



**DEPARTMENT OF
HUMAN SERVICES**

Solutions for Facilitating the Creation of Complex and Realistic Support Plans

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Learning Objectives

- Name the factors that exist which are causing this need to look at creative new ways to do service planning
- List strategies and tools to help teams to have open conversations, create strong support plans, and address concerns
- Understand technology options and funding to mitigate risk and increase independence and autonomy
- Gain and demonstrate knowledge of practical tools which encourage the use of informal/natural supports

Ground Rules for Today

- Be present and actively engage in discussions – we have several built into the session!
- Respect viewpoints and learn from each other
- Do not share private/confidential information

Factors Affecting Support Plans

- Person-centered practices
- Emerging technology
- Workload
- Available workforce

Workforce

- Reliance on direct support workers
- Direct support worker pay and benefits
- Available workforce

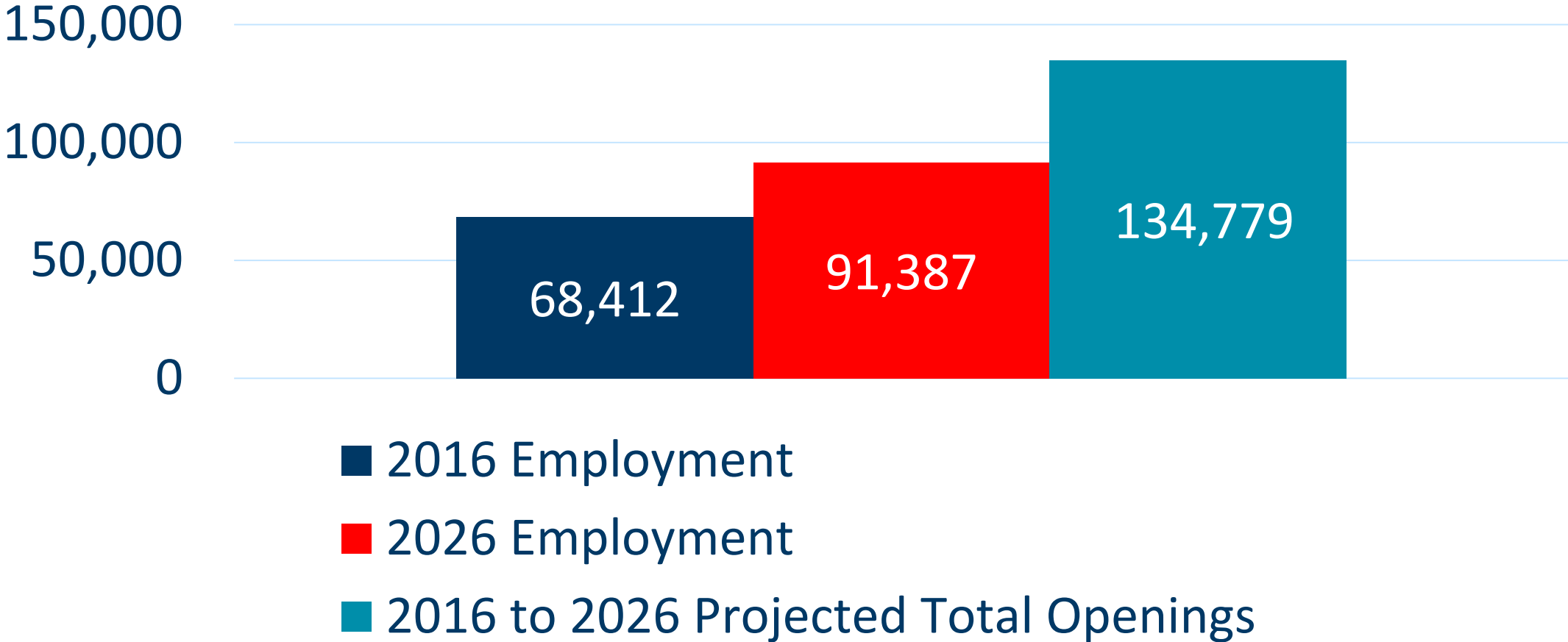
Reliance on Direct Support Workers

Reliance on direct support workers has steadily increased over time

- Spending on disability waivers
 - 2016: \$2.1 Billion
 - 2019: \$2.7 Billion (forecast)
 - 2022: \$3.1 Billion (forecast)

Reliance on Direct Support Workers (Cont.)

