

What are the Biggest Barriers to Inclusive Services?

In the Summer of 2024, leaders of five organizations in North Carolina that offer individualized, inclusive supports to people with IDD were interviewed, their frontline

workers filled out surveys, and the people getting services and spoke in focus groups about their experiences with community based-services. *Here's what they said about the biggest barriers to inclusive services:*



STAFFING ISSUES

- Low **Wages**
- High **Turnover**
- Need More **Training**

63%

of frontline workers said **Staffing Issues** were a challenge to providing community-based services



NOT ENOUGH RESOURCES

- Not Enough **Money**
- Not Enough Public or Provider **Transportation**
- Not Enough Safe, Affordable **Housing**

33%

of frontline workers said **Limited Resources** were a challenge to providing community-based services



NOT ENOUGH PROGRAMS

- **Long Waiting Lists** for Services
- Not Enough Services in **Rural Areas**
- Not Enough **Staff**



NOT ENOUGH COMMUNICATION

- About Available **Services**
- About **How to Navigate** the DDA and Medical Systems,
- **Within Organizations** between different levels of professionals

26%

of frontline workers said **Communication Barriers** were a challenge to providing community-based services

This infographic shows results from a 2024 case study by the National Leadership Consortium about how to advance individualized, inclusive services, funded by the North Carolina Council on Developmental Disabilities. More key findings can be found at www.natleadership.org/reports.



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