Building Community Capacity

A Provider Perspective on Quality and Community Supports

NASDDDS
Mid-Year Conference
June 7, 2018
Topics

• Fundamentals of a Quality Framework
• Advocacy Efforts Driving Change
• External Influences Impacting Change
• Transforming Community Supports
About Bethesda

Operating at locations across the United States, we are an organization that succeeds through the passion of our employees and volunteers who make a difference every day in the lives of those we support.
Bethesda by the Numbers

1,800+ People served
3,000+ Employees
300+ Programs

States Where We Operate
1. California
2. Colorado
3. Illinois
4. Indiana
5. Kansas
6. Michigan
7. Minnesota
8. Missouri
9. New Jersey
10. Oregon
11. Texas
12. Washington
13. Wisconsin
Our Services

We offer an evolving spectrum of supports that reflect the needs and desires of the people and families we serve.

We foster independence and community inclusion.
Fundamentals of a Quality Framework
1. **Compliance**
   - Compliance with external rules and regulations
   - Compliance with internal expectations

2. **Enhancement**
   - People achieve goals and dreams that matter to them as a result of plans being implemented
   - Supports result in meaningful and measurable results for people

3. **Satisfaction**
   - People Receiving Support
   - Employees
   - Parents/Guardians
   - Other Stakeholders and Partners

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**Fundamentals of a Quality Framework**

- (+) High Service Quality
- Greater Satisfaction
- Minimum Quality Standard
- Significant Deficiencies
- Poor Satisfaction
Integration of Data Provides Greater Insights

- Include both external and internal sources
- Capture data points from multiple perspectives
Common Barriers to Effective Quality Systems

• Data is collected, but not aggregated
• Data is not used to drive quality
• Quality management systems and practices are not integrated
• Training and education are not linked to quality improvement efforts
• Quality Management Systems become too complex
How Bethesda is Addressing Barriers

• Keeping the focus simple and targeted
• Leveraging technology to enhance responsiveness
• Linking training and education with quality
• Defining success as increased quality of life for people
Focusing on Outcomes and Quality of Life

- Community Based Supports
- Technology
- Housing Options / Residential Supports
- Employment
- Community Relationships
- Transportation
- Faith Support

Self-Direction

Independence / Inclusion

Social Capital

Satisfaction

Quality of Life

Bethesda
Advocacy Efforts Driving Change
Advocacy Efforts Driving Change

- People with I/DD and their families advocacy impacting change
- Local and national advocacy efforts sustaining and enhancing systemic change
- Bethesda has expanded public policy efforts; shifted to proactive approach vs. reactive
- Recent addition of Kurt Rutzen – Disability Advocate position

Supported by 2014 Settings Rules:
- People chose where they live
- People have the opportunity to work
- People enjoy friendships and relationships
- People are supported to be active members of their communities

_to the same degree as everyone else!
Adapting to Changing HCBS Environment

- Listening to people with I/DD and families
- Conducting focus group conversations
- Supporting choice, independence, integration
- People want friends and relationships
- Promoting active community membership
- People want competitive jobs for competitive wages
- People coming into the system choosing individualized, integrated supports
Shift in Where People with I/DD Live

Individualized Settings – **81.6%**
- Own Home
- Family Home
- Host Home
- Group home 1 – 3 people

Congregate Settings – **18.4%**
- Group home 4 – 6 people
- Group home 7 to 15 people
- Group home 16+

1,228,700 People Supported

* University of Minnesota – 2016 RISP data
Residential Growth Projection

U.S. DEMAND FOR NEW I/DD RESIDENTIAL SERVICES IN 2020 IS 113,000 PERSONS WITH I/DD

2020 projected based on data from 2000-2013

Employment Trend – Positive Trajectory

- Employers continuing to diversify their workforce
- People with disabilities tend to benefit from tight labor market
- Bethesda closing last workshop paving way as Employment First Organization

External Influences Impacting Change
External Environment Influencing Change

Provider Capacity

- Medicaid Funding & MLTSS
- Change in Diagnostic Patterns
- Demographic Shifts
- Cognitive & On-Demand Technology
- Affordable Housing
- Cultural Acceptance of Disability
- Labor Market
- Stakeholder Engagement
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Labor Market

• Workforce crisis – estimates through 2020
  • 1.2 million additional Direct Support Professionals (DSP) needed, a 37% increase
  • Labor force of adults between 18-39 expected to increase by only 7%

• State unemployment trends
  • National unemployment rate of 3.9%, April 2018

• State and municipal minimum wage laws
  • Municipal pressures in Minneapolis, Fremont and Seattle
  • Medicaid funding not always in sync to address change in minimum wage
Medicaid Funding

Medicaid Spending Trends Unsustainable

Average State and Federal Expenditures in Billions of Dollars

Managed Long-Term Services and Supports (MLTSS)

- Unsustainable Medicaid spending
- State budget deficits, significant waiting lists
- Flexibility to deliver innovative solutions
- Contract and rate-setting transparency imperative
- Requires collaborative partnerships
  - People with disabilities, families, State, community based organizations, and payers
- Create network and provider capacity to support choice, self-determination, outcomes
Transforming Community Supports
Transforming Community Supports in Minnesota

• Listening and reacting to people with I/DD and families desire for innovative supports and solutions
• Collaborating with State Director & team throughout process
• Adapting Bethesda business model
  – ensuring scalability and sustainability
• Aligning efforts with State HCBS transition plan
• Closing ICF services through person-centered transitions
Transforming Community Supports in Minnesota

• Partnering with State through Disabilities Innovation Grant
  – Target young adults transitioning from school-based supports and other young adults
  – Diversion from what traditional “system” typically offers

• Creating array of integrated community supports
  – Partnering with State to crafting vision and direction for Life Sharing options
  – Integrated, competitive employment supports
  – Supports for active community life
  – Utilization of technology
  – All non-facility based supports
  – Scalable model to deploy outside of metro areas
Transforming Supports - Responding to Change
Customized Supports – Successful Outcomes

Meet Chelsea – “A working woman at Culvers”

https://youtu.be/EBCqE3kBeU8
Questions – Comments

Thank You!

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