

Minnesota's Self Determination Project

A Developmental Disabilities Project Partnership - Blue Earth, Dakota, Olmsted Counties and DHS

DHS SUPPORT STAFF MEETING MINUTES

September 11, 1997 - 9:00 am-12:00 pm

Attending: Katherine Finlayson, Jan Kooistra, Katy Mattson, Dan McCarthy, Darlene Olson, Dean Ritzman, Barb Roberts, Jill Slaikeu

There was a review from the last meeting and review of the project status.

- RWJF visit went fine. We received a letter from Don Shumway confirming we are "on track".

- Semi-annual report went to RWJF and additional funds have been released for program operations.

- Evaluation RFP is in the final stages. Need the cert from contracts division.

- Strategic Resource group met. Some people representing key stakeholders did not attend. Barb will follow up with them before the next meeting in November.

- FFP issue has not been resolved. Anne Berge and Mary Kennedy are handling this with the counties.

- Development of a Quality Plan has started with ties to other quality initiatives.

- Pat Gilbertson has been re-assigned to other duties and won't be directly participating with the Project at this time.

- PR - There has been 2 radio interviews, a DHS news article is being prepared and 3 other requests are being handled by the Communications Division (Carol Allis).

Workgroups - -Education - Most activity is at the county level.

- System Redesign - The committee is not scheduled to meet until issues arise. Waiver amendments have been submitted.

- Liability and Budgets - DHS is not supporting the state carrying a liability policy. A meeting is set up to develop some other options. Tracking and dispersing funds are outstanding issues

- Information and Resource Committee - Moving toward a more discussion and problem-solving format.

Legislation status information has not been received from the legislative committees.

Operations Team has requested a self determination presentation at the next staff meeting. Instead of doing a 50 minute presentation, small groups (grouped by unit) will address key questions. Self Determination support staff will be recorders and facilitate. The main purpose of this format is to emphasize how all division activities are or can be linked to self determination. Groups and recorders/facilitators: HCBS - Dan; Consumer and Family Support - Katy; Local Capacity - Barb; Provider Support - Jan; Resource Center - Darlene; Data Team and Clerical Team - Dean; Operations Team - Jill. Barb will prepare questions for the groups.

Schedule: Overview of activity - Barb - 15 min

Purpose

Activity

Follow - Up after the session

Small groups address questions - 15 minutes

Reporting from groups - 15 minutes

Minority access to services was discussed. Jill, Darlene and Barb will work on strategies to promote an understanding that culturally appropriate services ties directly to person centered planning and is not a separate "entity" of the project. It was decided there needs to be an assessment on the local level to determine how information is disseminated to people, improvements, and technical assistance.

The next meeting is scheduled for Thursday, October 23, 1997 from 9:30 am - 11:00 am. Barb will get a room.

Minnesota's Self Determination Project

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DHS SUPPORT STAFF MEETING MINUTES

My 17, 1997

9:00 am - 12:00pm

Attending: Troy Mangan, Pat Gilbertson, Darlene Olson, Carol Pankow, Jan Kooistra, Dean Ritzman, Barb Roberts

There was a review from the last meeting (5/21/97). Anoka County did not have a person who might like to contract to work on housing issues. The division is working on an overall housing plan. John Hastings will continue to the Project's resource for housing questions and assistance.

There was a brief discussion regarding the brochure and involvement with the Communications Division. A brochure has not been produced yet and a "flyer" will be developed in the near future.

Evaluation was discussed. The self assessment will be incorporated into the overall quality assurance plan. Barb and Jan have met to discuss a quality plan. Gerry will be contacted for input regarding the pilots, and Region 10.

County coordinators have been hired: Dakota - Karen Cortney, Blue Earth - Trish Reedstrom, Olmsted - Polly Owens.

RWJF has been contacted to "release" additional funds to the Project. Don Shumway is following up since the funds are over due to us.

Don's visit was discussed. Troy will give an update on the Pilots, Jan will give an update on PBC, Jill will give an update on the waiver amendments, and Barb will do an over all project summary. A schedule/agenda was distributed. Staff will meet Don and Grainger Mulberg for lunch at the History Center prior to the day's meetings on July 30th.

Legislation was discussed. The following areas were identified:

DT&H

- Rates, units of service, and the rate structure

Guardianship

- Standards for district courts revisions
- Access to probate courts more consumer friendly
- Plan for phasing out public guardianship
- Vulnerable adult act links

Family Support Grant

-Need to talk to Katy about areas she recommends to pursue

SILS

-None if liability policy through the state becomes available

Housing

-None at this time. John Hastings will work with counties on individual cases and determine overall needs at that time.

MA Home Care

-An assessment needs to be completed. Bob's unit plans legislation. He will be contacted for specifics

Case Management

-Marge is leading a division wide assessment. Although there are some obstacles, current DD case management rules/statutes do not prohibit some creative service coordination and planning to promote self determination. Rule consolidation work team and advisory committees submitted suggestions for review.

ICF/MRs were discussed. There needs to be a "cluster" assessment of long term goals and then decide how to get to those long term goals, ie is it through state changes, HCFA? Incentives based on the goals would need to be developed and assess what we can do through self determination. Are the long term goals consistent with the self determination principles, PBC's and the Disabilities Demonstration? Pam's units will be contacted for further discussion.

liability insurance development was discussed. It was decided that after approval to go ahead with the policy a contractor will be hired to assist with the policy developed. Dean expressed an interest in working on this. Barb will contact Theresa Couri and Paul Landskroener for names of persons who might be experts in this area for contracting purposes.

Gerry was suggested as a resource to look at resource allocation and assessment. Barb will set up a meeting with Gerry to discuss Region 10 and assessment.

The development of a computer tracking system was discussed. The availability of a "stand alone" system that could assist future counties in tracking individual budgets was discussed. Additional assistance from the systems area was identified. Barb will contact Laura regarding options to address this.

The next meeting of the DHS Support Staff will be Thursday, September 11, 1997 from 9:00 am - 12:00pm. Barb will find a room.