Growth in Personal Care Aides, 2016 to 2026, Minnesota



High Turnover & Vacancy Rates

39% annual turnover rate

61% annual retention rate



Of those DSWs who left their position, 46% left within 6 months of hire

15% of positions were vacant



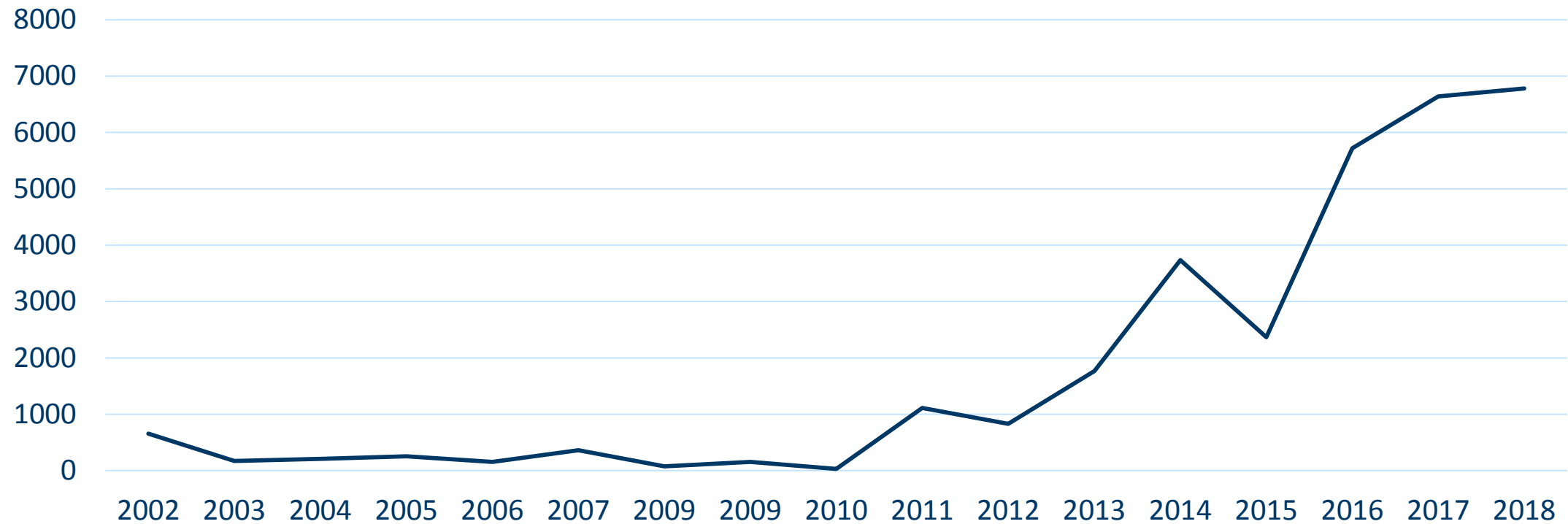
Available Workforce

“Labor force projections indicate slowing labor force growth in Minnesota until a low point of less than 0.1% average annual growth during the 2020-2025 period.”

-MN State Demographer's Office

Available Workforce (Continued)

Personal Care Aide Vacancies,
2002 to 2018 Fourth Quarter, Minnesota



What's being done about Workforce?

- Federal level
- State legislature
- State government
- Lead agencies and providers
- People with disabilities

Federal Level

- National Policy Discussion
- Technology Bill

Minnesota State Legislature

- DWRS Competitive Workforce Factor
- SEIU bargaining agreement
- New reporting requirements
- New Technology Advisory Taskforce

Olmstead Workforce Committee Recommendations

- 1) Increase worker wages and/or benefits
- 2) Expand the worker pool
- 3) Enhance training for direct care and support professionals

Olmstead Workforce Committee Recommendations (Cont.)

