



“Everyone Can Self-Direct: Lessons Learned from the NCAPPS Self-Direction Learning Collaborative”

Summary of a webinar from January 17, 2024

Introduction

This webinar is on lessons learned during the National Center on Advancing Person-Centered Practices and Systems (NCAPPS) Self-Direction Learning Collaborative. Self-direction is a type of long-term care service delivery. People getting services decide which services they receive, how much, and who provides the services.

The Learning Collaborative brought teams together. The teams were from different states. The teams learned from one another. They worked to improve self-direction in their states. Teams from Colorado and Ohio share their experiences in this webinar.

Personal Stories

Emily, Oliver, and Jessica were part of the Colorado Team. Emily talked about the goal of the team. The team wanted to provide education on self-direction. Their goal was to share about the benefits of self-direction and how it works.

Oliver shared about the data the team used. They used data to measure progress. The team found that the use of self-direction varies in the state. It was a surprise to see that small counties had high use of self-direction. Especially, given the low number of case managers.

Jessica shared 4 lessons that the team learned:

1. Collect and use data to decide what you want and need.
2. Find people to help you early on
3. Check-in on people and their capacity
4. Act and carry out your goals.

Dana and Lisa shared about their experience with the Ohio Team. Dana said that the team decided on two goals. One goal was to share information about self-direction. The other goal was to train workers to support self-direction participants.

Lisa talked about successes and challenges. One success was a higher number of people using self-directed services. Another success was the large increase in the number of views of self-direction resources. The team also created a peer network. The network had monthly chats on self-direction. One challenge was the team took on too much at one time. The team continues to educate and train on self-direction.

Valerie shared that NCAPPS created a [Guide](#) that is available to anyone. The guide includes information on selecting a goal, parts of the goal to work on, and action steps.



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The speakers on this webinar were:



Valerie J. Bradley is the founder and president emerita of the Human Services Research Institute. With more than 40 years of experience, Val is a nationally recognized expert in the intellectual and developmental disabilities field. She has devoted her career to working with public agencies and other researchers to strengthen services, improve programs, and inform policy—all as an early and staunch advocate for the direct participation of people with disabilities in these efforts.



Jessica Corral, MSW, is the Colorado Department of Health Care Policy & Financing's contract specialist for Participant Directed Programs. She ensures the state's self-directed members receive high quality fiscal and training services through active engagement and data-driven assessment. Jessica believes in the power of communities collaborating with state agencies to create sustainable policies and promotes accessible education for members to best navigate their healthcare services.



Emily Harvey is the In-Home Supports Services (IHSS) Policy Advisor at the Colorado Department of Health Care Policy and Financing (HCPF). Emily strives to ensure members have access to the services that enable them to lead fulfilling lives. Two decades of direct care experience and over a decade of leadership experience within agency care have shaped Emily's belief that people can thrive in life when provided with the appropriate resources and supports.



Oliver Giminaro has lived with a C4 spinal cord injury for the last 32 years. During these three decades, he has continued to educate himself and others, sharing his experiences and knowledge with the Denver, Colorado community and beyond in the service of disability awareness and advocacy. Oliver has a background in Mechanical Engineering. He now serves on the Board of Directors for the Chanda Plan Foundation. Oliver is Co-chair of the Direct Care Workforce Collaborative.



Dana Charlton has 50 years of disability system experience and currently serves as Director of the Ohio Self Determination Association, a non-profit policy advocacy organization in Ohio. Prior experience with the Ohio Dept. of Developmental Disabilities began in 1973 as a teacher in a state institution, leaving years later as Deputy Director, responsible for a \$3 million budget and 90 plus staff, providing technical assistance, provider licensing/certification, management of interagency agreements, rule development, and self-determination initiatives.



Lisa Comes is the Service and Support Advisor (SSA) for the Ohio Association of County Boards of Developmental Disabilities (OACB). She has been working in the developmental disabilities field in Ohio for 30+ years. Lisa is passionate about self-determination, person-centered planning, self-directed services and supporting people with disabilities and their families in the aging process. Her passions come from her work experience and role as a mother of four adult children including one with significant developmental disabilities who is 25 years old.

NCAPPS is an initiative from the Administration for Community Living and the Centers for Medicare & Medicaid Services to help States, Tribes, and Territories to implement person-centered practices. NCAPPS webinars are open to the public, and are geared toward human services administrators, providers, and people who use long-term services and supports. All NCAPPS webinars are recorded and archived at <https://ncapps.acl.gov>.