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OUTSTANDING ISSUES SUMMARY
 7/17/97

AREA	OUTSTANDING ISSUES	LEAD STAFF	CONSULTANT OR SUPPORT
SYSTEM REDESIGN			
1. Legislation - General	Identify areas. Make recommendations on scope and methodology		
2. Policy Flexibility	Issues addressed as they "surface"	Barb	
3. Waivered Services	Amendments need to be submitted to HCFA	Dan	Jill/Barb
4. Family Sup. Grant	Legislation needs assessment	Katy	
5. SILS	Legislation needs assessment	Carol	Theresa
6. ICF/MR	More discussion/strategizing needed to increase flexibility prior to 1115 waiver. Need reporting and fund dispersing information from Lori/John F.	Carol	Lori Dablow
7. DT&H employment	Legislation needs assessment	Carol	
8. Housing	Legislation needs assessment Continue to identify individual consumer issues		John Hastings

AREA	OUTSTANDING ISSUES	LEAD STAFF	CONSULTANT OR SUPPORT
9. MA home care	Action plan needs to be determined. Reporting and funding dispersing information needed from Bob's unit		Wanda, Pat,
10. Guardianship	Legislation needs assessment. Other?	Katherine	Dean
11. Case Management	Division-wide plan to be developed Develop technical assistance strategies for creative service planning with current rules	Sharon	Wanda, Pat
12. Quality Assurance Framework	Quality Assurance Plan partially completed. Needs review with other quality activities	Jan/Barb	Kay
13. Evaluation	Complete parameters development, then RFP for contractor	Jan/Barb	Troy
<i>INDIVIDUAL CONTROLLED RESOURCES</i>			
14. Liability	State needs to approve plan to develop a policy with Minnesota Joint Underwriters Actual policy development needs to be done Development of worker's comp coverage outstanding	<i>Dean</i>	Barb
15. Fiscal Intermediaries	Need to share IRS information with counties.	Barb	Darlene
16. Dispersing and tracking funds	Need to finalize reporting requirements assessment. Further discussion needed to determine methodologies at the local level and determine work needed to make options viable Computer systems development		Barb
17. Risk Pools/Crisis	Further discussion needed to determine parameters and methodologies		Barb

AREA	OUTSTANDING ISSUES	LEAD STAFF	CONSULTANT OR SUPPORT
18. Resource allocation	Discussion on the local level/workgroups Project framework for local implementation needs to be determined		Barb
<i>Education</i>			
19. Implementation Framework	Local sites need to implement	Barb/Jan	Katy, Katherine
20. Contracting	Local sites need to identify specifics and develop contract plan by August.	Barb	Katherine
21. Specialized Technical Assistance	Action plan needs to be developed to address specialized needs (providers, case managers , advocates, fiscal information)	Barb/Jan	Katy
<i>Project Management</i>			
	On-going : Contracts Budgets and Finances Reporting Communications Public Relations Local Site Coordination Coordination across other activities and initiatives	Barb	Darlene Dean

Minnesota's
Self Determination Project

DHS SUPPORT STAFF MEETING MINUTES

May 21, 1997

9:00 am - 12:00 pm

Attending: Katherine Finlayson, Katy Mattson, Bob Meyer, Pat Gilbertson, Dan McCarthy, Wanda Samuelson, Gerry Nord, Carol Pankow, Jan Kooistra

REVIEW OF ACTIVITIES SINCE LAST MEETING

Barb presented a summary of activities since the last meeting. See April Monthly Status/Progress Report.

There was a discussion on the Principle definitions. Katherine and Milt have provided suggestions. Additions included adding references to the individual and their legal representative and revising the responsibility area to have stronger language than "accepting". Gerry made some suggestions regarding acceptance or non-acceptance of responsibility and full participation.

It was suggested all Project participants "sign off" on the principles.

The work plan activity summary, resources and time table were discussed. An updated copy of the summary is attached.

Additional support is needed in the area of housing and case management. Anoka county has experience in the housing area. Barb will contact Denny to any support that may be available. Bob will talk to Sharon Larson about assisting with case management

Input from consumers is needed

Quality assurance and evaluation were discussed. It was suggested a half day discussion session be held as in information sharing session and to provide updates and direction for quality and evaluation activities. Joan Sakora, the Division QA workgroup, recently trained ACD participants and others identified during the planning process will be included. Barb will start to put this together for July or August.

Wendy Weden was recommended for assistance with brochure development.

The self assessment was discussed. It was decided this is an important activity, however the advisory committee would need some examples or direction to work on this. Luellen Essex will

be contracted for facilitation and to produce a product for the state and local project sites. DHS staff will gather current information available (i.e. PBC evaluation, Frameworks, etc) and give to Barb to coordinate this activity.

The next meeting of the DHS support staff is scheduled for July 17, 1997 - 9:00 am -12:00 pm. Barb will find a meeting room.

A special thanks for your input and assistance!!

**PROJECT ACTION PLAN
 ACTIVITY SUMMARY, RESOURCES AND TIME TABLE**

Activities for each area:

- ▶ Research policy, regulation, procedures - analysis for change
- ▶ Policy flexibility and simplification of procedure and process
- ▶ Implement work identified for change, set up and or flow process
- ▶ Legislation development, if any
- ▶ Materials development, if any

Area	DHS Lead Staff	Consultant or Support	June	July	Aug	Sept	Oct
SYSTEM REDESIGN							
-Waivered services	Dan	Jill, Barb					
-Quality framework		Barb/Kay					
-Housing		John Hastings Diane Sprague					
-Liability issues	Bob Gerry						
-Tax issues	Dan						
-ICF/MR	Carol						
-DT&H/employment	Carol						
-Family Support	Katy						
-SILS	Carol	Theresa					
-Evaluation	Jan	Combine with QA					
-MA Home care	Wanda	Pam Erkel/ Pat/Katy					
-Case management	Sharon	Wanda, Pat					
-Guardianship	Katherine						

PROJECT MANAGEMENT

Barb to coordinate across all project action plans and be the lead staff with

Contracts
Finances
Reporting
Communications
Public relations
Local site coordination
Performance Based Contracting
Demonstration Pilots

Minnesota's
Self Determination Project

MEMORANDUM

DATE: May 14, 1997 .

