



DD Community Forum

December 10, 2024



Rhode Island
Department of Behavioral
Healthcare, Developmental
Disabilities & Hospitals
(BHDDH)

Slide 1. DD Community Forum, December 10th, 2024.

The Rhode Island Department of Behavioral Healthcare, Developmental Disabilities, and Hospitals (BHDDH).

Zoom Tips to get us started



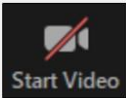
Tip #1:

- Stay on mute.
- Unmute to ask questions.



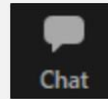
Tip #3:

- ASL interpreter is present at this event.



Tip #2:

- It's your choice to turn your video on or off.
- Join as panelist to turn your video on.
- It may help Wi-Fi to keep your video off.



Tip #4:

- Not everyone can use the chat, so try not to use to chat.
- To ask questions, use the Q&A button.

Slide 2. Zoom Tips to get us started.

Image of the Zoom Unmute Icon: Tip #1.

- Stay on mute.
- Unmute to ask questions.

Image of the Zoom Video Off Icon: Tip #2.

- It's your choice to turn your video on or off.
- Join as panelist to turn your video on.
- It may help Wi-Fi to keep your video off.

Image of the Zoom Interpretation Icon: Tip #3.

- ASL interpreter is present at this event.

Image of the Zoom Chat Icon: Tip #4.

- Not everyone can use the chat, so try not to use to chat.
- To ask questions, use the Q&A button.

What you will learn in today's forum



Advocates in Action
Leadership Series



Updates from
Sherlock Center



Updates from RIPIN Self-
Directed Support Program



Conflict Free Case
Management news



What's new with the
Division



What's next for
the Division

Slide 3. What you will learn in today's forum.

1. Advocates in Action will share information about their Leadership Series.
2. The Sherlock Center will share updates.
3. RIPIN will share updates about their Self-Directed Supports Program.
4. BHDDH will share updates about Conflict-Free Case Management.
5. BHDDH will share what's new at the Division of Developmental Disabilities.
6. BHDDH will share what's next for the Division.

Advocates in Action and the work they do

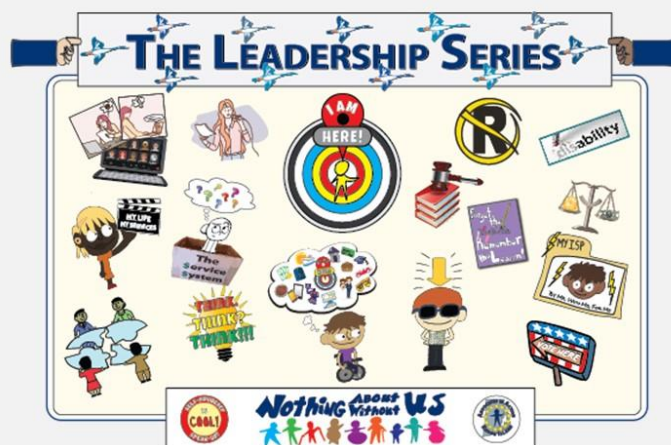
About the Advocates in Action
Leadership Series

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Slide 4. Advocates in Action and the work they do.

About the Advocates in Action Leadership Series.

Advocates in Action RI's



2025 Leadership Series



Slide 5. Advocates in Action Rhode Island's 2025 Leadership Series.

There is a collage of clipart on the screen that represent some of the topics Advocate in Action covers in the Leadership Series. Some of this clipart includes:

- A folder that says My ISP.
- A person in a box labeled The Service System.
- A person holding a movie director clapboard that says my life, my Services.
- A round bullseye target with a person in the center that says I Am Here!
- A group of stick figure people with disabilities holding hands under the word Nothing About Us Without Us!
- A round sticker with the words Self-Advocacy is cool.
- And the Advocates in Action logo, which is a stick figure with its arms reaching out, surrounded by a circle of stars. The logo also includes a map of Rhode Island behind the stick figure.

What is the Leadership Series?



Slide 6. What is the Leadership Series?

Image of the 2024 Leadership Series on Zoom making a video called *About Leadership*.

The Leadership Series is a weekly course that meets from February through June.

Some of the topics class members will learn about include:

- Leadership Skills.
- Personal Introduction and Communication Skills.
- Person-Centered Thinking and Planning.
- Disability Rights.
- How Government Works and How to Vote.
- Navigating the RI DD System.
- Technology Tips.

The Leadership Series is also a fun experience where members will have the opportunity to:

- Make new friends.
- Tour the Rhode Island State House.
- Help plan and present at Rhode Island's 2025 Statewide Self-Advocacy Conference.
- Write and Record a class song together.

This is just a sample of what you'll learn about and experience in our next class. To find out more, visit the [Advocates in Action Leadership Series page](#).

Who Is Eligible to Apply for the Leadership Series?



Slide 7. Who is Eligible to Apply for the Leadership Series?

Image of the 2024 class at graduation.

To be eligible to apply for the Leadership Series, you must be Rhode Island resident who has an Intellectual/Developmental Disability. You must also be age 18 or older. Those who will be celebrating their 18th birthday in the coming year are also welcome to apply.

Family, friends, or support staff who will be supporting a class member are also welcome to apply.

How to Apply for the Leadership Series



www.AdvocatesInAction.org/Leaders25_Apply

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Slide 8. How to Apply for the Leadership Series.

Visit the [Class of 2025 application page on our website](http://www.AdvocatesInAction.org/Leaders25_Apply) to find all you need to know about applying for the next Leadership Series.

You can also use a smartphone to visit this page. To do so, aim your phone camera at the QR code on the screen, then click when it asks to open the page in your web browser.

2025 Leadership Series Virtual Open Houses



**7:00 –
8:00 PM**



**1:00 –
2:00 PM**

Slide 9. 2025 Leadership Series Virtual Open Houses.

Advocates in Action will be hosting two open houses on Zoom to talk about the Leadership Series, answer questions, and show people how to apply.

The first open house will be on Wednesday, December 11th, from 7:00-8:00 pm.

The second open house will be on Wednesday, January 8th, from 1:00-2:00 pm.

[Register for the open houses online.](#)

Stay in the Know!



Get On Our Email List!