- 4) Increase job satisfaction (including quality of the job)
- 5) Raise public awareness by promoting direct care and support careers
- 6) Promote service innovation
- 7) Enhance data collection

Group Exercise #1

What problems have you had identifying resources to provide supports?

So Now What?

Support Planning must be done differently to adapt to current environment

- Increased choice and control by people with disabilities and their families
- Self-direction encouraged
- Individual versus group support planning

Group Exercise #2

How do you define support planning?

What is a Support Planning?

According to the DHS CBSM page for Support Planning:

“A person-centered process that helps people identify and access social, health, educational, vocational and other community and natural supports and services based on the person’s values, strengths, goals and needs. The process encourages the use of formal and informal supports.”

What Types of Support?

Effective support plans typically include:

- Technology
- Informal or natural supports
- Formal or paid services

Group Exercise #3

What successful approaches have you used?

- People with disabilities & their families
- Lead Agencies
- Providers

Considerations for Support Planning

- Find more resources
- Build in natural supports
- Prioritize what is most essential and available
- Incorporate technology

Tools for Natural Supports

Community Connections resources

- Creating Connections workbook from 2000's

<https://arcminnesota.org/ways-we-can-help/planning-your-future/creating-connections-workbook/>

- “Read My Lips: It’s My Choice” from the 1980’s

<https://eric.ed.gov/?id=ED444316>

- Residential Services, Inc. (RSI) Community Connections Innovations Grant (2017/18) – look for session at 2019 Odyssey conference

“Circle of Support” person-centered tool

Tools for Prioritizing

- Essential Lifestyle planning tool
- LifeCourse Trajectory tool
- Altair LifePlan tool

Group Exercise #4

What else would help people build strong support plans?

All Builds on Person-Centered Foundation

- Person-centered tools you already know
- Benefit planning
- Customized Employment process

Person-Centered Tools

Been around a while and still applicable:

