

NC DHHS HCBS State Consumer and Family Advisory Committee Feedback 2015

<i>How can we better support you to be more involved in your community?</i>	<i>What do we need to look at first, for example vocational programs, residential services/home, workshops, job sites? What should we look at first, second, third?</i>
<ul style="list-style-type: none"> • Improve transportation resources/availability; • Continue periodic listening sessions to keep the public informed to ensure people have a voice; • Increase awareness of various natural/community supports, general disability awareness, and awareness of barriers to community access; • Increased funding of adaptive equipment to increase physical capacity to access the community; • Identify volunteers/natural supports to read mail, explain email and information to people with I/DD; • Help facilitate connecting people to their peers based on common interests; • Promote collaboration across supporting agencies; • Develop a “go to” resource page for people including a person’s rights and how to report a rights violation; • Supported Employment including skills training and educating employers, and maintain other community-based services; • Online and telephone support services; • Community support group meetings; • Updates on Facebook page; • Recovery helpline that connects someone to a live person with a small caseload who can respond quickly; • Increased asset development to afford things like transportation, activity costs, etc.; • Quality training for providers/better pay rates for Direct Support Professionals. 	<ul style="list-style-type: none"> • Safe and affordable residential options; • Meaningful employment, including access to job skills training and education; • Accessible and affordable transportation; • Stronger provider networks with adequate reimbursement and quality assurance; • Widespread communication and education about the new Home and Community Based Services rule; • Identify and address specific barriers to community inclusion; • Promote independent living education; • Train staff to understand community inclusion.
<i>With what you have been told, plus what you already know, what worries you about the new [CMS] rule?</i>	<i>How can we hear from as many people as possible?</i>
<ul style="list-style-type: none"> • No training for self-advocates and families with materials in simple language; • Policies need to be flexible to encompass the broad spectrum of people being served; • Who might fall through the cracks with more change? • How are provider agencies going to be assessed? • How proactive will the system be in responding to the families/consumers? • The many bumps that occur during transitions; • Providers will not buy in to the new rules; • When consumers exercise their rights, concerned that there will be retaliation; • Decrease in the availability of group homes; • Consumer fear which will lead to complacency; • Emphasizing the good ideas in the rule in such a what that it will actually happen; • Adequate transition time needs to be given to make the new rule happen successfully; • It must be guaranteed that people have their own right to choice and self-determination in the person-centered planning process; • The new rule will provide too much freedom to individuals with challenges that think they are capable of making appropriate decisions, but in reality need more structure; • New mandates without means to measure accountability or funding to make them a reality; • Adequate funding to ensure the standards in the new rule can be meaningfully implemented without overburdening providers. 	<ul style="list-style-type: none"> • Meet with groups focused on the aging population; • Engage peer support specialists and people with disabilities to take information back to their communities and solicit feedback; • Active outreach to military/veteran population; • Survey individuals in large residential settings and day programs; • Utilize provider association networks such as Benchmarks and the NC Providers Council; • Use social media, newspaper ads, and mass mailings to spread information; • Post information in libraries using simple language; • Meet with self-advocate groups or other support groups to talk to people; • Forums with well-informed panelists in all the LME/MCO regions; • Use teleconferences, live webinars, and make phone calls; • Radio announcements; • Conduct ongoing listening sessions; • Public hearings; • Reach out to faith communities; • Ensure local government participation.