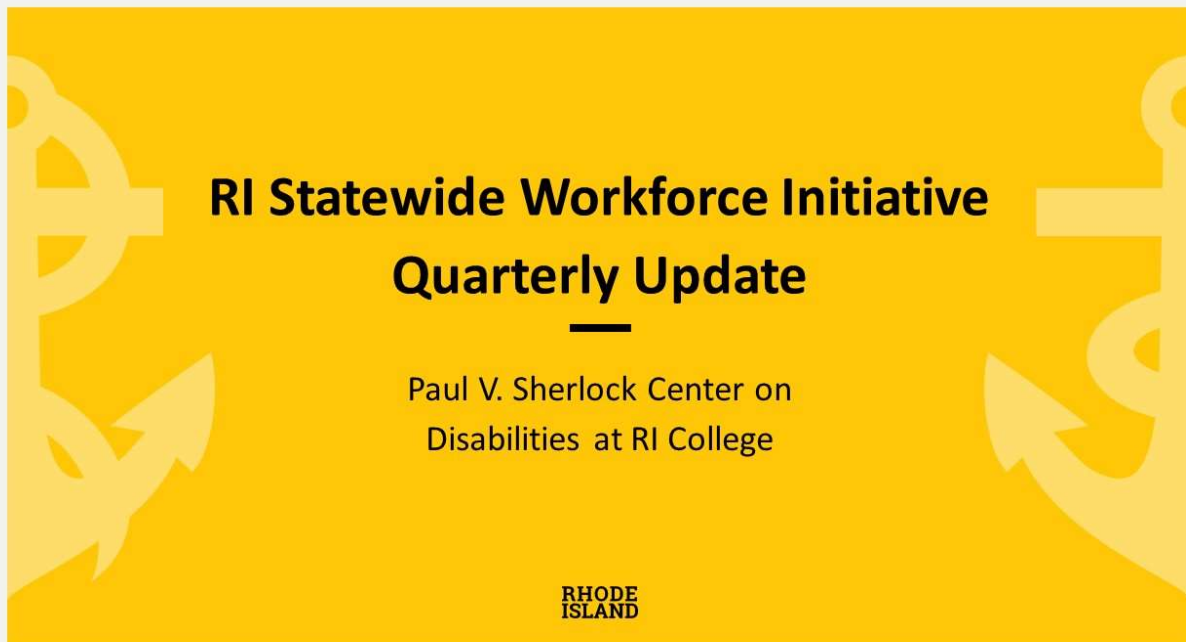
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Slide 10. Stay in the know! Get on our email list!

When something is happening or we have news to share, we send out an email to everyone on our email list.

[You can join the list on our website.](#)

Fill out your name and email address, and we'll be happy to send you our latest news and event updates!



Slide 11. The RI Statewide Workforce Initiative Quarterly Update, presented by Kim Einloth, the Sherlock Center.

The Rhode Island Statewide Workforce Initiative (RISWI) has one main goal. That goal is to make it easier for employers to find and keep Direct Support Professionals (DSPs). The DSPs provide quality support for adults with intellectual and developmental disabilities (IDD). RISWI was created to help improve support for Rhode Islanders with IDD by addressing:

- DSP shortages.
- DSPs not always having access to the training they need to do their jobs.

Today we'll tell you about some new resources available to employers of DSPs. We will also share some upcoming opportunities for collaboration, including:

- Providing DSP listening sessions follow up and summary.
- Sharing a realistic job preview about direct support.
- Showing the Sherlock Center's new Direct Support Workforce webpage with resources.
- Sharing a new workforce data report.
- Sharing information about the upcoming National Core Indicators (NCI) Survey.
- Sharing information about the upcoming annual workforce summit.

We'll put all links to these in the slides, but please email us at riswi@ric.edu if you need any of these resources.

DSP Listening Sessions Follow-Up and Summary

Summary of in-person and virtual listening sessions. The Policy Guidance & Worker Voice workgroup hosted the events.

- **Goal:** To learn from Rhode Island DSPs what their experiences are as a DSP and how their job can be improved.
- **60 DSPs attended** who work at both organizations and under self-direction.
- **Results:** Full results will be published in 2025.

Slide 12. DSP Listening Sessions Follow-Up and Summary.

- The Policy Guidance and Worker Voice workgroup hosted 10 in-person DSP listening sessions and 3 virtual sessions. We wanted to hear their experiences as DSPs, including what they love about their job and what's hard about their job. We also wanted to use this as an opportunity to communicate the workgroups with DSPs.
- 60 DSPs attended, both from working in self-direction and for provider agencies. For those who chose to report their demographics, over 80% identified as female and over 60% identified as white. Attendees were diverse in age.
- Due to scheduling, a Spanish session was not able to be held. Hosting a session in Spanish is a recommendation for 2025.
- 53 said they wanted to join a statewide workgroups. They were all emailed more information, and 8 responded with greater interest as of 12/4. They will receive a gift card for each workgroup they participate in.
- The workgroup is currently looking at everyone's responses and summarizing them into themes. A report with full results will be shared in 2025.

NEW: Realistic Job Preview

A video to help applicants understand the DSP role. This is available to all employers statewide.

- The video is available at the [Sherlock Direct Support Workforce webpage](#).
- This tool is not meant for recruiting DSPs. Instead, using it during the interview process will help an applicant understand the job.



Slide 13. New: Realistic Job Preview.

A Rhode Island-specific Realistic Job Preview has been posted for the community. It is available to all employers in RI. This 19-minute video is meant to be used during the interview process with potential DSPs. It shows the reality of the job, including the good things and the hard things. It also helps an applicant make an informed decision on whether the job is the right fit for them. The video is available at the [Sherlock Direct Support Workforce webpage](#).

Three organizations worked together to make this video, including:

- BHDDH.
- The Sherlock Center.
- Direct Support Workforce Solutions team at the Institute on Community Integration at the University of MN.

