

## Case manager Survey results and recommendations

December 1, 2016

A survey was completed by 15 out of 60 (DDRB & DMH) case managers. This is a 25% return rate. Additional input will be sought from case managers over the next several months to gain more specific service gaps/needs. The following is identified needs/gaps in service areas and possible areas to follow up on.

### Transportation:

Transportation to work, shopping, medical appointments and social activities continues to be a challenge to individuals whom are unable to drive or afford a car to access the community.

Next steps: Two transportation Stipends available January 1, 2017, which expand transportation options for individuals employed and in education/training programs.

Look at additional funds for individuals employed in the community for 5 years or more and look at ways to assist with accessing the community for social, recreation and shopping, etc.

### Out of Home Respite:

The two current providers have three respite services which serves customers with specific support needs, but are able to meet the needs of adults who have medical and behavioral challenges.

Next Steps: Work with current providers to see if existing facilities can have set aside times to provide services for these individuals or explore/develop other service options.

### In Home Respite

Families sometimes have difficulty finding respite providers.

Next Steps: Talk with current agency to explore ways to expand respite provider options (college students, high schools, teacher assistants, summer camp employees)

### In Home Supports/Personal assistance

Some families whom receive In Home Respite would like to use their respite funding to provide support when their son or daughter gets home from Day Habilitation services but the parent is still at work. Respite funding is designed to provide a break for families not provide support while a parent works.

Next Steps: Explore ways that a waiver funded service can be used to assist these families.

### Employment

Some individuals require daily/ongoing supports to be successful in community employment.

Next Steps: Explore Medicaid waiver funding options for long term support needs. Inquire if current employment agencies can provide this type of employment service.

### Social Groups

Individuals want to hang out with friends “like” them from teen to adults. Individuals with physical disabilities have expressed the desire to participate with other individuals with like support needs.

Next Steps: More information on exactly what individuals want and desire needs to be understood.

### Education

Individuals and families could benefit from classes/workshops/resources on puberty, health and relationship, social and personal boundaries.

Case Managers and families need Information on Medicaid, Social Security and Medicare. Access to specialists with this knowledge is currently limited.

Next Steps: Inquire into community resources or online options to provide this information.

### Day Program

More providers are needed in St. Charles County.

Employment focused day supports are needed.

**Next Steps:** Work with providers to increase capacity/broaden scope of service to serve the identified need. Inquire with DMH provider relations on other vendors in the region that may fill this service need

### Residential

Some individuals need more support than ILA provides but do not qualify for Residential Placement.

**Next Steps:** Explore options of ILA and waiver personal assistance service or other blended funding alternatives.

### Transition Services for High School

Students and families from the 5 school districts receive different information and options for transition services especially related to employment training and options.

**Next Steps:** Work with the CM Transition Specialist to identify best approach for obtaining resources to share with families or schools to meet this need.

### Dual Diagnosis

Individuals with dual diagnosis encounter barriers related to financial independence which affects transportation, housing and employment. Services for these individuals are not available to meet their specific support needs.

**Next Steps:** Additional information is needed to access other potential community resources or partnerships with services providers focused on supporting people with mental health needs.

## Other

Transitional or temporary housing for homeless individual's especially men.

Respite services for support groups

Education for Parent Partners Program on DMH/DDRBR Case Management Services and DDRBR funded services

Before school care for middle/high school students

Provider capacity for ILA services needs to be enhanced

Therapy services for individuals who do not qualify for Medicaid

### Next Steps:

Work with Continuum of Care Coalition to identify partnerships that may address the need of homeless men with developmental disabilities in securing temporary or transitional housing.

Survey Support Groups listed in the DDRBR Resource Directory and inquire if respite options are available for participants to attend. If respite services are not available explore options.

Consult with FACT to identify best options for sharing resources about CM services and funded programs.

Discuss with Community Living SOAR program options for before school service needs.

Discuss with ILA providers their capacity to serve new customers in a timely manner.

Identify what age groups and what therapy services are needed for individuals not eligible for Medicaid.

## **Case manager Survey results and recommendations**

**April 3, 2017**

A survey was completed by 40 out of 66 (DDR & DMH) case managers. This is a 61% return rate. The following are identified needs/gaps in service areas and possible areas to follow up on.