TO: Katherine Finlayson
Pat Gilbertson
Jan Kooistra
Dan McCarthy
Troy Mangan
Katy Mattson
Bob Meyer
Gerry Nord
Carol Pankow
Wanda Samuelson
JillSlaikeu

FROM: Barb

SUBJECT: Next meeting of DHS Self Determination Project Support Staff

Our next meeting is scheduled for Wednesday, May 21, 1997 9:00 am - 12:00 noon in Room 5A at DHS.

Agenda items will include: a status update on the Project, review of the work plan and time lines, assessment of where we need additional resources/help, and other items of importance you may have.

Self Determination Project

DHS Staff Support Meeting Minutes
April 17, 1997
8:30 am - 4:00 pm

Attending: Katherine Finlayson, Katy Mattson, Troy Mangan, Pat Gilbertson, Dan McCarthy, Jill Slakeu, Bob Meyer, Wanda Samuelson, Gerry Nord, Carol Pankow

DEVELOPMENT OF PRINCIPLES/VALUES AS A FOUNDATION FOR THE PROJECT

Freedom: The ability for individuals with freely chosen family and/or friends to plan a life with necessary support rather than purchase a program.

Authority: The ability for a person with a disability (with a social support network or support circle) to control a certain sum of dollars in order to purchase supports.

Support: The arranging of resources and personnel, both formal and informal, that will assist an individual with a disability to live a life in the community rich in community association and contribution. People grow up, live and work in communities, not programs.

Responsibility: The acceptance of a valued role in a person's community through employment, organizational affiliations, spiritual development and general caring for others in the community, as well as accountability for spending public dollars in ways that are life-enhancing for persons with disabilities

See "wall charting" - Attachment A.

Challenges, opportunities, and action plans were discussed. All self determination activities and direction must be able to relate to all four of the principles above.

Self determination is not adjusting the status quo, but building and redesigning.

See worksheet charts - Attachment B

LOGO

A logo will be developed through the graphics division. It was recommended that the 3 counties involved in the project be mentioned or high-lited in some manner.

WORKGROUP COMPOSITION

It was decided that the current workgroups would continue as structured now. Katherine, Katy, and Wanda will join the Education workgroup. Pat will join System Redesign.

The role of the workgroup will be to work on issues, prioritize, report to the advisory group, suggested additional support needed, and develop an action plan.

As needed additional people will be asked to assist with topics and activities. Work group members will not be limited to county and or DHS staff. Expertise may need to be sought "beyond" traditional assistance.

CRITICAL ISSUES

All training and communication must be principle/value based. It will be important that all involved (IE consumers, parents, advocates, community) be on the same "page". We need to challenge people's thinking. It was suggested that common terms, concepts be redefined in terms of self determination. Barb will work on this as part of technical assistance tools.

Links to other activities need to be clear. For example, self determination is not covering the scope of managed care at this time. There will be overlap. It is important that people in the project understand the scope of the self determination project.

Gerry reported that key issues for the counties are to know where they are with their spending now, and to have technical assistance in fiscal management (i.e. intermediaries). The Consumer Support handbook was a helpful tool. It was suggested this be used as a guide for tool development because it was clearly written and Theresa Couri from the AG's office had been involved.

Counties will need to get public health involved. Getting the state home care staff involved also will be important.

Issues, activities, and information must be communicated across all involved. PR and educational activities are closely associated. Barb will bring this up in the Education committee and an action plan will be developed.

SELF ASSESSMENT

It was decided that a self assessment at both the county and state level would be helpful and would strengthen our working relationship and provide for a functional direction and identify needs for action plans. It was suggested that the Advisory Group work on the items for an assessment at the upcoming meeting on April 25th.

CLOSING STATEMENTS/OBSERVATIONS

An eye on the future should be part of planning today — How did this project make a difference?
We need to constantly come back to the principles/values during the Project.

Next meeting Wednesday, May 21, 1997 9:00 -12:00. Location be determined.

ATTACHMENT A

DHS Support Staff Meeting - Wall Charting Notes
4/17/97

Services based on needs of individuals not on needs of a group.

Community - people live/work/grow up in a community and not a system

Unwavering commitment to consumers - care givers and families

Case managers - agents of change and members of the community

Commitment - build system of support for people not just a package of service

Build and not just re-do the status quo.

Fiscal incentives (saving accounts) part of long term planning

Individual budgeting is a means- not an end.

Freedom, Authority, Support and Responsibility

Choice - What people do with their lives

Emphasis on training and education - on-going. This is part of commitment to families.
Professionals roles change. Changing roles for providers, consumers, advocates, county and state.

Training must occur in non-traditional ways

Being informed of rights and options on who to plan with = Freedom

Allow choice making "we" may not be comfortable with - risk taking.

"Letting go:" - Willingness to use persons point of view or methods that may not be supported under traditional case management, or advocates or others. Flexibility will need to take on a new meaning.

Dreaming and aspirations directed toward functional decision making. Must have respect.

Respect and listen to the viewpoint of the consumer.

Public guardianship - concerns: people without "circle" of support. Must pull people in or assist to build supports

See the least restrictive alternatives for guardianship.

Person centered planning must encompass long range planning

Through change we don't want to lose family ties or alienate active and involve people.

Advocacy - need education from the "bottom up" for change to occur.

Families can have very fundamental wants. Simplicity.

Focus on providers. Allowing purchasing of direct care. Need to have incentives for this support, so that support is truly available (i.e.back up for sick days). Supporting talented and qualified people and valuing support persons is key.

Look at the RFP process and cookie cutter approaches and "too much work" responses.

Principles:

Freedom - The ability for individuals, with freely chosen family and/or friends, to plan a life with necessary support rather than purchase a program.

Authority - The ability for a person with a disability (with a support network or circle, if needed) to control a certain sum of dollars in order to purchase these supports, and to have the ability to act and community wants and needs.

Support - The opportunity for arranging of resources and personnel, both formal and informal, that will assist an individual with a disability to live a life in the community rich in community association and contribution. People must grow, live and work in a community, not a system.

Responsibility - The acceptance of a valued role in a person's community through employment, organizational affiliations, spiritual development and general caring for others in the community, as well as accountability for spending public dollars in ways that are life enhancing.