DSPs were filmed doing their jobs across the state. The DSPs worked in both organizations and for people who Self-Direct. Throughout 2024, feedback was gathered from the following groups:

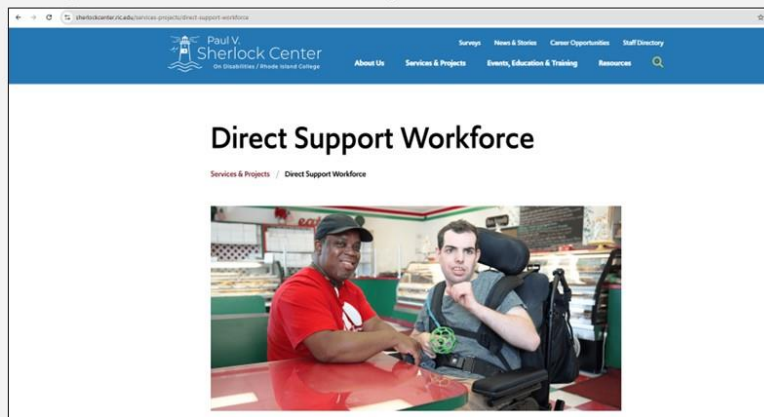
- Attendees at the RISWI summit earlier this year
- The Sentinels
- 6 DSPs who also attended the listening sessions
- The Selection & Retention statewide workgroup.

This feedback was used to make sure the video met everyone's needs.

The video is subtitled in both English and Spanish. This tool is not meant for recruiting DSPs. Instead, using it during the interview process will help an applicant understand the job.

NEW: Sherlock's Direct Support Workforce webpage

The new [Direct Support Workforce webpage](#) is active. Resources and opportunities to give feedback will be posted to the site.



Slide 14. New: Sherlock's Direct Support Workforce webpage.

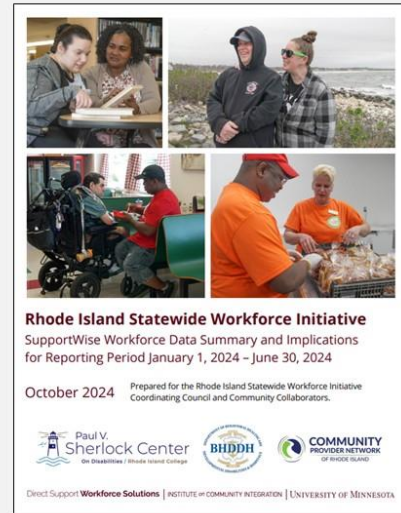
The new [Direct Support Workforce webpage](#) is active. Resources and opportunities to give feedback will be posted to the site.

Visit this webpage to review workforce resources and opportunities to give feedback.

NEW: SupportWise Workforce Report

Summary of provider workforce data from the reporting period of 1/1-6/30/24 is available.

- Reporting Period: January 1 – June 30, 2024
- Participants: 33 (97%) DD provider organizations
- Results are overall positive.

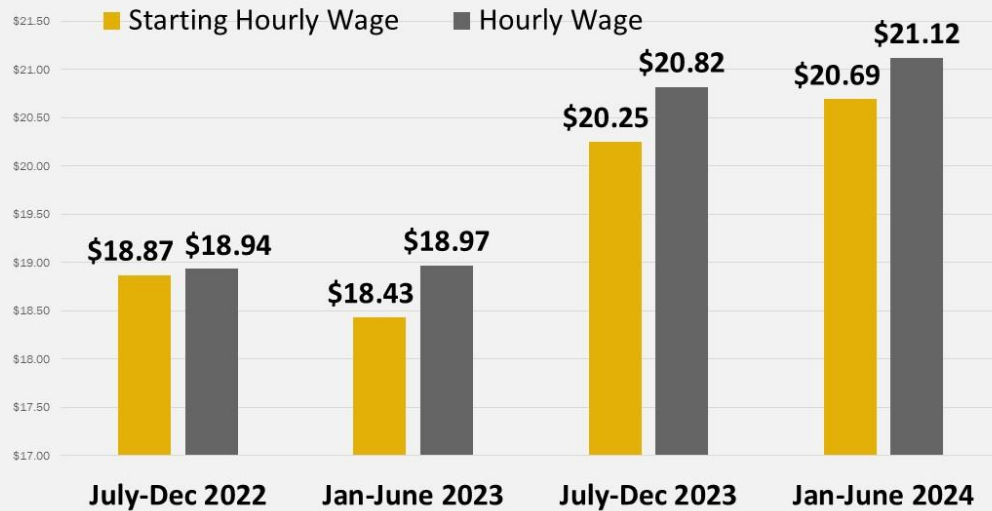


Slide 15. New: SupportWise Workforce Report.

A summary of provider workforce data from the reporting period of 1/1-6/30/24 is available on the [University of Minnesota website](#).

- The Reporting Period for the report is January 1 – June 30, 2024.
- This report shares details about workforce data from 33 (97%) DD provider organizations. It also summarizes work done to improve numbers.
- Results are overall positive.
- Like with the last report, there will be an “easy read” version. Each version will also be translated into Spanish. Sherlock will upload these versions to Sherlock's website when they are ready.

DSP Hourly Wages



Slide 16. DSP Hourly Wages.

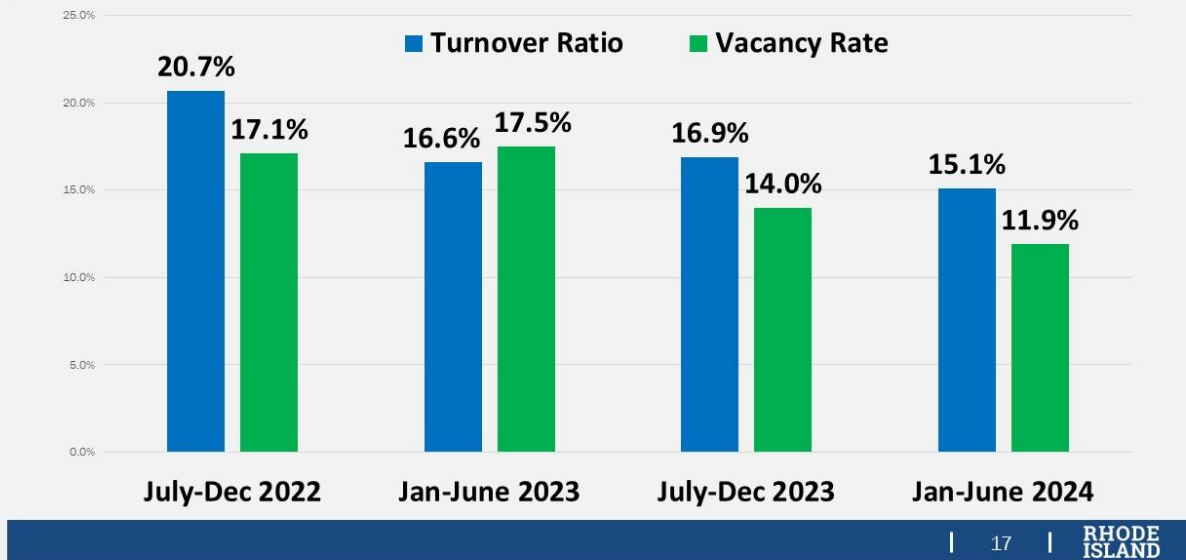
This bar chart shows changes in the starting wage and hourly wage for Rhode Island Direct Support Professionals from July 2022 to June 2024.

