

PUBLIC INPUT THEMES AND AGENCY RESPONSE

Background

The Olmstead Implementation Office organized various opportunities for public comment on the annual update and modification of the Olmstead Plan. This included public listening sessions, focus groups, and written input by email and the website.

These yielded over 102 comments from people with disabilities, families, supporters, lead agencies, and providers. Over 209 people attended the listening sessions and focus groups.

How to read this chart

The public comments have been grouped in themes and organized by the Olmstead Plan topic areas. Not all of the modifications to the Plan proposed by the agencies received public comments. Some of the comments relate to Plan strategies. Many of the comments relate to existing workplans or could be considered as a modification to a workplan.

PERSON-CENTERED PLANNING

Theme of Comments	Agency Response
Due to the workforce shortage there are not enough staff to execute person-centered plans. This includes how people engage in community life and where they live and work.	<p>Under the Person-Centered Planning topic area there is an approved strategy directing DEED and DHS to address this issue (page 40 of the Olmstead Plan).</p> <p>Additionally the agencies developed workplans PC 4B.1 and 4B.2 associated with this strategy. A report on progress is scheduled for the March Subcabinet meeting.</p>
<p>There are no consistency standards or quality control for person-centered plans.</p> <p>The individual and their choices must be at the center of their person-centered plan. Informed decision making is crucial for all topics in the plan. This includes how people engage in community life and where they live and work.</p>	<p>The Subcabinet approved the Person-Centered, Informed Choice and Transition Protocol in March 2016. This set of protocols provides guidance on application of person-centered practices. In addition the Plan includes strategies on the effective use of person-centered practices (page 39 of the Olmstead Plan). These strategies are addressed through a series of workplan activities (pages 4-6 of the Olmstead Plan workplans). A summary report to the Subcabinet on progress of these workplan activities will be presented to the Subcabinet at the July 2018 meeting.</p> <p>In the Person-Centered Planning topic area, strategy 2 (page 40 of the Olmstead Plan) requires evaluation of the effectiveness of person-centered planning. The agency reports quarterly audit results to the Subcabinet.</p> <p>Additionally the agency is proposing to modify Person-Centered Planning Goal One. The proposed change will measure performance on key elements of person-centered planning to determine where remedial training may be necessary.</p>

[AGENDA ITEM 6c1]

Theme of Comments	Agency Response
Providers have a conflict of interest when participating in person-centered planning due to their financial and business interest.	The Coordinated Services and Supports Plan is informed by person-centered principles. The Plan identifies the services and supports that individuals are eligible for and have chosen. Current statute and policy places limits on provider participation in the assessment or development of this Plan to avoid conflicts of interest.

TRANSITION SERVICES

Theme of Comments	Agency Response
The person-centered protocols are to be implemented when individuals are transitioning. The measurable goal of 50% by 2018 seems too low.	DHS has proposed modifying the Transition Services Goal Four to a more precise measurement. Performance will be measured on 8 key elements of person-centered practices and reported to the Subcabinet quarterly. This modified measure will highlight performance for each of the 8 key elements to identify where remedial technical assistance should be targeted.

HOUSING AND SERVICES

Theme of Comments	Agency Response
There is a shortage of affordable accessible housing.	<p>MHFA and DHS will consider adjustments to Olmstead Plan workplans in the following areas:</p> <ul style="list-style-type: none">• Conduct gaps analysis of accessible housing opportunities for persons with disabilities in Minnesota, through surveys and data evaluation, leveraging HousingLink's work. Utilize data collected by DHS Aging and Disabilities Divisions and identify how Minnesota Housing and other state housing resources are serving persons with disabilities.• Evaluate and enhance existing funding resources to provide preference in housing developments for persons with disabilities• If found effective, seek additional resources to expand the Landlord Risk Mitigation Fund program.
There is a shortage of resources to make accessibility improvements.	<p>MHFA and DHS will consider adjustments to Olmstead Plan workplans in the following areas:</p> <ul style="list-style-type: none">• Provide education and outreach of existing homeownership programs to make accessibility improvements• Evaluate resources that are available to make accessibility improvements on a single rental unit