Importance in planning with people- What does this mean for "you". Realize there's overlap across all principles. Can't implement project with out support from all involved.

Supporting informed choice and the opportunities to develop the skills to make choices. Taking risks and making judgements are part of making choices. There must be open mindedness for making choices and developing ways to support choice. A family will clarify that their values are, then building occurs from there. Informed choices are not "bad".

Funding streams for "programs" are not equal to choice. Informed choice creates power and control over lives.

Terms and thinking will need to be refined

Self Determination Project

WORK PLANNING TOOL - Brainstorming ideas from DHS support staff meeting - 4/17/97

<i>Topics</i>	<i>Challenges</i>	<i>Opportunities</i>	<i>Questions</i>	<i>Action Plan/Work Group</i>
Advocates	<ul style="list-style-type: none"> - tied into the current system - lack of training -inadequate numbers -lack of communication 	<ul style="list-style-type: none"> -consumer education -use infra structure -advocates across disabilities -inclusion training -informal advocacy 		<ul style="list-style-type: none"> -change mind set for training principles, programs, guardianship, etc.
Case Management	<ul style="list-style-type: none"> - "case management" -thinking within boxes -over regulation -dual role: gatekeeper and planner -caseload size 	<ul style="list-style-type: none"> -models of new roles -broadening perspectives -opening up provider base -infrastructure 		<ul style="list-style-type: none"> -access to new forms of planning -remove blinders

<i>Topics</i>	<i>Challenges</i>	<i>Opportunities</i>	<i>Questions</i>	<i>Action Plan/Work Group</i>
Providers	<ul style="list-style-type: none"> -limited range of providers -lack of providers -tied into current system -financial end for individual contracting -over regulation -need oversight with nonlicensing -pay structures 	<ul style="list-style-type: none"> -change who is the provider -new quality assurance models -restructure administration 		<ul style="list-style-type: none"> -QA models -unlicensed providers
Families	<ul style="list-style-type: none"> -differences between needs of consumers and their families -lack of information -unwillingness to take responsibility (fear) 	<ul style="list-style-type: none"> -great source of strength -life long commitments -willingness for education and support 		<ul style="list-style-type: none"> -target education on 4 principles and informed choice -guardianship education -support involvement and decision making, and change -quality assurance

<i>Topics</i>	<i>Challenges</i>	<i>Opportunities</i>	<i>Questions</i>	<i>Action Plan/Work Group</i>
Housing	<ul style="list-style-type: none"> -financial -locations and accessibility -provider aimed 	<ul style="list-style-type: none"> -FannieMae work that has been done -Work completed on consumer owned housing 	<ul style="list-style-type: none"> -How can we get more resources to work on this area? 	
Individual Budgets/ Allocation & Systems	<ul style="list-style-type: none"> - perceptions, county: or lack of skills -blending of designs -access -systems -how allocations will be managed, tracked, dispersed 			<ul style="list-style-type: none"> -Budgeting and resign are closely related. Workgroups should reflect the relationship
Legislature	<ul style="list-style-type: none"> -new legislation can't be proposed until next year -generating support for legislation 	<ul style="list-style-type: none"> -have time to put thought into initiatives and proposed changes -families and support networks are interested -rule consolidation -quality assurance activities 		

<i>Topics</i>	<i>Challenges</i>	<i>Opportunities</i>	<i>Questions</i>	<i>Action Plan/Work Group</i>
Waiver Plan	<p>HCFA</p> <ul style="list-style-type: none"> -people not aware of what can be done now -not being creative with current services available 	<ul style="list-style-type: none"> -amendments can change -some things can be done now 		
Guardianship	<ul style="list-style-type: none"> -system as it stands today -doesn't allow choice -communication - roles of ombudsman/guardianship office etc. 	<ul style="list-style-type: none"> -research completed -Katherine's expertise 		-prioritize around this area
Dt&H	<ul style="list-style-type: none"> -reliance on facilities -rate setting parameters -transportation linked with providing the service -lobbying interests 	<ul style="list-style-type: none"> -developed expertise in job placement -community integration philosophies and implementation -small business administration technical assistance 		-develop plan around reviewing and revising the current DT&H statute and rate setting structure.
County Agencies	<ul style="list-style-type: none"> - self assessment -turf issues -letting go 	<ul style="list-style-type: none"> -committed to making a difference with change -MOUs being completed -QA initiative in region 10 -local planning -verbal commitments 	<ul style="list-style-type: none"> -What are the strengths and areas of refinement to develop a strategic plan -We need to ask questions even if the questions may not be "comfortable" 	-all work plan areas keep communication open, support contracting and bringing in non-traditional resources

<i>Topics</i>	<i>Challenges</i>	<i>Opportunities</i>	<i>Questions</i>	<i>Action Plan/Work Group</i>
DHS/State Departments	<ul style="list-style-type: none"> -self assessment -turf issues -being focused and consistent -letting go -how relate to other activities -maximizing awareness and not being bureaucratic in such efforts -function in a formal infrastructure 	<ul style="list-style-type: none"> -committed to working to implement (not just plan) change 		<ul style="list-style-type: none"> -develop a work plan that is measurable, have benchmarks for evaluation -take action based on data, be methodical -assure communication stays open
Contractors	<ul style="list-style-type: none"> -bidding process -thinking process (not thinking broadly) -RFP process -liability issues 	<ul style="list-style-type: none"> -ability to use small contracts -bringing in non-traditional resources to solve problems 		
Federal Government				

Self Determination Project

Project Support Planning Meeting

April 17, 1997

8:30 am - 4:00 pm

Eagan Lottery Building

Project Support Staff

Katherine Finlayson Bob Meyer

Pat Gilbertson Gerry Nord

Jan Kooistra Carol Pankow

Dan McCarthy Jill Slaikeu

Katy Mattson Troy Mangan

Wanda Samuelson

AGENDA

I. Policy Consensus and Direction
 - Creating policy statement/direction as a foundation for activities

II. Barriers, Opportunities and Action Plan
 - Identification
 - Work planning tool

III Workgroups and Workgroup Composition
 - Assessing the current workgroups
 - Using information from "IF above"
 - Create and/or redefine workgroups