### **New Service needs**

#### **1. Transportation:**

23 respondents stated that transportation to work, shopping, medical appointments and social activities continues to be a challenge to individuals whom are unable to drive or afford a car to access the community.

Transportation services are needed for nights and weekends. Some individuals have access to Medicaid waiver funding for transportation services but, there is no transportation provider that is flexible to meet the needs of nights, weekends and a changing weekly work schedule. Individuals who do not have access to Medicaid waiver funding have difficulty affording transportation services for all of their needs.

**Next steps:** Work with DMH to identify transportation providers that could provide this service for individuals who have access to Medicaid waiver funding.

#### **2. Out of Home Respite:**

The two current providers have three respite services which serve individuals with specific support needs, but are unable to meet the needs of adults who have behavioral challenges.

**Next Steps:** Work with current providers to see if existing facilities can have set aside times to provide services for these individuals or explore/develop other service options.

#### **3. Homeless Housing**

Currently, St. Charles County has no transitional or temporary housing for homeless men. The Salvation Army has housing for women and children but not men. The closest shelter is in St. Louis City. There is also a need for temporary housing while an individual locates employment and permanent housing.

**Next Steps:** Work with the Continuum of Care Coalition to identify partnerships that may address the need of homeless men with developmental disabilities in securing temporary or transitional housing.

#### **4. Employment**

Some individuals require daily/ongoing supports to be successful in community employment.

**Next Steps:** Explore Medicaid waiver funding options for long term support needs. Inquire if current employment agencies can provide this type of employment service.

#### **5. In-Home Supports/Personal Assistance/Before School Supports Teens**

Some families whom receive In-home Respite would like to use their respite funding to provide support when their son or daughter gets home from Day Habilitation services and their parent is still at work.

**Next Steps:** Explore ways that a waiver funded service or flexible spending funds like EMAP could be used to assist these families.

#### **Enhance, improve or expand existing services**

##### **1. Day Program**

There is a need for more providers, employment focused supports, more creative/community based services, and more capacity for individuals with significant behavioral needs.

**Next Steps:** Work with providers to increase capacity/broaden scope of service to serve the identified need. Inquire with DMH provider relations on other vendors in the region that may fill this service need.

##### **2. Therapies**

Currently, there is a high demand for behavior therapy and the demand has limited provider capacity.

**Next Steps:** Inquire with DMH provider relations on other vendor in the region that may fill this service need.

##### **3. Staffing**

There is high staff turnover which decreases quality of services and provider choice.

**Next Steps:** To be determined.

##### **4. Transportation**

Some families do not have adequate transportation which limits their ability to access services like the Respite Home, STEP, and Recreation Services.

**Next Steps:** To be determined.

## Areas to explore for possible service development:

### **Early Childhood 0-3**

Develop affordable transportation options.

Evaluate specific parent education needs, and then explore options to meet the need. (Resources/funded services ,education advocacy, navigating services/transitions, recreation, behavior training)/community service/case management)

### **Early Childhood 3-5**

Explore affordable childcare/summer camp options. Educate customer/agencies/case managers on current available resources.

Evaluate specific parent education needs, and then explore options to meet the need. (Resources/funded services,education advocacy, recreation, behavior training)/community service/case management)

### **School age 5-13**

Educate consumers/case managers on options for after school care/summer camps.

Educate consumer/agencies/case managers of available services/ opportunities in the community.

Evaluate transportation needs to/from childcare.

### **High school to adult 14-21**

Develop affordable transportation options.

Evaluate employment training options.

Educate consumers/case managers on options for after school care/summer camps.

### **Young adults 22-30**

Develop affordable transportation options.

Evaluate employment training options.

Explore affordable housing options.

### **Adults receiving ILA services 31-55**

Develop affordable and reliable transportation options.

Explore social skills training options.

Explore affordable housing options.

### **Adults living in their natural home 31-55**

Develop transportation options

Work with day programs/providers to develop retirement options

Develop independent living skills/social skills service

**Adults receiving residential services 31-55**

Work with current providers of day services to develop services to meet the needs of individuals with dementia, aging issues and offer community based activities.

**Seniors 55 and up**

Work with current provider of day supports and recreation to develop services to meet senior's needs.

**Overall key areas**

Transportation

Employment training

Social/life skills development

Information/education of available resources to consumers/families/agencies/case management

Affordable/accessible housing

Day care options

Day services to meet variety of needs- community based, seniors, retirement