[AGENDA ITEM 6c1]

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<p>There is a shortage of resources to support transitions from segregated to integrated housing.</p>	<p>MHFA and DHS will consider adjustments to Olmstead Plan workplans in the following areas:</p> <ul style="list-style-type: none"> • DHS and Minnesota Housing will collaborate with housing and supports activities in the state’s Olmstead Plan that increase the number of people with disabilities who live in the most integrated housing of their choice. • Minnesota Housing will continue to provide rental assistance to persons with serious mental illness, and evaluate program effectiveness. • Minnesota Housing and DHS will continue implementation of the Section 811 rental assistance pilot, partner with HUD in program evaluation, and if found effective, consider other funding sources available for similar program should no further federal assistance become available. • Leverage Minnesota Housing and DHS relationship to explore more streamlined connections between housing and support services. • Develop housing planning tools on HB101.org to help persons with disabilities make informed choices about their housing options. <p>Another effort relates to the Governor’s Housing Task Force. The Governor issued an Executive Order in December 2017. The task force will be examining issues such as the supply of safe, affordable, and accessible housing and housing stability. It is anticipated that the task force recommendation will be available in late summer 2018.</p>

EMPLOYMENT

Theme of Comments	Agency Response
<p>Continue center based employment/sheltered workshops because this is the most integrated setting for some people.</p>	<p>The Olmstead Plan specifically states: “Employment is not about eliminating certain options or closing specific facilities, instead it is about the state taking affirmative steps that include providing information about the benefits of integrated settings; facilitating visits or other experiences in such settings; and offering opportunities meet people with disabilities who live, work and receive services in treatment settings, with their families, and with community providers.” (page 51 of the Olmstead Plan)</p> <p>In the Person-Centered Planning topic area under “Statement of core values and principles of person-centered planning” (page 36 of the Olmstead Plan) the principle of informed choice is identified as central to the Olmstead Plan.</p>

[AGENDA ITEM 6c1]

Theme of Comments	Agency Response
There are wide gaps in the in-school transition school work experience and competitive employment.	DHS and MDE collaborate in developing new approaches such as promoting early work experience. This is an identified strategy in the Employment topic area (page 55 of the Olmstead Plan) which includes a series of strategies with associated workplans. (page 22 of the Olmstead Plan workplan).
There are wide gaps in understanding the needs of employers and the employers' understanding of the needs and accommodations for individuals seeking competitive integrated employment.	DHS is addressing this issue through implementation of the employment development service on the Home and community Based Services waivers. This is supported by a strategy in the Olmstead Plan (page 56).
Work with more employers to incentivize the hiring people with disabilities. Provide training for employers on how to hire and retain people with disabilities	In the Employment topic area there are two strategies (Olmstead Plan page 55) (1) Reform funding policies and (2) develop additional strategies to increase competitive integrated employment. Both are seeking to increase funding and training opportunities to improve employer's capacity to hire people with disabilities.
Transportation is a big barrier to employment	At this time there is no cross agency goal or strategy specifically identified to improve employment transportation. The Olmstead Plan includes a strategy (page 71 of the Olmstead Plan) that is seeking to address the gap. The associated workplan (page 39 of the Olmstead Plan workplan) is focused on the development of Regional Transportation Coordinating Councils (RTCCs) The councils are in their development phase and are looking to more efficiently manage transportation options and be responsive to changing transportation needs. The goals to increase service hours and span of service are also part addressing the transportation barrier to employment.
People with disabilities need more access to full time employment	The Employment topic area includes a strategy to develop additional strategies for increasing competitive integrated employment (page 55 of the Olmstead Plan). Agencies will consider amending the associated workplan to include increasing access to full time employment.

LIFELONG LEARNING AND EDUCATION

Theme of Comments	Agency Response
Can MDE report data on students entering post-secondary education by disability type?	MDE will consider adjusting the workplan to explore the capacity of the postsecondary enrollment data system to determine whether data may be disaggregated by disability category without compromising data practices requirements.

