

Person-Centered and Self-Directed Services

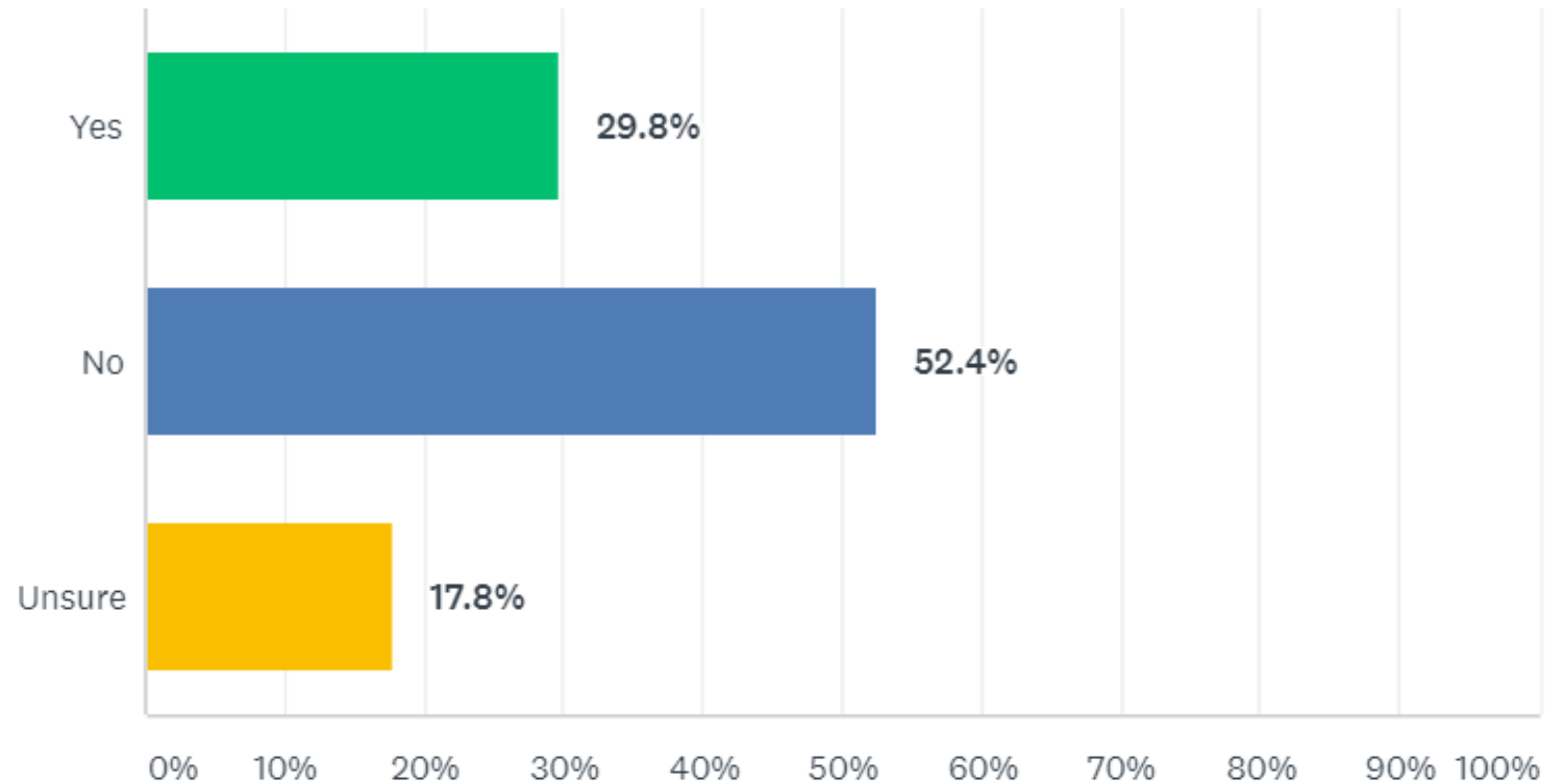
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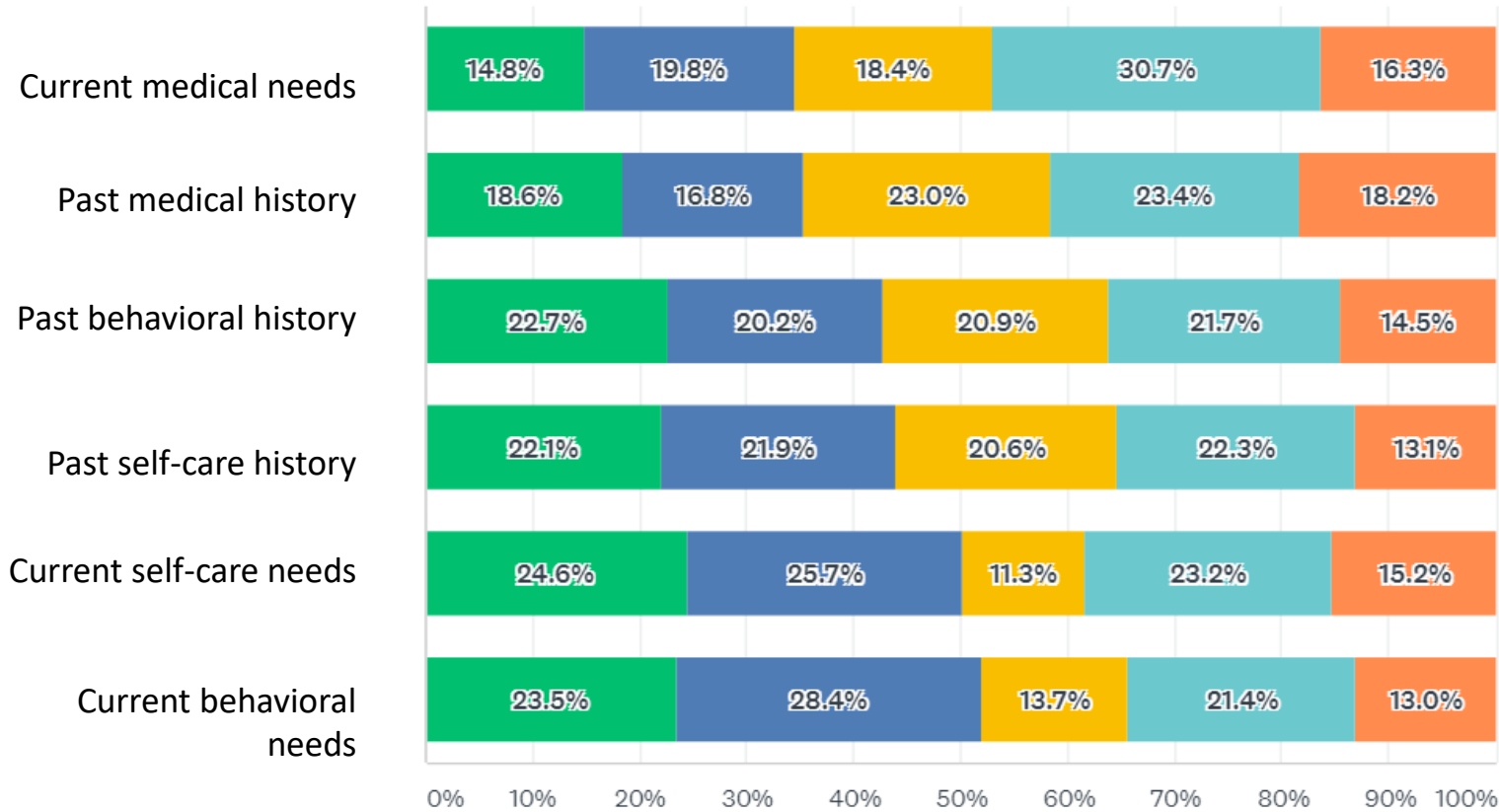
NJCAT Survey

- Online survey
- From October 12, 2020 to November 30, 2020
- 1,046 respondents
 - 704 respondents (67.8 %) have completed the NJCAT
 - Programs:
 - 45.5% - Supports Program
 - 35.6% - Community Care Program
 - 18.9% - Not sure/Not determined

Do you think the NJCAT accurately assesses your/ your loved one's unique needs?