These wages were recorded semi-annually over a 2-year time-period as follow:

- From July 2022 – December 2022 the starting DSP wage was \$18.87. The hourly DSP wage was \$18.94.
- From January 2023 – June 2023 the starting DSP wage was \$18.43. The hourly DSP wage was \$18.97.
- From July 2023 – December 2023 the starting DSP wage was \$20.25. The hourly DSP wage was \$20.84.
- From January – June 2024 the starting DSP wage was \$20.69. The hourly DSP wage was \$21.12.

Overall, these numbers reflect an increase in both starting and hourly DSPs wages between July 2022 and June 2024.

DSP Turnover & Vacancy



Slide 17. DSP Turnover and Vacancy

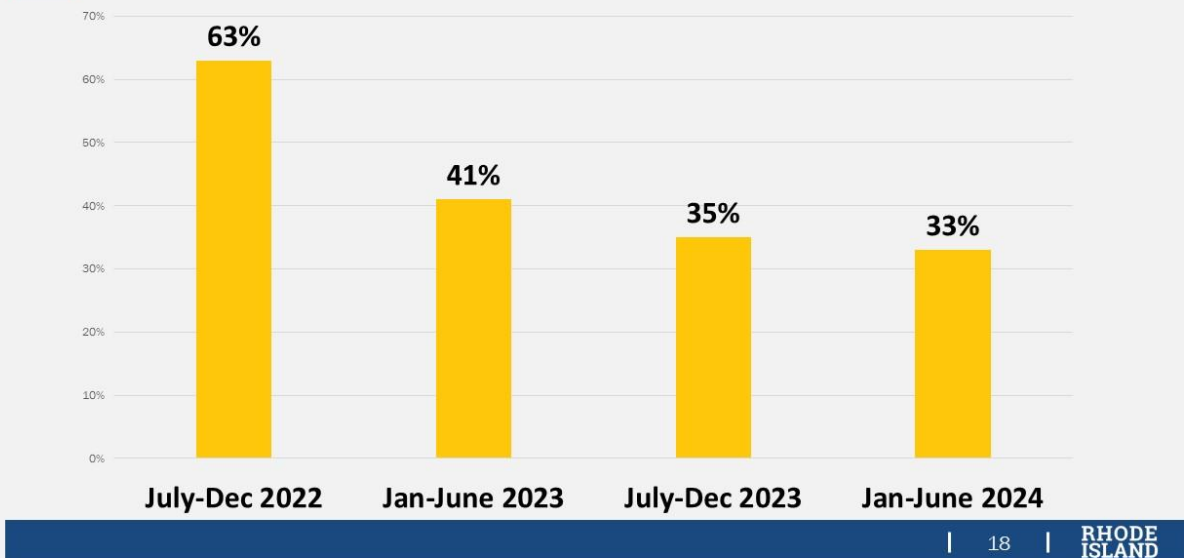
This bar chart shows changes in DSP turnover ratio and vacancy rates from July 2022 to June 2024.

These rates were recorded semi-annually over a 2-year time-period as follow:

- From July – December 2022 the turnover ratio was 20.7%. The vacancy rate was 17.1%.
- From January – June 2023 the turnover ratio was 16.6%. The vacancy rate was 17.5%.
- From July – December 2023 the turnover ratio was 16.9%. The vacancy rate was 14.0%.
- From January – June 2024 the turnover ratio was 15.1%. The vacancy ratio was 11.9%.

Overall, these numbers reflect a decrease in both DSP turnover and vacancy rates between the July 2022 and June 2024.

% Orgs w/ Referrals Turned Away Due to Staffing



Slide 18. Percentage of organizations turned away due to staffing.

This bar chart shows the percentage of DD Service Provider organizations that had to turn away referrals due to staffing from July 2022 to June 2024.

These rates were recorded semi-annually over a 2-year time-period as follow:

- From July – December 2022, 63% of provider organizations turned away referrals due to staffing.
- From 2023 – June 41% of provider organizations turned away referrals due to staffing.
- From July – December 2023, 35% of provider organizations turned away referrals due to staffing.
- From January – June 2024, 33% of provider organizations turned away referrals due to staffing.

Overall, these numbers reflect a decrease in the percentage of provider organizations that had to turn away referrals between July 2022 and June 2024.

National Core Indicators (NCI) Survey



December - Announcements & Surveyor Recruitment

January - Surveyor Preparation & Participant Selection

February through May - Survey Completion

June - Wrap-up and Thank You!

Slide 19. National Core Indicators (NCI) Survey.

The Sherlock Center is conducting the NCI Survey. The survey schedule is as follows:

- December - Announcements & Surveyor Recruitment
- January - Surveyor Preparation & Participant Selection
- February through May - Survey Completion
- June - Wrap-up and Thank You!

Participating in an NCI-IDD survey is important. It allows people with intellectual and developmental disabilities (I/DD) and their families to share their experiences with services. This can then be used to inform policy decisions, improve service quality, and advocate for better supports. It does this by providing valuable data on the current state of I/DD services at a state and national level. Essentially, it gives a voice to those receiving services to influence positive change in the system.

Annual Workforce Summit 2025



- **Date:** January 29, 2025 from 10a-1:30p
- **Location:** Alger Hall, Rhode Island College
- **Invitations went out last week!**

Slide 20. Annual Workforce Summit 2025

The annual workforce summit is on January 29th, 2025, from 10:00 a.m. -1:30 p.m. The summit location is Alger Hall, Rhode Island College.

