

Notes from Commissioner's Presentation
 Patricia A. Morrissey, PhD
 Administration for Developmental Disabilities

“Views of the Pie and a Need for a Paradigm Shift: Family Support 360, Our Choice, Our Contribution, Our Opportunity to Reshape the Human Services System”

Family Support 360 View: President Bush's New Freedom Initiative in Action	
Assumptions	Outcomes
Need to think outside the box Need to walk in the other person's shoes Need to sell our expertise Need new partnerships Need new approach to demonstrations	New leaders in delivery of human services Greater credibility with customers Greater buy-in and impact on communities New models for reaching and serving people that others want to replicate

Thinking Outside of the Box:

- Services placed where people go
- Services available at convenient times
- People supported so they can use services
- Approach promotes economic development, a sense of community, and awareness and respect for others

Walking in someone else's shoes lets us see:

- The challenges other face
- What is important to them
- How and when to help
- Where there is common ground
- What others do not understand
- How they can help us
- Where to start

Connecting the dots...

- If we know what is important to others
- If we know that our skills and experience can help others
- If we offer that help
 - o We have the basis for new partnerships

- We increase the likelihood that we will share fully in the community pie

New Approaches to Demonstration:

- Real incentives
- Real buy-in
- Real customers
- Real services
- Real results
- Nuts and bolts available for replication
- Staff available for replication

Family Support 360 Incentives:

- Money for planning, networking, training
- Money for operating expenses
- Time for planning and networking
- Input from stakeholders shapes actual operation
- Built in success
 - Players get to know each other before and on the job
 - Implementation is incremental

Outcomes of Planning: Indicators of a Real Buy-In:

- Money from services to customers comes from existing funding streams
- Process is customer friendly
- Process is streamlined
- Overhead is reduced
- Budgeting is allocated and tracked for services by family
- Decisions on services more timely
- Service delivery is monitored from one source

Customers:

- Experience one eligibility
- Participate in developing their plans
- Know what services and supports they will receive
- Have a comprehensive plan
- Have a “navigator” throughout the service delivery process

Results:

- Public and private partnerships foster trust, ability to work together, and the confidence to expand collaboration efforts
- Families get what they need when they need it and thrive
- Policy makers and administrators see something working

Long View of Family Support 360:

- Design and implement a family-friendly human service system, using the one-stop approach, so that families with a member with a developmental disability may stay together and thrive
- In the one-stop: in-take, eligibility determination, assessments for services, family plans, confirmation of services, and follow along help would be offered

Emerging Good News Reported by Family Support 360 Grantees:

- Broad support, high energy, and excitement when agencies and families learn of a project
- Building on established partnerships, relationships, infrastructure, and experience
- Building a sense of community
- Focusing on neighborhoods
- Reaching out to faith-based organizations
- Developing products and strategies that others may use

Challenges FS 360 Grantees are Tackling Now:

- Organizing input process and outreach for people who would benefit and agencies and organizations that could be involved
- Selecting what to offer to families: “families needs are overwhelming”
- Hiring staff
- Working with local officials
- Determining outcomes measures
- Using existing family-centered infrastructures

Challenges...

- Being responsive and visible in a large state
- Getting one-stop services to families who are isolated
- Overcoming language barriers
- Being sensitive to cultural distinctions
- Developing trust with target families
- Deciding what a one-stop would look like
- Picking a location for a one-stop
- Facilitating replication
- Developing a matrix of services
- Identifying gaps in services
- Pulling together partners
- Developing MOUs and other formal mechanisms to secure cooperation and the flow of money for services
- Addressing legal issues
- Keeping stakeholders focused
- Coordinating across agencies
- Developing and keeping to timelines

The Future:

- Family Support 360 is only the beginning
- What we learn from these projects will be used to transform human service systems
 - o Where they will operate and will be where customers go
 - o When they operate will be convenient for customers
 - o How they operate will be customer friendly

We are on the way...

- *To restoring hope*
- *To fostering optimism*
- *To new and revitalized partnerships*
- *If we reach out beyond those who know what we know and do what we do, to those who don't*
- *From them, with them, we can build a shared vision that permits families to be served where they live and to become empowered examples, possibly mentors, to the next family in need*
- *And through that, we can change the face of America to make it fully inclusive*