

## Response to contingencies

We work with families to address their three critical concerns: What does my Loved One need to live outside our family home? Who will they live with? How do we afford it?

### TERMINOLOGY

- Loved One = person with IDD
- Family = parent, sibling, guardian, advocate, Loved One's family of choice
- Residential Assessment (RA) = an online questionnaire for families, with separate questionnaire for the Loved One, followed by an individualized consultation via zoom and access to the Roommate Matching Pool (by invitation)

### 1. Make the ongoing application/service user-friendly where a person with I/DD can understand the application and how to use the system with ease.

- Our application/services are designed to help families to create a person-centered housing solution for their Loved One
- We use browser-based portals (not mobile applications), which are simple and intuitive. We have never had to assist a family to complete the RA
- Our services consist of three processes - the RA, the Matching Pool, and Shared Living Development
- The RA
  - Helps families identify gaps in benefits
  - Gives families actionable steps to gain benefits (like S8, which can be overwhelming without assistance) and to prepare for future housing
  - Helps individuals with IDD and their families to articulate a housing vision
  - Online questionnaire filled out by family, separate questionnaire available for Loved One (most often online questionnaire is filled out by family and Loved One together)
  - Helps families explore housing options, including for a Loved One who does not want to live with someone with IDD
- Our roommate pool is designed to be used by families seeking roommates for their Loved One among a pool of other people with disabilities.
  - Families reach out to other families in the Pool (families insist on this, for safety)
  - Pool is by invitation only. Most people are invited in.
    - The most common reason for not being invited is that the Loved One and family don't have a shared vision.
    - People with complex medical/behavior profiles may not be suitable for Shared Living. Nonetheless our Residential Assessment provides these families with the guidance and actionable steps necessary to move towards a housing solution
    - Some Loved Ones may not want a roommate with disabilities. Our RA can still provide guidance in moving forward toward a housing solution
  - The objective of the Pool is to find compatible roommates AND families that share vision and values who want to work together to create a Shared Living home (both have to be in place for a successful Shared Living home)
- Shared Living Development

- Once families have identified compatible roommates and families that share vision and values, they are ready for our Shared Living Development services
- Family-driven model, providing a person-centered housing solution that meets the unique needs of the roommates who choose to live together
- An intensive program of support to help families work through all the details of setting up a shared housing solution
- Sharing housing and supports reduces costs
- Compatible roommates reduce feelings of loneliness and isolation
- Creates a network of families to provide oversight and support to the household
- Once a home is set up it is easier for someone to step in when families are no longer able
- To date, we've helped families set up 49 shared living homes that serve 115 people with IDD

2. Address diversity, including serving Hispanic/Latino individuals and families, and including those who speak Spanish.

A recent study found that Non-Hispanic Blacks and Hispanic individuals were less likely to receive the NC Waiver than non-Hispanic White individuals. ([Journal of Developmental and Behavior Pediatrics](#)).

Table 1. - Characteristics of NC Medicaid Patients with Intellectual Disabilities or Autism Spectrum Disorder Overall and by Receipt of the NC I/DD Waiver<sup>a,b,c</sup>

	Overall, N (%)	No Waiver, N (%)	Received Waiver, N (%)	p
N	53,531	41,563	11,968	
Demographics				
Non-Hispanic White	27,447 (51.3)	20,669 (49.7)	6778 (56.6)	<0.001
Hispanic White	3042 (5.7)	2810 (6.8)	232 (1.9)	<0.001
Non-Hispanic Black	16,019 (29.9)	12,512 (30.1)	3507 (29.3)	0.09
Hispanic Black	217 (0.4)	192 (0.5)	25 (0.2)	<0.001
Other race/ethnicity	6806 (12.7)	5380 (12.9)	1426 (11.9)	0.003

To reach Hispanic/Latino, Black and other underserved individuals and their families, we will reach out to community organizations that serve these populations, and especially those that serve Hispanic/Latino families. Examples of organizations we might reach out to include The Arc of the Triangle in Raleigh and the Hispanic Family Center. We are currently partnering with organizations in Washington State to reach BIPOC and under-served communities.

The benefits that will accrue to Hispanic communities will be similar to those accruing to other communities, including:

- Educating the IDD support-ecosystem on housing and expanding the diversity of the people who hold that knowledge
- Access to a knowledge base to help navigate the siloed service systems necessary for housing
- Ensuring individuals with IDD are receiving all the benefits they are entitled to including full SSI benefits, Medicaid, Section 8 housing subsidies, and food benefits
- Ensuring those employed maintain their Medicaid
- Providing person-centered housing solutions

- Making the complex experience of navigating social services simpler by providing actionable steps
- Reduced costs
- Peace of mind for families as they plan for the future needs of their Loved Ones.