NJCAT accurately captures my/my loved one's following needs

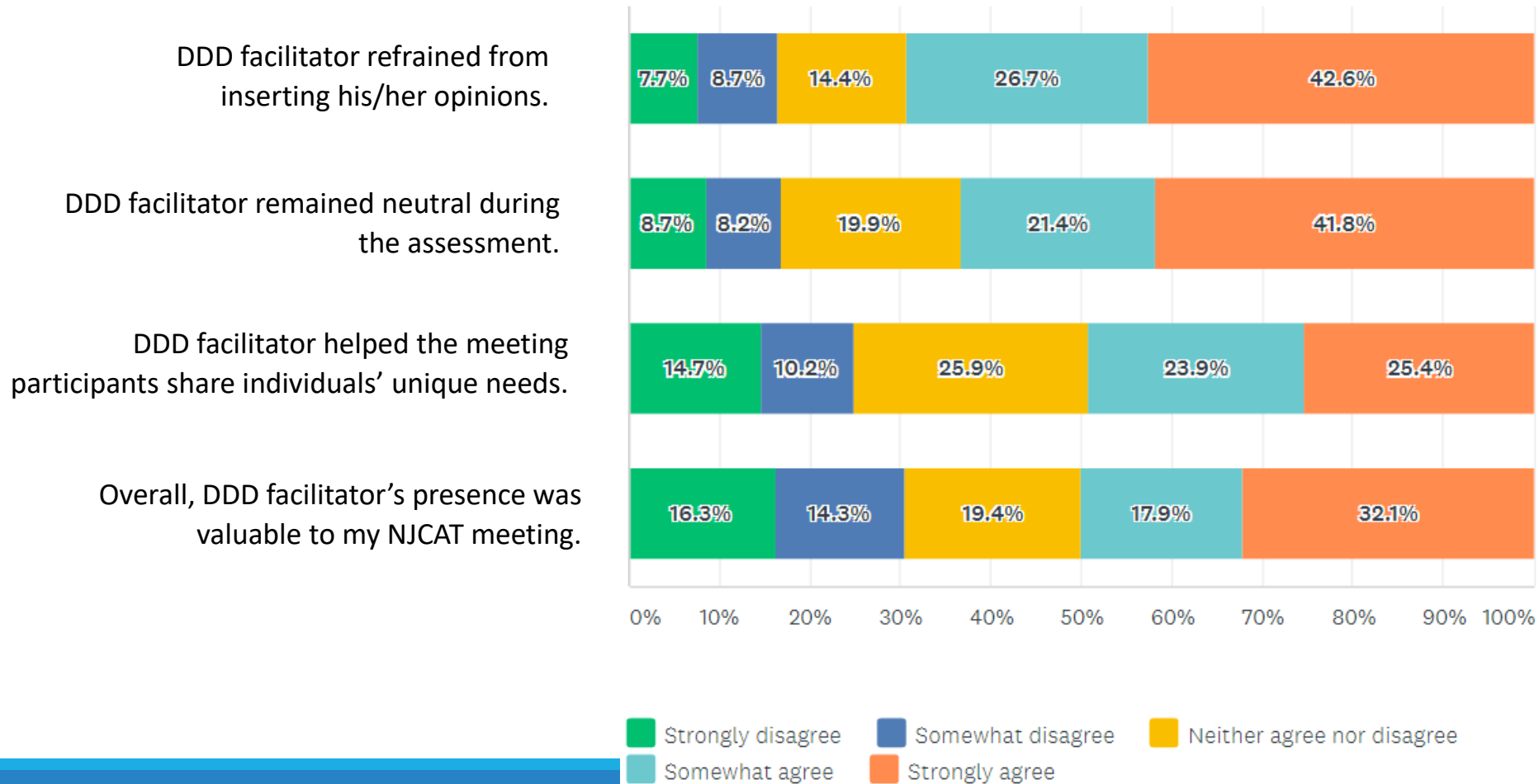


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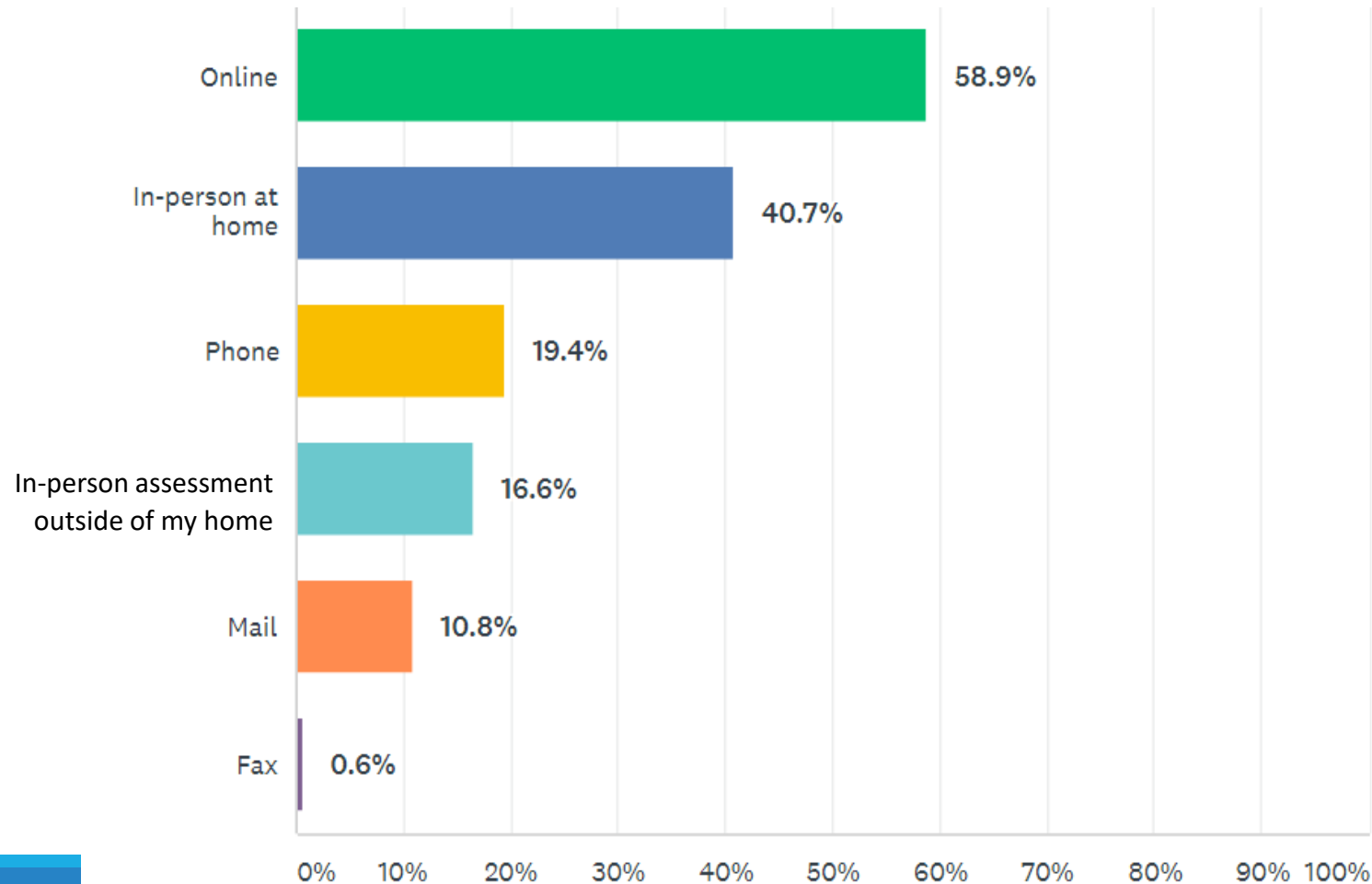
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Strongly disagree Somewhat disagree Neither disagree nor agree
Somewhat agree Strongly agree