From 1:30-4 there will be time for workgroups to get together and move work forward as a result of the morning work. Invitations have been sent to those who:

- Are involved in the RISWI council, workgroups, and/or advisory committee.
- Have attended summits in the past.

Invitations have been sent to those who are involved in the RISWI council, workgroups, and/or the advisory committee who have attended summits in the past

If you have not attended a summit in the past and would like to learn more about the upcoming annual workforce summit, please email us at riswi@ric.edu.

Contact Information

Email: riswi@ric.edu

Slide 21. Contact Information

You can contact Kim Einloth and others from the Statewide Workforce Initiative team by email at riswi@ric.edu.

Updates from RIPIN Self-Directed Support Program

Susan J. Donovan, Senior Program Director

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Slide 22. Updates from RIPIN's Self-Directed Support Program, presented by Susan J. Donovan, Senior Program Director.

Events

- Self-Directed Support Conference 11/08/24
- Peer Mentor Panel 12/3/24
- 2025 Schedule of Events



Slide 23. Events

RIPIN will be sharing information about the following 3 items:

1. The Self-Directed Support Conference on 11/08/24.
2. The Peer Mentor Panel on 12/3/24.
3. RIPIN's 2025 Schedule of Events.

Registration Data

Total Registrations: 326

RIPIN SELF-DIRECTED SUPPORT CONFERENCE Friday, November 8, 2024 09:00 AM - 3:00 PM DISCOVER. CONNECT. THRIVE. 		
	English	Spanish
Consumer	53	10
Parent/Caregiver	106	19
Direct Support Professional (DSP)	55	0
Professional/Exhibitor/Presenter	83	0

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Slide 24. Registration Data

This table shows the language spoken (English or Spanish) broken down by the registration type (Consumer, Parent/Caregiver, Direct Support Professional, and Professional/Exhibitor, Presenter) for the 326 attendees at RIPIN's Self-Directed Support conference on November 8th, 2024. A total of 326 people registered for the event.

- There were 63 Consumer attendees. 53 of these individuals spoke English and 10 spoke Spanish.
- There were 125 Parents/Caregiver attendees. 106 of these individuals spoke English and 19 spoke Spanish.
- There were 55 Direct Support Professional attendees, all of whom spoke English.
- There were 83 Professionals/Exhibitors/Presenters, all of whom spoke English.

RIPIN conducted a satisfaction survey during the conference and 94 attendees responded.

Session 1



- Triumphs in the Workforce: Stories of Employment Success
- State Panel: BHDDH
- What's All the Buzz About Self-Direction?
- [Link With Your Community](#): an online resource guidebook

Slide 25. Session 1

Attendees had the opportunity to choose between 4 presentations during the first session.

- Presentation 1. Triumphs in the Workforce: Stories of Employment Success.
- Presentation 2. State Panel with BHDDH
- Presentation 3. What's All the Buzz About Self-Direction?
- Presentation 4. Link With Your Community: An Online Resource Guidebook. [RIPIN invites everyone to download this free content from their website.](#)

Session 2:



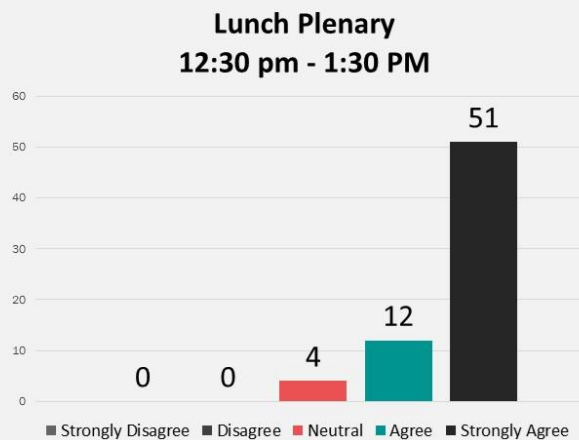
- Employment Supports for Individuals who Self-Direct
- How Do I Find and Keep Support Staff?
- Who's Making the Decisions? Supported Decision-Making and Other Alternatives to Guardianship
- Self-Direction Connection

Slide 26. Session 2

Attendees had the opportunity to choose between 4 presentations during the second session.

- Presentation 1. Employment Supports for Individuals Who Self-Direct.
- Presentation 2. How Do I Find and Keep Support Staff?
- Presentation 3. Who's Making the Decisions? Supported Decision-Making and Other Alternatives to Guardianship.
- Presentation 4. Self-Direction Connection.

Lunch Plenary: Peer Mentor Panel with Advocates in Action (AinA)



Slide 27. Lunch Plenary: Peer Mentor Panel with Advocates in Action

A team of people who Self-Direct their DD Services presented at the plenary session during lunch.

The chart shows results from a satisfaction survey people filled out about the presentation. Of the 67 people who shared their feedback, 51 strongly agreed, 12 agreed and 4 were neutral.



Session 3

- Blending Self-Directed Support with Traditional Services
- What are “Goods and Services?”
- Natural Supports: Who’s in My Circle?



28

Slide 28. Session 3

Attendees had the opportunity to choose between 3 presentations during the third session.

- Presentation 1. Blending Self-Directed Support with Traditional Services.
- Presentation 2. What are “Goods and Services?”
- Presentation 3. Natural Supports: Who’s in My Circle?

Exhibitors

Advocacy Organizations

Advocates in Action
Paul V. Sherlock Center
RI Developmental
Disabilities Council
(RIDDC)
RIPIN

Fiscal Intermediaries

Fogarty Center
Trudeau
Perspectives
proAbility
ReFocus
Seven Hills

State Agencies

Behavioral Healthcare,
Developmental
Disabilities, and
Hospitals (BHDDH)
Office of Rehabilitative
Services (ORS)

Support Brokers

Best Life RI
LAZO RI
RI Self-Direction
Coalition (RISDC)



Slide 29. Exhibitors

The 16 exhibitors at RIPIN's Self-Directed Services conference are listed below.

