

Design Focus Group

3/26/18

What's Currently Working

- Board of Supervisors ongoing fiscal support of Day and Employment Services.
- Range of supports from providers and CSB across continuum of services.
- Families and individuals benefit from Self-Directed Services.
- Individuals/Families choice of services across numerous providers under the current CSB contract. CSB currently has 24 providers under a regional contract. Regional contract includes Prince William CSB, Arlington CSB, Alexandria CSB, and Loudoun CSB.
- Oversight of contracts by CSB staff.
- Amount of choices of providers and service levels including Day, Sheltered, Group Supported Employment, Individual Supported Employment, Self-Directed Services, Transportation and One to One services.

What's not Working

- Limited choices for individuals who present challenging disruptive/challenging behaviors. It was noted that there are only a handful of providers that can provide meaningful activities for individuals that present challenging behaviors.
- Limited hours for Day and Employment services. Core hours seem to be 9 a.m. to 3 p.m. and there should be varied hours based on individual choice and family's needs.
- Different community inclusion models. Current models spend too much time getting to meaningful community activities, often take individuals "outside" of their natural community and there is too much time spent in vehicles.
- Transportation barriers to Day and Employment services. Individuals/Families often must choose providers based on available transportation which precludes the individual from attending their first choice in providers. Logisticare transportation is unreliable and commutes to and from providers takes far too much time. It was noted that to get to and from some providers can take as much as 2½ hours per day roundtrip.

Opportunities for Improvement

- CSB recognition of outstanding providers and staff.
- Flexibility and innovation of current service model and new models moving forth
- Professional advice for families who would like to explore start-up business and how to navigate the current CSB contract process.
- Business mentorship from local Chamber of Commerce.
- Improved training/re-training of Direct Support Professionals (DSPs) including continued education for DSPs with an emphasis to upgrade skills and provide initiatives via web based modules.
- "Caregiver Pool" in terms of relief staff like residential providers. This would assist Day and Employment providers with limiting the times that they are short staffed so participants can continue with scheduled activities.

- “Themed” activities which would consist of small groups that share common interests and would utilize community centers during the day. This model would be similar to the SPARC Solutions model.

Challenges

- Retention of good direct and managerial staff.
- Smaller groups in Day Support and Group Supported Employment is good idea in theory but difficult to manage by providers due to the potential increase in staffing and inadequate Medicaid Waiver rates.
- CSB contract challenges in terms of requirements that may preclude small family owned business from the ability to contract with the CSB.
- Geographic availability of providers, meaningful community activities and transportation as mentioned in other areas.
- Ongoing cost to fund provided services and future needs.

Must Haves

- Continued individual/family choice in providers and services.
- Day and Employment “Respite” that would mirror congregate respite.
- Maintain range of current services and add additional providers that are interested in doing business.
- Expand current model of services to include a “retirement model.” There was discussion that there are currently quite a few individuals that are of retirement age but no contract/Waiver services that emulate a retirement program/model.
- Continued support and funding from BOS.
- Ongoing training for DSPs and meaningful engaging activities for participants.
- Improved and expanded transportation opportunities and oversight.