IV. Success Markers
 - Bench marks and success markers identified

 Choosing a logo

 - Don't panic - final design to be created by Graphics Division

VI. Critical County Issues

VII Expanded Advisory Group
 - Purpose
 - Membership

Attachments:

 New Hampshire trip notes

 Work planning tool

 Current workgroup composition

 Logo prototypes

 Upcoming meetings

Self Determination Project

NEW HAMPSHIRE TRIP NOTES 4/97

I. New Hampshire Structure

- 12 Area agencies - function similarly to Minnesota's counties
 - intake, eligibility, assessment
 - arranging, monitoring services
 - run by board of directors
 - contract for services
 - some area agencies do all services (foster, waiver, family support)
 - consumers sign off on contracts
 - case management (most case managers do not have a social work background)
 - provider agencies (area agency or contracted) coordinate family services
 - created individual budgets based on allocation pool in self det. project
 - manage waiting lists - teaming approached used to allocate
 - training to families and own coordination/case management
 - developed a risk pool for unexpected needs
 - Region 4 agency - independent broker available on short term basis
 - broker not part of immediate team, finds what can get from system and strategize on where to get the rest
 - Quality assurance individualized by area agency - most use satisfaction survey
 - Most living arrangements/ services developed under the Self Determination Project were individual "sites" or no more than 3
- State tracks persons waiting that are in NF, out of state
- Funding allocations to area agencies and MA match managed at state
- Guardianship system relies heavily on care giver for decision making
- Counties not involved with service development
- 6 bed secure crisis beds - under the corrections system
- Appeals are few - state hears appeals and can mandate change to area agencies
- Currently working on standards for area agencies (i.e eligibility)
- State provides minimal training - ISP related to waived services
- Individual service plans - streamlined
 - No formal assessment tool - talk to people about what they want
 - Individual determines who comes to the meeting
 - Satisfaction survey
 - Goals are about what a person wants — not always habilitative/active treatment
 - not always measurable
 - look at what gets people interested in life (i.e. not teeth brushing)
 - ISPs can take many forms (i.e. letter, pictures, tapes)
 - Person or legal rep records their own progress

- Information publications by an advocate agency
- Supplement for room and board similar to MSA, but not as prescriptive

II. New Hampshire Waivered Services

- **14** years old
- Fee for service structure
 - fees set in 1983 as base, then increases yearly
- Working on amendments to have a "all encompassing" service category.
- Working on a single regulation for the new service category
- Converted ICF/MRs to waiver - 1 private ICF/MR left
- Money allocated in a pool to the area agency
- ISP reviewed at state, however no in-depth review (1 staff for 2000)
- 3 persons residing together is maximum
- Living arrangements must be certified in not own home/family home
- Allow payments to families where adult child receives service

III. Finances and Budgeting - Area Agency - Region V

- Individual budgets based on 75% of historical costs
- Use of risk pool for unexpected needs
- % of funds held for coordination and general management on whole group served
- Coordination and general management adjusted if person leaves a provider
- Consumers and case managers should know the cost of services
- Funds must be able to be moved around
- Day programs are not individualized yet (total program divided by # persons)
- All types of funds are put into a pool at the area agency. NH has flexibility on "service cross over"
- Any savings on services (below individual budget) goes into a pool

IV. New Hampshire State and Area Agencies Strategies to make Self Determination Successful

- Commitment to the values and concept from the top down
- Be principle driven
- Have an understanding that self determination does not equal independence
 - levels of support are still there, just address differently
- All staff must be "on board" with the concept - they become personally empowered
- Education to consumers which includes social skills training, being a self advocate, voter training and what it means to be a citizen
- Survey the satisfaction of consumers and build supports around what is learned
- Insist on informal supports and development of community involvement/awareness
- Need incentives to consumers to spend wisely and use informal supports
- Provide a fiscal intermediary to handle workers compensation, taxes, employment issues
 - (Typically consumers do not want to be employers)
- Make purchasing services simple
- State must give permission to the agency to be creative
- State must have a liaison with local agencies

- Case management teams can be effective so one person doesn't have to "know it all"
- Case managers must learn to give up "control" and back out as needed (i.e. family coordinating services, overseeing budget etc.)
- Provide a high level of support to case managers through training in budget management, negotiation training, ISP development, being a facilitation, working with a team, recognizing when to "let go"
- Create opportunities for consumers to find staff
- Provide incentives for staff to take on the role of "agent of change"
- Establish the amount of control all involved will have
- Provide consumers a choice to be a part of the project initially
- Provide mechanisms for consumers to write checks for services if they wish
- Responsibility for health and safety and monitoring must be decided "up front"

V. Barriers to Self Determination Identified by Area Agencies and State Staff

- Certification of living arrangements and services
- HCFA
- Individualized budgets and all budgeting activities
 - staff not trained to do this
 - more control but no clear process developed
- No financial support for change
- Slow process with no savings quickly
- Consumers and parents
 - afraid of change
 - don't want to take on more
 - lack of education
 - afraid to lose what they now have (base) if they demonstrate efficiency
 - failure and no safety net
- Liability issues - who is considered the employer

VI. Lessons Learned Through the NH Self Determination Project

- Involve the community, guardians and providers "up front"
- Case managers can't do all the educating
- Support risk takers
- Budgeting can't be done in a vacuum - involves knowing the community
- Work on dispelling fears early in the project
- Provide information and do public relations work "up front"
- Decrease the "meeting" format for getting things done
- When consumers and case managers know budgets, providers are more accountable
- Assure consumers know the responsibilities of being an employer if they choose to manage all aspects of a budget
- When developing new creative ways to pay for services, consult the business manager/accountant first
- Always check with Dept. Of Labor on taxable and tax free arrangements
- An electronic banking system won't have the capacity to deal the taxes
- An agency or independent accounting agency This become part of their budget

Self Determination Project

WORK PLAN DEVELOPMENT

<i>Topics</i>	<i>Barriers</i>	<i>Opportunities</i>	<i>Questions</i>	<i>Action Plan/Work Group</i>
Advocates				
Case Management				
Providers				
Families				