A. Advocacy Organizations:

- Advocates in Action
- Paul V. Sherlock Center
- RI Developmental Disabilities Council
- RIPIN

B. Fiscal Intermediaries:

- Trudeau
- Perspectives
- ProAbility
- ReFocus
- Seven Hills

C. State Agencies:

- The RI Department of Behavioral Healthcare, Developmental Disabilities, and Hospitals (BHDDH)
- The Office of Rehabilitation Services (ORS)

D. Support Brokers:

- Best Life RI
- Lazo RI
- RI Self-Direction Coalition (RISDC)

Exhibitor Section



Slide 30. Exhibitor Section.

The 16 exhibitors had tables and booths set up throughout the Grande Ballroom foyer at the Crowne Plaza.

Overall Impressions



Slide 31. Overall Impressions.

The next 4 slides include feedback from the 94 satisfaction surveys RIPIN collected at the conference.

Conference Responses: Consumers

- This was an excellent conference
- Spread kindness
- Excellent
- Hope to see this conference again next year and years to come!
- Thank you! Event was very helpful
- Thank you so much!
- I would like more employment panels
- I will recommend to my friends
- There is nothing I want to change. Everything was great

Slide 32. Conference Responses: Consumers

Here's what consumers who attended the conference had to say about it:

- This was an excellent conference.
- Spread kindness.
- Excellent.
- Hope to see this conference again next year and years to come!
- Thank you! Event was very helpful
- Thank you so much!
- I would like more employment panels.
- I will recommend to my friends.
- There is nothing I want to change. Everything was great.

Conference Responses: Parents

- Great! Hope to go again next year!
- I was only able to attend the morning but found it very helpful in navigating self-directed supports- thank you!
- We enjoyed connecting with all the different agencies
- This was extremely valuable to me. It reminded me
- That there are a lot about self-directed that feels overwhelming, but, with help, one can break things down into manageable pieces and get to a manageable place. And we're not alone! Plenty of other folks are going through challenges and struggles and we can support each other to get through it all. All the workshops were helpful

Slide 33. Conference Responses: Parents

Here's what parents who attended the conference had to say about it:

- Great! Hope to go again next year!
- I was only able to attend the morning but found it very helpful in navigating self-directed supports- thank you!
- We enjoyed connecting with all the different agencies.
- This was extremely valuable to me. It reminded me.
- That there are a lot about self-directed that feels overwhelming, but, with help, one can break things down into manageable pieces and get to a manageable place. And we're not alone! Plenty of other folks are going through challenges and struggles and we can support each other to get through it all. All the workshops were helpful.

Conference Responses: DSPs

- This conference was excellent
- I loved the forum at lunch about the training. What they were educated about and how to run a business for themselves.
- Thank you for having an adult changing room
- This was my first year being a part of self-direct. People don't understand how the individuals change our lives for the better. They show us the world more than we could see without them.
- Everything was great! Thank you

Slide 34. Conference Responses: DSPs

Here's what Direct Support Professionals who attended the conference had to say about it:

- This conference was excellent.
- I loved the forum at lunch about the training. What they were educated about and how to run a business for themselves.
- Thank you for having an adult changing room.
- This was my first year being a part of self-direct. People don't understand how the individuals change our lives for the better. They show us the world more than we could see without them.
- Everything was great! Thank you.

Conference Responses: Professionals

- Wonderful conference
- So appreciative of all you've done to connect us all!
- Great job- loved the networking
- It was Excellent, especially for the first conference.
- Extremely well organized
- As an exhibitor, the conference was nicely done
- Everything was well organized. Thank you!
- It was great, informational and helpful

Slide 35. Conference Responses: Professionals

Here's what Direct Support Professionals who attended the conference had to say about it:

- Wonderful conference.
- So appreciative of all you've done to connect us all!
- Great job- loved the networking.
- It was Excellent, especially for the first conference.
- Extremely well organized.
- As an exhibitor, the conference was nicely done.
- Everything was well organized. Thank you!
- It was great, informational, and helpful.

12/3/24 Peer Mentor Panel



Slide 36. Peer Mentor Panel, December 3rd, 2024.

Advocates in Action and RIPIN have been collaborating to offer several Peer Mentor Panels that feature people who Self-Direct their DD Services.

The next panel will take place over Zoom on December 3rd 2024. Visit [RIPIN's self-directed support webpage](#) to find out more.

You can also find a recording from a previous [Peer Mentor panel on the RIPIN website](#).

Our Current Calendar



RIPIN SELF-DIRECTED SUPPORT PROGRAM		2025
28 JAN	Work Pays! An Introduction to Youth SSI Work Incentives On 2024 An information session to introduce you to disability-related work incentives for youth receiving SSI benefits. Presented by Certified Work Incentives Counselors from the Paul V. Shero Center on Disabilities.	
25 FEB	Self-Direction Connection On 2024 A RIPIN Self-Directed Support Program returning favorite! Come together online and meet with others who are navigating self-directed support services as we foster a supportive network of peers.	
25 MAR	Meet the Communications Team On 2024 Hear from the communications team from the Behavioral Healthcare, Developmental Disabilities, and Hospitals (BHDDH) about how they connect with consumers and their families.	
26 APR	Self-Directed Toolkit On 2024 and In-Person Come listen as our panel shares their tools and tips for organizing self-direction. Daily schedules, sample DSP job postings, and more!	
20 MAY	Mental Health Support for Consumers with I/DD On 2024 May is Mental Health Month, and to recognize this important topic, we will address questions like "Who can help?" "Where can I go?" "How can I connect?"	
TBD JUN	Self-Direction Connection In person RIPIN will host a gathering for self-directed participants, their families, staff, and other allies in a fun, relaxed environment designed to build greater connections, support, and networking opportunities.	
ripin.org/selfdirectedsupport		selfdirectedsupport@ripin.org

Slide 37. Our Current Calendar.

Use the QR code or visit RIPIN's website to download their current Self-Directed Support Program calendar for January – June 2025.

Thank You!



Slide 38. Thank You!

RIPIN would like to thank everyone who helped make their Self-Directed Services conference a success!

Contact Us



401-270-0101

Monday through Friday

8:00 AM – 5:00 PM



SelfDirectedSupport@RIPIN.org



Website: www.ripin.org/selfdirectedsupport

Facebook: @RIPIN.ORG

Twitter/Instagram: @RIPIN_RI

Slide 39. Contact Us!

Please share the RIPIN contact information with others who are self-directing their services.

We really hope our program will grow so that more individuals and families can benefit from the richness that this program can offer.

