

# Caregivers, Homes and Choices

Building Relationships Through a New Caregiver Model



# The CHC Caregiver Model

## Looking Ahead

- ❖ The Caregivers, Homes & Choices (CHC) Caregiver Model introduces a new, innovative way to provide individual's with choice; providing access to a wider range of in-home support services to individual's who previously were not eligible
- ❖ This initiative will improve quality of life, relationships, and will give individual's the dignity of living in a home and environment of their choosing

# The CHC Caregiver Model

## What is this new caregiver model about?

- It offers significantly more opportunities for people with intellectual and developmental disabilities to experience long term, positive relationships with committed support staff in a home of their choosing
- It creates a venue for individual choice, quality of life enhancements, and support services within an independent living arrangement
- It creates a broader service and caregiver platform
- It creates cost savings for reinvestment

# The CHC Caregiver Model

## Benefits to the Individual:

- ❖ Long term relationships with committed caregivers living with them (Direct Support Professionals (DSPs), Family Care (FC) providers, Companions, etc.)
- ❖ Full commitment to choice and personal, valued outcomes
- ❖ Caregivers who have more education, experience, supports
- ❖ More choice of where they live and with whom (own home, apartment, caregiver's home, supportive apartments, family care, etc.)
- ❖ Enhanced training and supervision – leading to continual reassessment and redirection of caregiving efforts
- ❖ Better coordination of all care
- ❖ Reduced reportable incidents

# The CHC Caregiver Model

## CHC Caregiver Agencies:

- ☞ Creative Lifestyles, Inc.
- ☞ Evelyn Douglin Center/SPIN, Inc.
- ☞ Human Service, Inc.
- ☞ Maranatha Human Services, Inc.
- ☞ Unique People Services, Inc.

Delivering high quality, culturally appropriate services in un-served and under-served communities for 20+ years

Committed to person-centered, individualized supports & services

# The CHC Caregiver Model

## CHC Caregiver Collaboration:

- ✓ Leverages 5 agencies' existing expertise in Individual & Community Supports (ICS) supports & **services** (Family Care, Individual Support Services (ISS), Consolidated Support & Services (CSS), Portal, Supportive Apartments, etc.)
- ✓ Creates synergies needed to recruit from different labor pools
- ✓ Broadens consistency of quality & outcomes & accelerates development of model for others to use
- ✓ Offers opportunities to specialize functions, especially as new model is implemented
- ✓ Creates natural opportunities for efficiencies
- ✓ Builds business model for others to use

# The CHC Caregiver Model

## CHC Caregiver Service Model Essentials:

- ✓ People recruited from existing services, waitlist, and OPWDD residences who want the new caregiver model
- ✓ Caregivers willing to commit to 5 years living with people with disabilities recruited (broad variety)
- ✓ Screening & matching process
  - ✓ Integrated into Person-centered Planning
  - ✓ Matches person w/ caregiver
  - ✓ Matches person & caregiver w/ living arrangement
  - ✓ Builds & coordinates additional supports (including behavioral) around person
- ✓ Enhanced supervision & quality management

# The CHC Caregiver Model

## CHC Caregiver Supports Essentials:

- ∞ **Nursing Staff** – to provide oversight of medication management, medical appointments, emergency medical situations, wellness and nutrition
- ∞ **Community Habilitation** - to provide oversight and training in the areas of community inclusion, health and safety within the home environment, budgeting, and activities of daily living
- ∞ **Behavioral & Crisis** – to provide interventions, trainings, behavioral plans and/or respite that keeps the individual/caregiver relationship strong, healthy and intact
- ∞ **Home Liaison** - to act as an intermediary between the individual's home and the agency providing support services including, but not limited to oversight over nursing and community habilitation activities

# The CHC Caregiver Model

- ✧ At its core, the CHC Caregiver Model is a support and service approach that leverages traditional Family Care, ISS and CSS as a programmatic and fiscal foundation to create a new and transformative caregiving platform
- ✧ **This model, instead of establishing relationships for months, will establish relationships for years**

# The CHC Caregiver Model

## Building Off Existing OPWDD Services:

### ∞ **Enhancing Family Care**

- **Different caregiver pool**
- **More supervision & training & assessment**
- **Wrap-around supports (if needed)**

### ∞ **Enhancing ISS/CSS/Portal Services**

- **More choice**
- **Richer array of supports**

# The CHC Caregiver Model

## CHC Caregiver Business Model Essentials:

- ✓ Average \$\$/person – Considerably less than an IRA costs
- ✓ Person's ISP & total budget managed by CHC Agencies
- ✓ New cadre of caregivers get variable compensation based on difficulty of care, experience and expertise
- ✓ Most people in care recruited to avoid higher cost placements or to allow movement from higher cost placements to the community
- ✓ Better price points for managed care

# The CHC Caregiver Model

## CHC Caregiver Business Development Plan:

- ✓ Recruit and support up to 200 people first year
- ✓ Create programmatic, financial, quality and administrative capacity across 5 CHC Agencies
  - ✓ Create benchmarks for success (personal outcomes, quality, financial)
- ✓ Add new people each year for 5 CHC Agencies
- ✓ Begin training other agencies in fourth year
- ✓ Continually improve and enhance all facets as experience dictates
- ✓ Create caregiver model networks for managed care

# The CHC Caregiver Model

## CHC Caregiver Model System Impact:

- ✓ Better relationships drives system outcomes & satisfaction to higher levels
- ✓ Leverages existing knowledge (state & national) about individualized supports & services and person-centered services
- ✓ Accelerates migration to ICS
- ✓ Relieves pressure on higher cost placements
- ✓ Brings average cost per person down once it goes to scale

# The CHC Caregiver Model

## Comments, Questions, Discussion

☞ [www.creativelifestyles.com](http://www.creativelifestyles.com)

☞ [www.edcspin.org](http://www.edcspin.org)

☞ [www.humanfirst.org](http://www.humanfirst.org)

☞ [www.maranathahs.org](http://www.maranathahs.org)

☞ [www.uniquepeopleservices.org](http://www.uniquepeopleservices.org)