little information is provided for informed choice
- Supports Intensity Scale (SIS) is used only for funding levels
- Limited understanding of self-determination and person-centered thinking

What is important to the person?

- To feel empowered to make choices about resources
- To be supported and informed of all options

What is important for the person?

- To provide a system and structure for informed choices
- To support those that need assistance in decision making, without coercion

How do we measure success?

- NCI Sub-Domains
 - Satisfaction
 - Choice and Decision Making
 - Respect/Rights
 - Access
 - Service Coordination
 - Choice and Control (Family)

HEALTH & SAFETY

SERVICES AND SUPPORTS DESIGNED TO MANAGE RISK AND SUPPORT THE PARTICIPANT'S ABILITY TO LIVE SAFELY IN THE COMMUNITY

What is working?

- Quality caregivers
- People are generally healthy and safe

What is not working?

- Over-protective system that does not always allow risk
- Services are sometimes inadequate/unavailable
- Choices are not always respected

What is important to the person?

- To have access to quality, necessary physical and mental health services
- To be allowed risk and the ability to make mistakes
- To have needs met in the preferred environment
- To feel safe
- To have privacy

What is important for the person?

- To provide access to specialized/informed providers
- To create regulations that allow risk
- To provide a system of wrap-around services
- To provide assistance in communicating needs

How do we measure success?

- NCI Sub-Domains
 - Relationships
 - Satisfaction
 - Safety
 - Respect/Rights
 - Health
 - Wellness
 - Access

OPPORTUNITY FOR COMMUNITY CONTRIBUTION

*THE DESIRE AND ABILITY TO BE EMPLOYED, VOLUNTEER FOR
OTHERWISE CONTRIBUTE TO THE COMMUNITY*

What is working?

- Focus on employment
- Increased accountability

What is not working?

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What is important to the person?

- To belong to and be part of a community
- To have realistic opportunities
- To have a variety of options for experiences and exposures

What is important for the person?

- To provide creative and flexible opportunities
- To acknowledge that contribution does not always mean employment or volunteerism

How do we measure success?

- NCI Sub-Domains
 - Relationships
 - Satisfaction
 - Community Inclusion
 - Work
 - Respect/Rights

RESPONSIBLE USE OF PUBLIC DOLLARS

THE RESPONSIBILITY TO EFFECTIVELY MANAGE LIMITED RESOURCES

What is working?

- There is a growing focus on outcomes
- Thousands of individuals receive services

What is not working?

- Opportunity for conflicts of interest
- Overly burdensome regulatory/administrative requirements that create inefficiency
- Provider surveys measure process, not outcomes
- Waiting lists
- Current reimbursement methodology limits flexibility, drives utilization, and may not reimburse for the actual services delivered

What is important to the person?

- To have control of and responsibility for resources
- To be allowed to have accountability and risk
- To have all needs acknowledged

What is important for the person?

- To allow risk and accountability and provide supports when needed, without being punitive
- Advocacy for the funding to address all needs
- To provide supports and process for people who cannot/do not want to manage resources themselves

How do we measure success?

- NCI Sub-Domains
 - Satisfaction
 - Work
 - Safety
 - Respect/Rights
 - Health
 - Wellness
 - Access
 - Service Coordination