Our support navigators are eager to do outreach to get the word out about our program.

Phone: Call RIPIN Monday through Friday from 8:00 am to 5:00 pm at 401-270-0101.

Email: SelfDirectedSupport@RIPIN.org

Web: www.ripin.org/selfdirectedsupport.org

Facebook: @RIPIN.org

Twitter/Instagram: @RIPIN_RI

Conflict Free Case Management (CFCM) news

Main goal
About services
Timeline

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Slide 40. Conflict Free Case Management (CFCM) news

There are three pieces of news that will be shared about CFCM:

1. Main goal.
2. About services.
3. Timeline.

Main goal

The goal of CFCM is to make sure you get the services you need.



Two types of providers:

1. Conflict Free Case Manager (CFCM) from the State or CFCM agency.
2. Independent Facilitator (IF) that used to be an Independent Plan Writer.

CFCM providers do not provide any other service. This lets them focus on helping you find the best services and supports for you.

Slide 41. Main goal

Conflict-Free Case Management (CFCM) is a service for people getting long-term services and supports (LTSS). The goal of CFCM is to make sure people get the services they need. A CFCM agency can only provide CFCM. This means the agency does not provide any other service. By only providing CFCM, the agency can focus on helping the person find services and supports available to them. These services and supports may be from any agency or place in the state. CFCM is required by Medicaid. The Division will also offer CFCM.

There are two types of providers, including:

1. Conflict Free Case Manager (CFCM) from the State or CFCM agency.
2. Independent Facilitator (IF) that used to be an Independent Plan Writer.

We have hired 10 out of 16 State CFCM providers. We also have 3 CFCM agencies, including:

1. CareLink
2. Westbay Community Action Program (CAP)
3. Child & Family

We have 2 more agencies working to become CFCM agencies:

1. Eastbay Community Action Program (CAP) (starts in December)
2. HealthCare Connect

About services

Both CFCM providers will help you:

- Write your Person-Centered Plan (PCP).
- Take part in resources, services, and supports in your community.
- Explore new opportunities and activities.
- Make sure you are happy with the services you are getting.



Slide 42. About services

Both CFCM providers will help you:

- Write your Person-Centered Plan (PCP).
- Take part in resources, services, and supports in your community.
- Explore new opportunities and activities.
- Make sure you are happy with the services you are getting.

Timeline

- CFCM services opened in September 2024.
- 3 CFCM agencies started taking referrals.
- 680 participants have started getting CFCM Services.
- A new CFCM agency will start taking referrals in December.



Learn more in the [Consent Decree Quarterly Report for July-September 2024](#).

Slide 43. Timeline

- CFCM services opened in September 2024.
- 3 CFCM agencies started taking referrals.
- 680 participants have started getting CFCM Services.
- A new CFCM agency will start taking referrals in December.

Learn more in the [Consent Decree Quarterly Report for July-September 2024](#).

What's new with the Division

2 new Technical Bulletins (TBs)
Changes to supplemental funding request (S109)

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Slide 44. What's new with the Division

There are two topics that will be shared:

1. Two new Technical Bulletins (TBs).
2. Changes to supplemental funding request (S109).

2 new Technical Bulletins (TBs)

1. TB 25-01 about paying for DSP services while in the hospital

- Shares details on how participants can get services while in the hospital. It shares how Direct Support Professionals (DSPs) can be paid.

2. TB 25-02 about Whole Life Shared Living Arrangement (WLSLA)

- Shares details about WLSLA. It shares how WLSLA got started. It also includes rules participants and WLSLA providers must follow.

TECHNICAL BULLETIN

Division of Developmental Disabilities
November 12, 2024
40 participants

Purpose:
This bulletin provides information on how Direct Support Professional (DSP) services provided while in hospital to the hospital can be reimbursed.

Background:
Under recently approved state of authority, Rhode Island is permitted to reimburse WSLA Reimbursement policies, including DSP services, provided to participants during a stay in a acute care hospital in order to be reimbursed, the following requirements must be met:

1. The participant must have been admitted to the hospital and the participant must have information about the participant's need for DSP services in the hospital.
2. The services provided by the DSP must align with the needs of the participant's (DSP's) in other words, new services cannot be added specifically for a hospital stay, but rather should be services the participant is already receiving in the home and community setting.
3. The services must be provided to meet needs that are not met by the hospital and that are needed to meet the hospital policy and ensure the participant's safety and the hospital's obligation to provide a safe environment for the hospital stay. For example:
4. A participant's medication management would not be covered in the hospital because the hospital should ensure that the participant takes all medications.

TECHNICAL BULLETIN

Division of Developmental Disabilities
November 20, 2024
10 participants

Purpose:
This bulletin provides background and service information related to the WSLA Policy Manual to clarify and set parameters for WSLA and to distinguish it from the current Shared Living Arrangement (SLA) policy.

Background:
Previously under COVID emergency, Informal SLA was provided as an option for participants in SLA. Informal SLA provides participants the opportunity to participate in community-based activities during the day with their shared living provider. With the end of the pandemic and a return to the pandemic, Informal SLA was discontinued. The new and revised Shared Living Arrangement policy was implemented in 2022 and includes Informal SLA, but the services had a time limit, or the services were not covered in the SLA policy.

The participant's community involvement goals and the way in which the WSLA center supports the participant in meeting those goals must be integrated into the participant's WSLA plan. The WSLA plan must include the participant's goals and the support needed to meet those goals. The WSLA center will agree to support the participant's goals consistent with the SLA plan and the WSLA policy.

Information:

1. A participant's WSLA contribution must not exceed a paid or volunteer job outside the WSLA SLA hours per week or more.

Slide 45. 2 new Technical Bulletins (TBs)

TB 25-01 about paying for DSP services while in the hospital. This TB shares details on how participants can get services while in the hospital. It shares how Direct Support Professionals (DSPs) can be paid.

A. Rules to meet for DSP services to be paid for:

- Why you need DSP services in the hospital must be in your Individual Support Plan (ISP).
- The DSP services must be services you already get in the home and community.
- The DSP services are not services the hospital already gives. It can't be things like help taking medicine, getting meals, or having an interpreter.