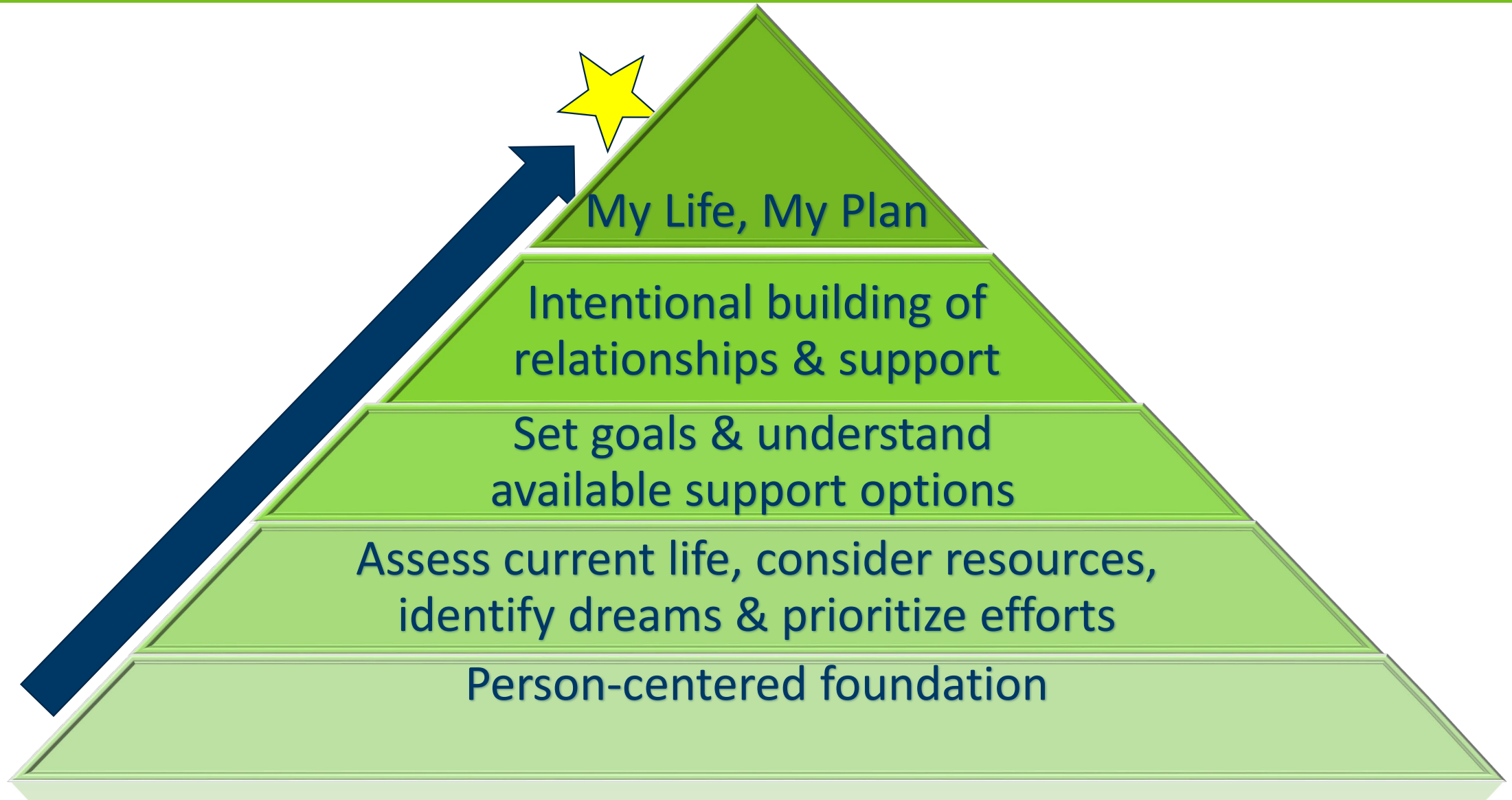
- “What Person-Centered Means to Me?” booklet
- “Important To” and “Important For”
- One page descriptions

Newer Person-Centered Tools

Newer Tools available:

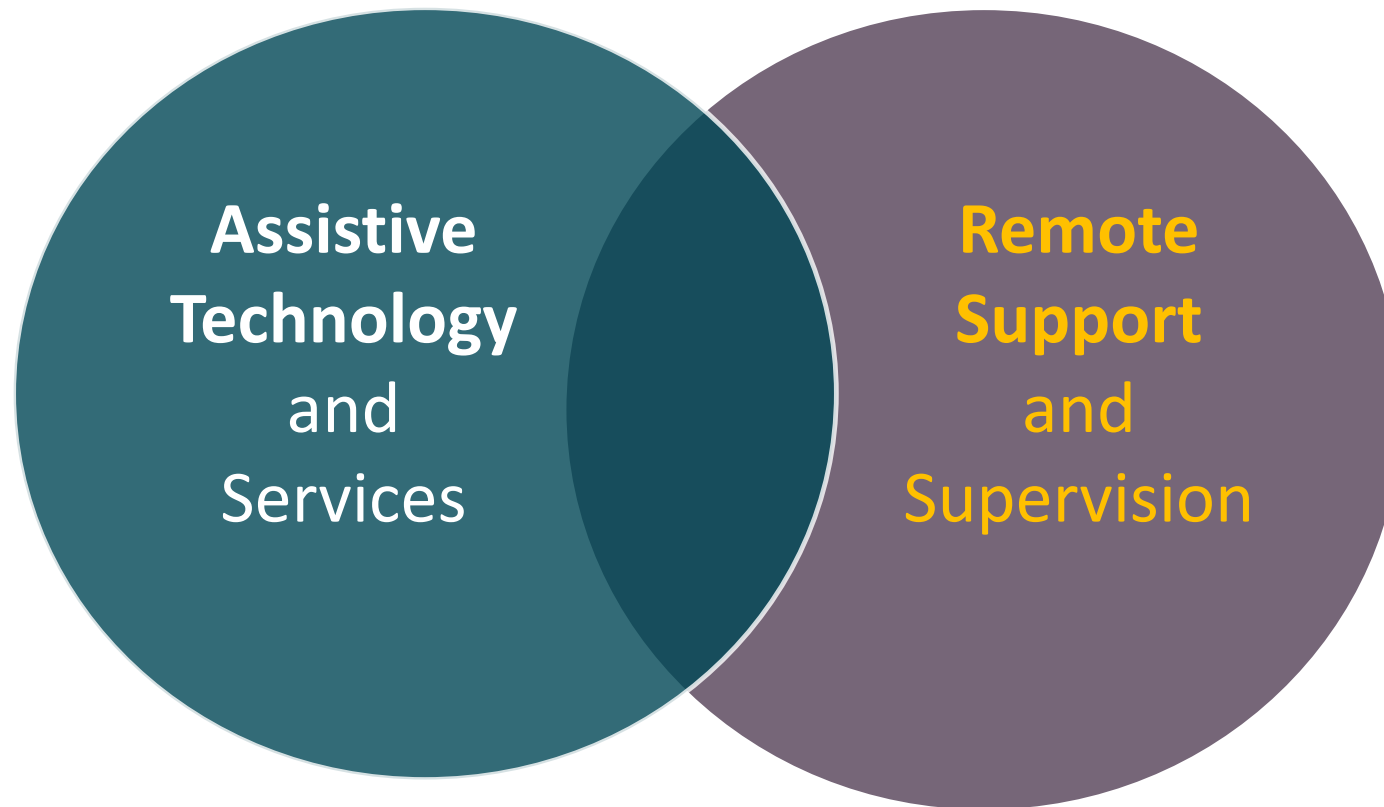
- LifeCourse tools
 - Life Trajectory
 - Integrated Star worksheet
- Check out Disability Hub MN for all of these tools and more