Feedback on DDD Facilitator's involvement



Preferred method(s) for completing the NJCAT (multiple choice)



Top 7 areas for improvement (n=274)

1. Make questions easier to understand and more thorough (18.6%)
2. Improve reassessment process (13.1%)
 - Barriers to reassessment were reported
3. Parties involved in assessment process (7.7%)
 - “Key person” should be present in the assessment (e.g. parents, Support Coordinator)
4. Level of behavioral supports/needs (6.9%)
5. Medical supports and challenges (6.0%)
 - The assessment needs to better capture complex behavioral and Medical needs
6. Need for multiple assessments (4.6%)
 - “One questionnaire is not appropriate to accurately determine the ability of individuals with wide range of disabilities.”
7. Educating parents/guardians (4.6%)

Recommendations

1. Provide support and create educational materials for individuals and families

- a. Review existing materials and identify the gaps.
 - How to provide comprehensive and accurate information on the unique needs of individuals with I/DD
 - Reassessment process
 - Rights of Appeal
- b. Make educational resources in various formats including webinar and factsheet
- c. Create a web page where individuals, families, and professionals can easily find resources

2. Increase flexibility and choices

- a. Individuals and families should have the choice of having a Division facilitator present
- b. Individuals and families should be able to choose the most comfortable and efficient method for NJCAT including online, in-person, phone, or mail.

Recommendations (cont'd)

- 3. Revise and enhance the NJCAT to be a more person-centered document and capture needs more accurately**
 - a. Expand or revise questions to address behavioral and self-care needs
 - b. Expand the timeframe from last 6 months to 12 months
 - Add a section to collect important historical information in order to best support individuals
 - c. Collect not only quantitative data but also qualitative data such as narrative and example of individuals' complex and unique needs

- 4. Promote person-centered practices in a context of individual/family involvement and team approach**
 - a. Parents, guardians, or other important parties who know individuals well should be invited to the assessment regardless of where they reside (e.g. group home)

Recommendations beyond NJCAT

Reconvene the Self-Directed Policy Committee under DDD in September 2021

- Create a Division-wide initiative to promote and embrace Person-Centered Thinking and Planning within both Self-Directed Services and Provider Managed Residential Services
- Revise the Division's webpage in regards to the Self-Directed Services to highlight the philosophy of Person-Centered Thinking and Planning and to increase flexibility
- Include Person-Centered Thinking and Planning training and resources available to not only individuals and families but to Division staff, Support Coordination and Provider Agencies

Recommendations beyond NJCAT (cont'd)

- To bring back the importance and focus of the Tenets of Self Direction which are:
 - Freedom-Freedom to choose the services/supports that work best for the individual,
 - Choice-a choice of a variety of opportunities of how to live their best lives,
 - Control- of their resources and supports,
 - Confirmation-by having self -advocates at the table when creating policies that impact them, and
 - Contribution-The freedom and supports for individuals to make their contribution as citizens in their local communities
- Offer and promote peer support and/or mentoring so that “best practices” in Person-Centered Thinking and Planning and Self-Directed Services can be shared and implemented for all people served including those in provider managed residential settings in order to create systemic change. Non-disability specific activities are not being included as part of someone's ISP when they are living in a group home
- Establish a more robust Person-Centered and Self-Directed education and training system for individuals and families, DDD professionals as well as all service providers

Closing remarks

Our system must go back to the basics of Person-Centered Thinking and Planning and Self-Direction in order for it to work for people using Self-Directed Services or living in a Provider-Managed setting. Person-Centered plans create Person-Centered lives, something everyone strives to live, with or without a disability.

This Committee would like to respectfully request a follow up meeting with you as well as a timeframe for that to occur.