[AGENDA ITEM 6c1]

Theme of Comments	Agency Response
The number of students monitored for appropriate assessment and use of assistive technology seems low	MDE is scaling up evidence-based practices in the consideration of assistive technology for students with disabilities. This will incorporate annually larger numbers of student IEP's in annual measurements of progress toward Olmstead Plan goals. (page 32 of the Olmstead Plan workplans)

WAITING LIST

Theme of Comments	Agency Response
There should be sufficient funding to ensure people who receive a waiver allocation can purchase all the supports they need	Waiver service funding is authorized by the legislature.

TRANSPORTATION

Theme of Comments	Agency Response
<p>There is difficulty getting around and getting to legislators to advocate.</p> <p>We need expanded transportation hours and weekends to make employment and social activities possible</p> <p>There is no taxi service for people to use, nor is the bus available outside of business hours. This impedes on social events, evening shifts at work, and all weekend activities.</p> <p>Greater MN struggles with access to the Internet, especially for those on limited incomes. In order to access the Internet, one must go to the library, but needs transportation to get there.</p> <p>Transportation problems limit people with disabilities participation in civic meetings</p>	<p>Transportation topic area goals three and four (page 69 of the Olmstead Plan) call for expansion services in Greater MN and the Twin Cities metropolitan area. The number of service hours, span of service, and efficiency of transit services are projected to increase. This will enable a broader variety of trips for hours and days of service.</p>
Why are the goals to expand transit services limited?	The goals to expand transit services are consistent with the targets set by the MN legislature.

[AGENDA ITEM 6c1]

Theme of Comments	Agency Response
Transportation needs for housing is closely connected to employment and social activities. Where people live directly impacts how they get to and from work and engage in community life.	The Olmstead Plan includes a strategy (page 71 of the Olmstead Plan) that is seeking to increase access to transportation. The associated workplan (page 39 of the Olmstead Plan workplan) is focused on the development of Regional Transportation Coordinating Councils (RTCCs) The councils are in their development phase and are looking to more efficiently manage transportation options and be responsive to changing transportation needs.

HEALTH CARE AND HEALTHY LIVING

Theme of Comments	Agency Response
Is the current Minnesota Oral Health Plan going to be updated?	MDH has completed an interim revision to the MN Oral Health Plan. Input is being sought from multiple sources. This includes an array of advocacy groups and providers. Public comment will be sought through the MDH website in the next few months.

POSITIVE SUPPORTS

Theme of Comments	Agency Response
The decreased use of mechanical restraints is a good this but has gone too far. Staff do not have the ability to restrain an individual or do not have effective tools to prevent an individual from harming themselves	The Positive Supports topic area identifies two strategies to improve and increase the effective use of positive supports and to reduce the use of restrictive procedures positive supports (page 83 of the Olmstead Plan). The associated workplans call for expanding the Positive Behavior Interventions and Supports model across the state, implement the Statewide Plan for Building Effective Systems for Implementing Positive Practices and Supports and report progress annually to the Subcabinet (page 48 of the Olmstead Plan workplans.

CRISIS SERVICES

Theme of Comments	Agency Response
There needs to be an increase in crisis services, step down services, and timely access to alternative supports when the individual no longer needs crisis services. This applies to both children and adults.	Crisis Services topic area includes goals 4 and 5 that call for expanded stable housing and support services upon discharge from hospitals and timely access to clinically appropriate services with placement when necessary. Also included are three broad strategies to implement a legislatively funded expansion of crisis serves, develop process to evaluate effectiveness and improve the effectiveness of crisis services (pages 86-88 of Olmstead Plan). Many workplan items supporting these activities are scheduled to be implemented during 2018. (Pages 54-56 in the Olmstead Plan workplans)