B. Steps to get DSP services while in the hospital:

- Let your case manager know if you have a hospital stay. Your case manager will make a note of this in your file.
- Let your provider know if you have a hospital stay. Your provider will work with you to make sure you have DSP services in the hospital.
- Your provider can bill for the DSP services you get.

[TB 25-02 about Whole Life Shared Living Arrangement \(WLSLA\)](#). This TB shares details about WLSLA. It shares how WLSLA got started. It also includes rules participants and WLSLA providers must follow.

A. Rules under WLSLA:

- WLSLA provider can't work in a paid or volunteer job outside the WLSLA. This is because WLSLA is a service given 24/7. There is a chance for the WLSLA provider to work part-time, but the Division must approve it first.
- You can still work if you get WLSLA. You can take part in employment services. If you work 30 hours per week or more, you may not need WLSLA.
- You can only have one WLSLA provider.
- The WLSLA provider can't pay someone else to give you whole life support.
- The WLSLA provider can't serve more than two participants at a time.
- You can still take part in other DD services. The only service you can't take part in while getting WLSLA is Community Based Supports.
- WLSLA does not include transportation to your job or “day” program. You must use transportation service for this. All other transportation that supports your goals is part of the WLSLA service.
- You can't go to an adult day health center or get other “day” services if you have WLSLA.
- You can get respite services if your WLSLA takes a break from their responsibilities.

Changes to supplemental funding request (S109)

S109 forms are used to ask for more funding. We changed how S109s are approved for some people.



If you had a S109 the last 2 years or more, the approval will be longer. It will stay approved for the rest of your current plan year and the following plan year.

No new S109s requests will be needed.

Slide 46. Changes to supplemental funding request (S109)

The Division has a new assessment process. This process includes the Additional Needs and Support Questionnaire (ANSQ). This process helps the Division learn more about the people getting services. The goal is to find out what people need sooner so they do not need to submit a supplemental funding request (S109).

The Division is changing how long some S109s are approved for some people. For anyone who has had an approved S109 for the last 2 years or more, the approval will be for longer. The approval will be for the rest of their current plan year and the following plan year. A new S109 request will not be needed.

The Division will send out letters to anyone who has had a S109 for the last 2 years or more. This letter is the supplemental request outcome letter (S110). The approval can come from either the ANSQ Committee or S109 Committee.

If you are a participant and your support needs change before your next assessment, please let the Division know.

What's next for the Division

Annual program report
New DD services coming soon
2025 goals

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Slide 47. What's next for the Division

There are three topics that will be shared, including:

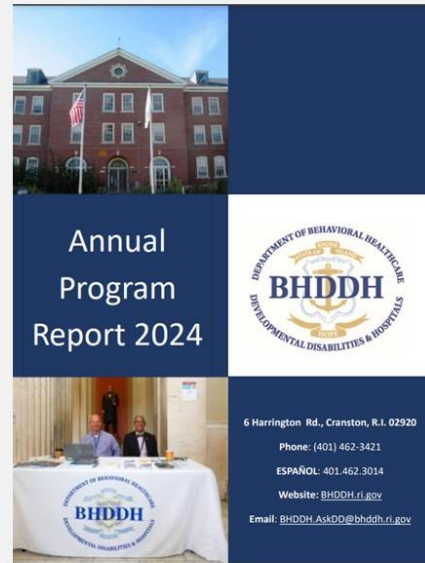
1. Annual program report.
2. New DD services coming soon.
3. 2025 goals.

Annual program report

Our first annual program report is out now!

Questions or feedback about the report?

Email us at BHDDH.AskDD@bhddh.ri.gov.



Slide 48. Annual program report

The Division is committed to our mission to serve the Intellectual and Developmental Disabilities (I/DD) community with transparency and excellence. We have published our first Annual Program Report to share key achievements and goals with the I/DD community. To learn about the work the Division has done, please review our [2024 Annual Program Report](#).

If you have any questions or feedback about the report, please let us know by emailing BHDDH.AskDD@bhddh.ri.gov. We hope this information is helpful for you.

New DD services coming soon

We have new services coming in 2025! We will keep you updated about when you sign-up for the services.



Peer-to-Peer Supports



Family-to-Family Supports



Remote supports

Slide 49. New DD services coming soon

We have new services coming in 2025! We will keep you updated about when you sign-up for the services.

Image of two peers side-by-side. There are arrows going to and from each peer to show them supporting each other.

Peer to peer supports: one of the new services.

With peer supports, you will work with another person with a disability who has been trained as a peer mentor. Your peer mentor will help you learn healthy living skills, be more independent, and make more decisions. You will also learn how to talk with your providers better so you can get the services you need to be successful.

Image of two hands embracing.

Family-to-Family Supports: a second new service.

If you and your family are looking for help learning the DD system and how to get services, then the family-to-family training service may be helpful.

Family-to-family training is given to the family member(s) that helps take care of you. Your family member(s) will work with another family of someone with a disability. The other family will teach your caregiver different skills to better support you, like communicating better with your providers to make sure you get what you need.

Image of a person helping someone over the phone.

Remote supports: a third new service.

Remote supports are services you get when you are home alone and away from your provider. You will use a device to message your provider when you need help with something. Your provider will answer your message and help you from a different place. Your provider can also go to your house to help you if you need it.

We are working to build certification standards and guidance. We will keep sharing updates as they come.

2025 goals

We are committed to working with the I/DD community. Our 2025 goals are:



Continue to meet Medicaid and Consent Decree orders



Continue to strengthen quality of support provided to adults with I/DD



Continue to build and support opportunities for adults with I/DD to make informed choices

Slide 50. 2025 Goals

We are committed to working with the I/DD community. Our 2025 goals are:

1. Continue to meet Medicaid and Consent Decree orders:

- Meet consent decree rules.
- Connect all DD Participants with CFCM.

2. Continue to strengthen quality of support provided to adults with I/DD:

- Offer training to providers, self-directed staff, families, and participants in the I/DD community to help them understand the system and make the most of their services.
- Share information in ways more people can access, including video and other languages.

3. Continue to build and support opportunities for adults with I/DD to make informed choices:

- Share information about options for services and individual budgets.
- Work with employers to create more access to job opportunities for adults with I/DD.
- Improve access and options for adults with I/DD to make use of community resources.

Contact Us



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Slide 51. Contact Us

Contact us if you have any questions or need more information.

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