Topics	Barriers	Opportunities	Questions	Action Plan/Work Group
Housing				
Individual Budgets/ Allocation & Systems				
Legislature				
Waiver Plan				
Guardianship				
Dt&H				

<i>Topics</i>	<i>Barriers</i>	<i>Opportunities</i>	<i>Questions</i>	<i>Action Plan/Work Group</i>
County Agencies				
DHS/State Departments				
Contractors				
Federal Government				

SELF DETERMINATION PROJECT LOGO DRAFTS

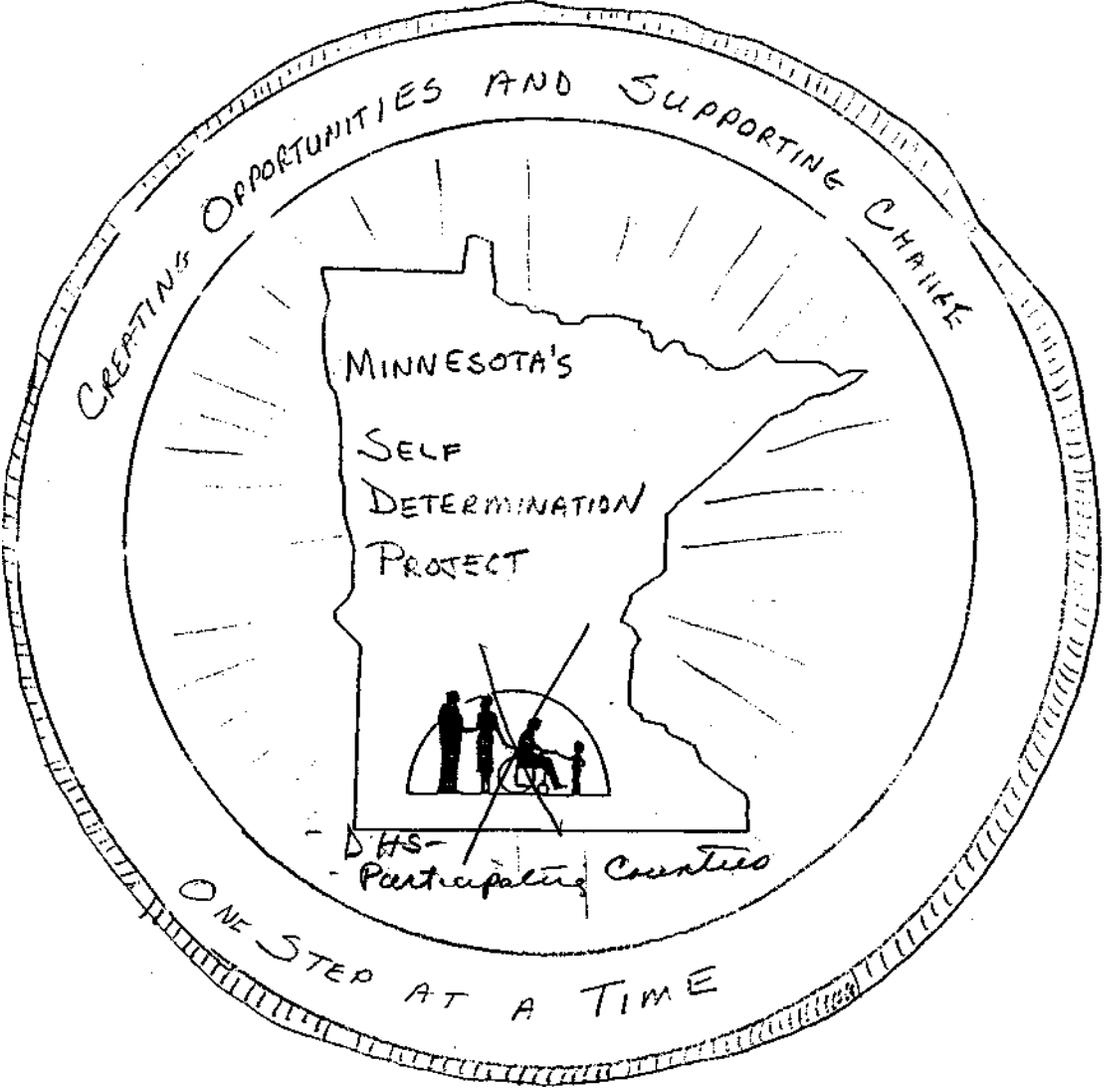
Please excuse my inability to draw...

Attached are some samples of possible logo ideas to use as an association with Minnesota's Self Determination Project. (The graphics division can make a choice presentable). The Communications Division at the Department is very particular about any new logos that circulate and there is a hierarchy of approvals to use one. However, I felt that a symbol and slogan to associate with the Project would help to recognize our activities throughout the state.

Please review the logos, add a new concept if you'd like, and decide if this is a good idea to pursue.