COMMUNITY ENGAGEMENT

Theme of Comments	Agency Response
Increase the opportunities for people with disabilities to serve in leadership capacity	The Community Engagement goal #1, is proposed for amendment to increase opportunities for leadership. Additionally new key activities will be included in the workplan for engaging people with disabilities including self-advocates and leaders. These activities will focus on collaborating with external partners to research, develop and implement a model to build networking, training, and capacity-building opportunities.
Publicize life experiences of people with disabilities in employment, education, housing, and engagement in community life	The Olmstead Community Engagement Workgroup recommended using the Telling Your Story app from the Minnesota Governor's Council on Developmental Disabilities . This model is a model for telling and sharing personal stories with decision-makers. In the Communications workplan – 2.C., the OIO has reviewed and will be adapting this telling your story format to enable people with disabilities and their families to tell their “Olmstead” story of integration and choice. The new key activities in the work plan will include plans for adaptations, implementation and publication of stories.
Increase opportunities for people with disabilities to connect and network.	<p>Community Engagement goal #1 is proposed to be modified to increase opportunities to connect people with disabilities to networking opportunities such as the Olmstead Community Engagement Workgroup, MNCCD's Tuesdays at the Capitol, Olmstead Academy, and other identified networking and training opportunities.</p> <p>The work plan will also include a new key activity for the Olmstead Community Engagement Workgroup under strategy #5. The workgroup will provide recommendations for building effective networking opportunities for people with disabilities throughout the state, to improve awareness of Olmstead and to strengthen skills for self-advocacy and community leadership.</p>
Communication and Awareness of Olmstead	OIO revised its Communications Plan in November 2017 in collaboration with the Olmstead Community Engagement Workgroup and is currently working to redesign the tools and strategies used to communicate with the public. In 2018, through the Communications Plan, OIO seeks to build awareness and impact of Olmstead through social media, email, websites, newspapers, local community partners, trainings and presentations, and ongoing reciprocal communication with people with disabilities throughout the state.

[AGENDA ITEM 6c1]

Theme of Comments	Agency Response
	<p>The strategic focus within the OIO Communications Plan is to conduct target outreach and communication with traditionally underrepresented groups - people with disabilities, communities of color, immigrants, refugees, and LGBT communities, etc.</p> <p>The OIO staff will work to create and disseminate plain language, accessible materials to increase awareness of Olmstead throughout diverse disability communities. This activity will be amended into the Communications workplan for Strategy 4.</p>
Work needs to be done to improve accessibility	<p>OIO will include a new key activity in the workplan to address issues of accessibility. OIO will identify resources on improving accessibility and will work with Minnesota Department of Human Rights and other external state agencies and councils to enhance accessible engagement within our state agencies.</p> <p>OIO is currently collaborating with the Governor's Office on important workplan activities 1A.6 and 1A.7 in the development and implementation of training for governor-appointed boards and commissions to develop their knowledge and awareness around accessibility and inclusion. OIO also collaborated with the Department of Human Rights and the Governor's Office to provide Informational Sessions for individuals with disabilities and people of color around the state regarding the Boards and Commissions Appointment Process.</p>

PREVENTING ABUSE AND NEGLECT

Theme of Comments	Agency Response
The prevention of abuse and neglect report should be implemented	The Subcabinet accepted the report at the January 29 th meeting. The Subcabinet requested the MDH, DHS, MDE and the office of the Ombudsman for Mental Health and Developmental Disabilities to convene a workgroup to identify specific recommendations to be addressed with associated strategies and workplans. These will be presented at the May 2018 Subcabinet meeting.

ASSISTIVE TECHNOLOGY

Theme of Comments	Agency Response
Assistive technology should be clearly defined	Assistive technology is clearly defined in the AT Act of 1998, as amended.

[AGENDA ITEM 6c1]

GENERAL COMMENTS

Theme of Comments	Agency Response
More funding is needed to fully implement the Olmstead Plan	This was a theme in a number of areas such as disability services, health care, housing, and transportation.
Guardianship, as it is currently practiced, does not allow people with disabilities to exercise choice and make major life decisions	There were a number of examples provided where public guardians did not support the individual but supported the county, or provider. Several suggestions about MN adopting an alternate decision making process.
There is a need for interpretive services in hospitals.	People identified examples of where people who use ASL went to the hospital and were not provided interpretive services
Individuals from a Deaf Senior Citizens group are advocating to recognize integration settings to be places where use ASL. Segregation is being forced into settings with the majority of hearing community without access to communication (ASL).	This group is working to establish settings where ASL communication and other aspects of the deaf community culture are predominant. There is resistance to these efforts due to the interpretation that such setting are segregated.

[AGENDA ITEM 6c1]