Building Solid Support Plans



Tools for Incorporating Technology

Assistive Technology and Remote Support



What is assistive technology?

- Low-tech equipment and tools that make it possible for a person to do a task or do it easier
- High-tech devices, open market and specialized software and equipment
- Human expertise to assess person's needs, design solutions, and train and support it's use

What is remote supervision and support?

- Real time, active supervision by remote caregiver
- Use of cameras or audio-video for two-way video/audio interaction
- Pendants, sensors and managing software, personal electronic devices, open market tools and apps

HCBS Waiver Services that Fund Technology

- 24 Hour Emergency Assistance
- Assistive technology
- Environmental accessibility adaptations
- Monitoring technology
- Personal Emergency Response Systems (PERS)
- Specialized supplies and equipment

State Plan Equipment Funding

State Plan covers Durable Medical Equipment (DME)

Equipment must:

- Be prescribed or ordered by a medical provider
- Primarily serve a medical purpose
- Be reusable
- Not be used for people without an injury or disability
- Be appropriate for home use

Durable Medical Equipment (DME)

Examples include:

- Hospital beds, pressure mattresses, lift beds and blankets
- Mobility aids - walkers, scooters, canes, crutches and wheelchairs
- Personal care aids - bath chairs, commodes, dressing aids
- Prosthetics and Orthotics
- Oxygen concentrators, monitors, ventilators & related supplies
- Kidney machines

Other Services Incorporating Support Technology

- Individualized Home Supports (IHS) Remote support
- Employment Services
- And more to come

Olmstead Goal on Technology

Incorporating technology is not just a good idea, it is an Olmstead Goal:

Assistive technology will be intentionally considered during assessment and planning for individuals being assessed through MnCHOICES

Legislative Requirement for Technology

- 245D intensive services requirements
- Coordinated service and support plan (CSSP) requirements
- Documentation requirements

--Statute Reference: 245D.071 subd.3d

Resources

- [ANCOR DSP Toolkit](#)
- [National Workforce Shortage Report](#)
- [Disability Hub Partners Page](#)– contains information for informed choice, work, benefits and other resources
- [Direct Support Connect](#)

Thank you!

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