Thanks

Barb 



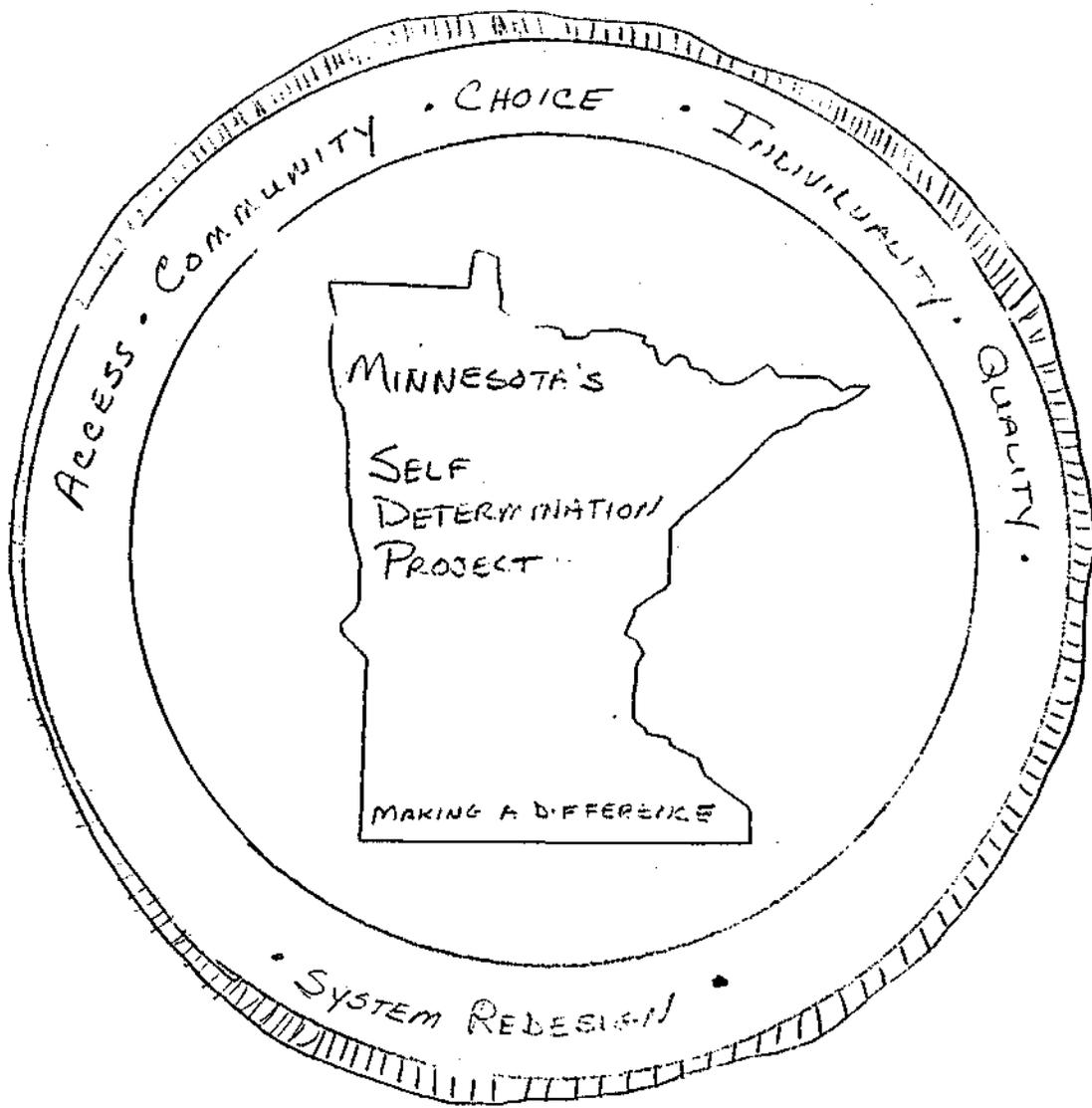
CREATING OPPORTUNITIES AND SUPPORTING CHANGE

