



## **Lunch & Learn Webinar: Provider Experiences with Supported Living**

**Presenters:**

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*This webinar is being sponsored by the NCCDD and North Carolina Money Follows the Person Project (NC MFP), a Medicaid project that assists Medicaid-eligible North Carolinians who live in inpatient facilities to move into their own homes and communities with supports.*



# Supported Living

So Far, So Good, But Not Enough

## Supported Living as a concept, not a service definition.

Independence

Autonomy

Integration

Social Capital

Work

Money

Relationships

Food

Health & Lifestyle

**My Home, My Rules, My Life**

SL successes = participants and advocates who refuse "no" as an answer.

Starts with honest identification and examination of.....

EXPECTATIONS

FEARS

ASSUMPTIONS

BOUNDARIES

ASSETS

LIMITATIONS

SKILLS

(To discover reasonable, respectful, and often, creative solutions)

# Balancing "Autonomy" and "Risk"

## Considerations

- (1) Define the "risk" in detail (in the plan) – how often, when, where, after what, then what
- (2) Define responses.
- (3) Identify supports and options – use the community when you can
- (4) Training
- (5) Who is "responsible"?
- (6) If risk and response is defined well enough in plans, and plans are followed, useless fingerpointing is replaced with instrumental information.
- (7) You cannot predict every risk, in fact, if the concept of SL is followed, you will likely encounter new risks

## Staffing challenges

- (1) Staff must understand the concept.
- (2) Recruiting as a FT job.
- (3) Right staff with the right skills in the right place at the right time.

## Technology: An underutilized option to balance autonomy and risk.

We need a broader definition and understanding of technology. (Ask a toddler)

System is unfamiliar with tech - don't know what it is, don't know how to assess for it, don't know how to ask for it, don't know when to approve it (UM)

Points to consider

- (1) Demographics
- (2) Staff resources
- (3) Autonomy
- (4) Cost

## Selling Supported Living

- (1) I already manage my life with current services, so why change services?
- (2) It's a residential service, so the provider is responsible for everything all the time.
- (3) What happens if...? (System must demonstrate dedication to the concept.)



# Housing Challenges

## Considerations

- (1) Cost
- (2) Roommates
- (3) Convenience
- (4) Safety
- (5) Staffing patterns

Quick Example:

Promoting autonomy and integration with natural supports, technology, and dedicated staff

Questions, Comments, & Your Solutions (please)



Thank you for attending our webinar!

Please take a minute to complete our survey that will be sent out via e-mail today

A copy of this archived webinar and PowerPoint presentation will be available at the NCCDD website at

<https://nccdd.org/supported-living-making-the-difference.html>

