



Themes from the Workgroup on Disabilities and Aging Discussions

The following themes were identified as programmatic and service refinements that build on Minnesota's long-help commitment to high quality services and supports. The bulleted statements provide further clarification and definition.

- **Ensure sustainable supports and services.**
 - Respond to the complex and complicated nature of this work at all levels.
 - Ensure systems work together to produce responsive, flexible, adaptive services, both inside DHS and across diverse communities.
 - Evaluate supports and services – What works? What doesn't? What makes them work? – to assure agility and responsiveness across time.
 - Simplify and reduce duplication.
 - Ensure inclusive work and housing as part of integrated services in the community.
 - Coordinate with other departments to ensure responsiveness and adaptability.
 - Consider affordability against services-related costs.
 - Measure effectiveness against desired outcomes.
 - Serve broadly, rather than deeply, when possible.
 - Establish a baseline of community care available for all.
 - Explore collaboration with other groups to strengthen supports and services.
 - Identify ways to help keep people from moving to deep-end services where possible.
 - Include work and housing issues in designing services in a community.
- **Invest in people-focused services.**
 - Ensure people get information and services they need when they need them.
 - Ensure supports and services integrate individuals into their communities to build relationships and support their goals.
 - Identify incentives for using essential services and supports at the right time.
 - Engage clients in and allow them to take charge of planning, when appropriate.
 - Support clients in establishing work and life routines that ensure their safety and productivity.
 - Invest in flexibility and responsiveness to meet client needs in a timely manner.
 - Engage clients and families in self-determination.
 - Find ways to support transitions at all points in life.
 - Establish stability – both for individuals and for services.
 - Ensure integrated services are coordinated across agencies.
 - Develop supports and services meet needs of culturally diverse populations.
- **Provide accessible, predictable, equitable, and effective supports and services.**
 - Work from client's point of view.
 - Design education and information to inform decisions.

- Ensure supports and services are transparent to clients and families.
- Make supports and services predictable from place to place and from one stage of life/health to another.
- Develop supports and services based on consistent, explainable innate differences.
- Base programmatic differences on individual need, rather than other factors.
- Provide people-focused services to bring about desired data-based results.
- Collect and use data to assess efficacy of supports and services.
- Ensure services and supports use resources responsibly to achieve commonly agreed-upon results.
- **Design and simplify supports and services to exhibit the following characteristics.**
 - Simplify and reduce duplication across departments and agencies.
 - Establish/use standard expectations to allow for flexibility and ensure inclusiveness in a diverse community.
 - Assess effectiveness against desired outcomes.
 - Ensure mobility is addressed both locally and across communities.
 - Build in ability to respond to future changes and challenges.
 - Invest in prevention to reduce costs of reactive services.
 - Design services based on individual functionality rather than on diagnosis.
 - Access and support informal care giving and all natural supports.
 - Support economic self-control and self-reliance.
 - Engage people to contribute to their own planning and care.
- **Structure departments according to services and functions.**
 - Align functionalities with client needs and services,
 - Design tracking systems to ensure services provide the greatest investment.
 - Eliminate silos of service.
 - Find ways to address challenges around major issues.
 - "Spend down" requirements
 - Waiting Lists
 - LOC
 - Private Options
 - Managed Care
 - Alternative Care
- **Share a common story.**
 - Share broad array of data about services, those who are served, and related costs.
 - Build descriptive and specific common terminology that communicates across diverse communities.
 - Share information about economic impact and other critical issues in ways that inform constituents, clients, and families.
 - Describe benefits of investing in inclusive supports and services.
 - Acknowledge common responsibility for sharing information across state staff members, service providers, clients, families, and general public.