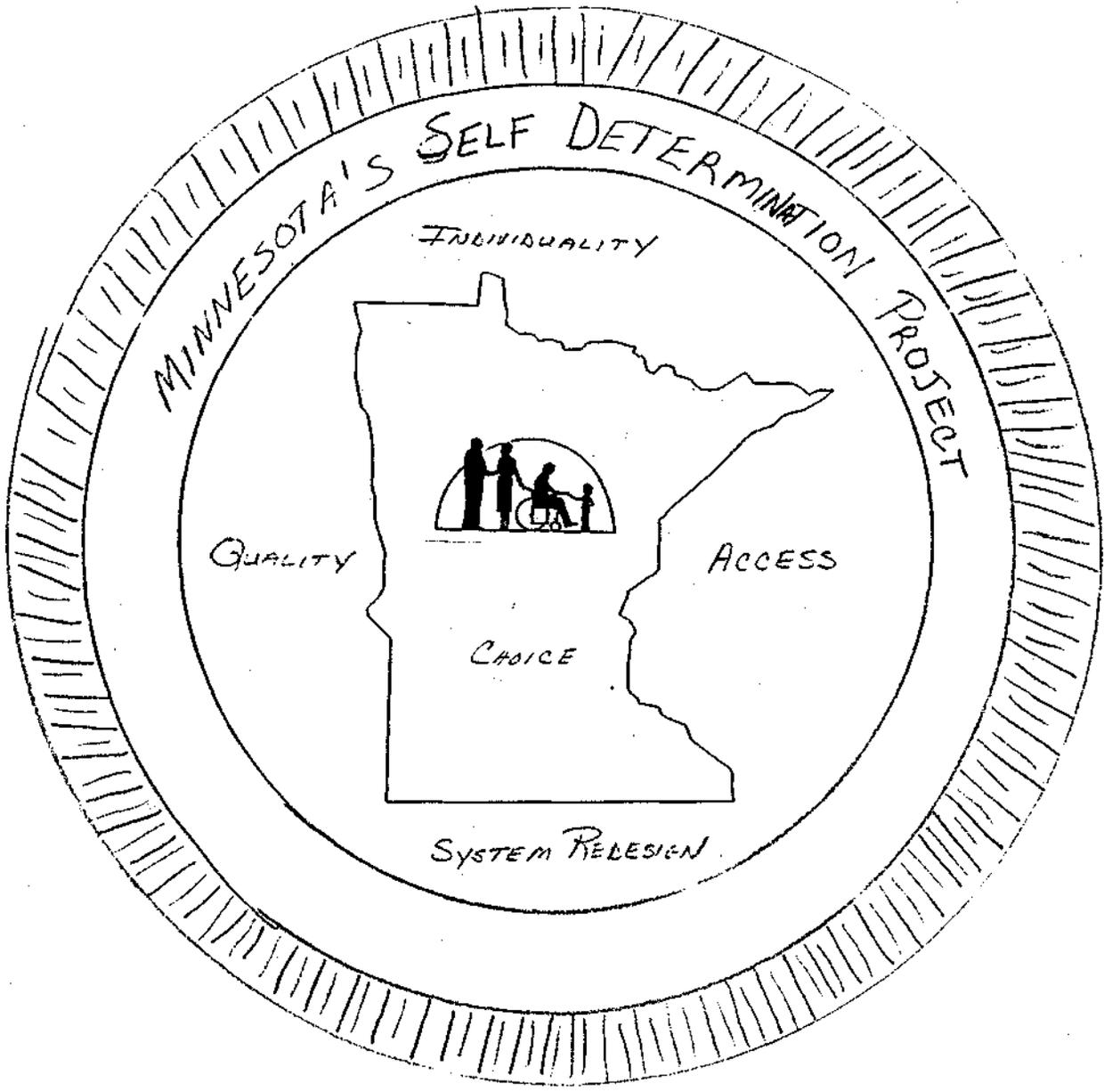
MINNESOTA'S
SELF
DETERMINATION
PROJECT

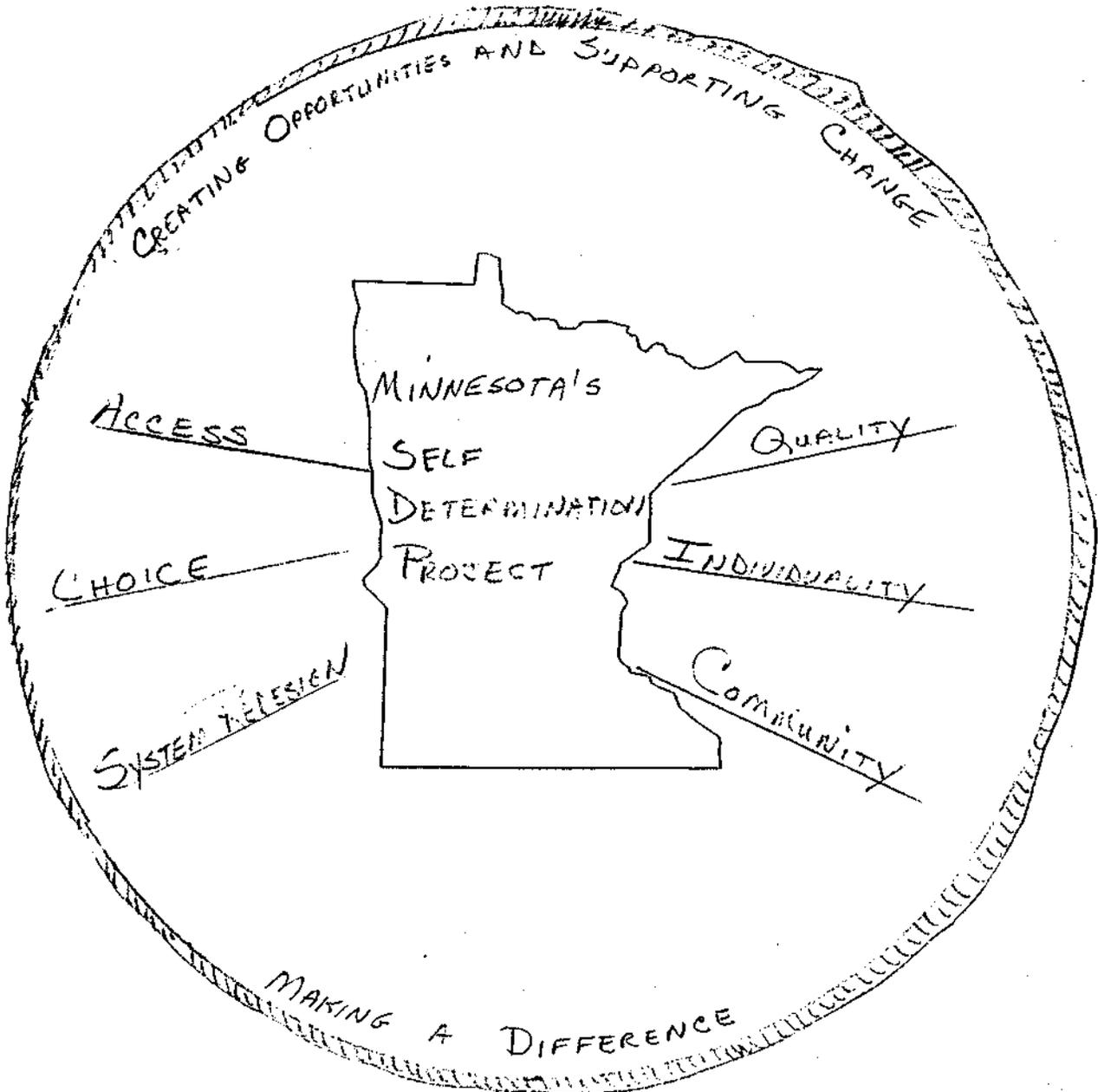


DHS - Participating Counties

ONE STEP AT A TIME







Self Determination Project

UPCOMING MEETINGS

DHS Support Staff Retreat

Thursday, April 17, 1997
8:30 am - 4:00 pm
Eagan Lottery Building

Individual Budgets Development Subcommittee

Friday, April 18, 1997
10:00 am - 12:00 pm
DD Resource Room

System Redesign Subcommittee

Friday, April 18, 1997
1:00 pm-3:00 pm
DD Resource Room

Consumer Education Subcommittee

Monday, April 21, 1997
1:00 pm-3:00 pm
DHS - Room 3 A

Visit from Don Shumway, Co-Director RWJF

Week of June 2, 1997
Meetings with subcommittees to be scheduled

SELF DETERMINATION TEAM MEETING MINUTES
3/12/97

Present: Jan, Dan, Bob, Carol, Katy, Darlene, Troy, Gerry, Katherine, Jill

1. Work Plan Discussion

Reviewed Olmsted/Dakota County Project questions and assigned team members to complete follow up in those areas. Refer to the updated work plan for specifics.

It is critical to view each individual county as a separate community when developing strategies for providing assistance and support. Plans should be tailored to meet their unique needs.

2. Reviewed MOU and the county contract. It was felt that we could incorporate the county contract language into a grant award letter, therefore, bypassing the cumbersome contracting process. Carol and Bob to meet to finalize the draft.
3. A copy of a welcome letter, agenda, and draft mou will be sent to counties 3/12 in preparation for the 3/21 kick off meeting. The meeting will be held at the Holiday Inn Select, off 35E and Pilot Knob Road. All team members are expected to attend.