3. Provide more detail on the evaluation plan, including selecting Performance Measures to report to the NCCDD quarterly.

Our Administrative Portal provides real time data on the number of RAs distributed, started, completed and reviewed. As part of the Housing Support Data Infrastructure (HSDI) we will be implementing a post-consult questionnaire one year after the consultation. We propose reporting the following 9 performance measures.

	AIDD DD Council Performance Measures	Partners4Housing metrics
IFA 1.1	The <u>number of people with developmental disabilities</u> who participated in Council supported activities designed to increase their knowledge of how to take part in decisions that affect their lives, the lives of others, and/or systems	number of RAs distributed, started, completed, and reviewed  number of Shared Living Houses started, and completed
IFA 1.2	The number of <u>family members</u> who participated in Council supported in activities designed to increase their knowledge of how to take part in decisions that affect the family, the lives of others, and/or systems	number of RAs distributed, started, completed, and reviewed  number of Shared Living Houses started, and completed
IFA 2.2	After participation in Council supported activities, the percent of <u>family members</u> who report increasing their advocacy as a result of Council work.	Percent of families reporting an increase in their knowledge of housing and benefits, one year after their individualized consultation
IFA 2.2.1	The percent of people who are better able to say what they want or say what services and supports they want or say what is important to them	Percent of families reporting having, or working on, a plan for the future, one year after their individualized consultation
IFA 3.1	The percent of people with developmental disabilities satisfied with a project activity	Net Promoter Score survey immediately after the consultation, and one year later
IFA 3.2	The percent of family members satisfied with a project activity.	Net Promoter Score survey immediately after the consultation, and one year later
SC 1.4.1	The number of people trained or educated through Council systemic change initiatives	The number of partners and their personnel trained during our monthly meetings
SC 1.5.1	The number of Council supported systems change activities with organizations actively involved.	The number of partners trained during our monthly meetings
SC 2.2	The number of Council efforts <b>that were implemented</b> to transform fragmented approaches into a coordinated and effective	This will count as an implemented effort that transforms a fragmented approach to housing by coalescing the knowledge of rules,

	<p>system that assures individuals with developmental disabilities and their families participate in the design of and have access to needed community services, individualized supports, and other forms of assistance that promote self-determination, independence, productivity, and integration and inclusion in all facets of community life. <i>(sub-measures 2.1.2; 2.1.4)</i></p>	<p>benefits ,and governmental systems into a coherent and actionable whole</p>
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4. Provide a more detailed sustainability plan.

- We need to explore whether individuals can use their self-direction funds to pay for the RA
- Organizations (charities, businesses, foundations, non-profits) can subsidize the RAs by pre-purchasing digital coupons that work in our purchase path, and can provide free or deeply discounted RAs
- A critical component of sustainability is a revenue stream to support the personnel and technology. The free RAs provided under this proposal will generate a critical mass of matching pool participants, initially in the pilot county and eventually across the state. This will encourage other families who have the ability to pay, to purchase Residential Assessments and join the matching pool. Some of those families will also pay for our Shared Living Development services which will sustain the work of this initiative.

5. It will be important to have a local partner/subcontractor to ensure the local success of this initiative. Therefore, the applicant should outline its plan and budget for a partnership/subcontract agreement in the pilot county where this service will launch.

We are currently reaching out to potential partners in North Carolina. We plan to meet in the next few weeks with [First in Families](#) and the [Autism Society of NC](#)

We have attached our agreement that we've use in Washington State.

We share 20% of our Residential Assessment fee to fund our partners' efforts to reach out to and support families with our processes. See attached P4H Partner Agreement.

6. Ensure that the applicant's workforce has enough current North Carolina knowledge or a local partner with sufficient North Carolina knowledge.

- Partners4Housing reviews Social Security benefits, Section 8, and food benefits.
- Local knowledge is required to access and maximize Medicaid waiver services, help families prepare for annual IDD assessments, and request needed services
- Partners4Housing training will educate NC partners serving the IDD population and their families via

- monthly all-partner meetings to share strategies for reaching out to constituents, discuss what is or isn't working, answer questions about accessing benefits (like Section 8) and brainstorm new ideas (including messaging, technology, process, instruction etc.).
- The result of our training is that the partner organization gains a working knowledge of housing issues.

Attachment: P4H PARTNER Agreement free services 05112022.docx