



9900 East Iliff Avenue  
Denver, CO 80231

P: (303) 636-5600  
F: (303) 636-5603

[www.rmhumanservices.org](http://www.rmhumanservices.org)

**Sources of feedback**

9 discussion forums held to date in the community and at various provider agency locations

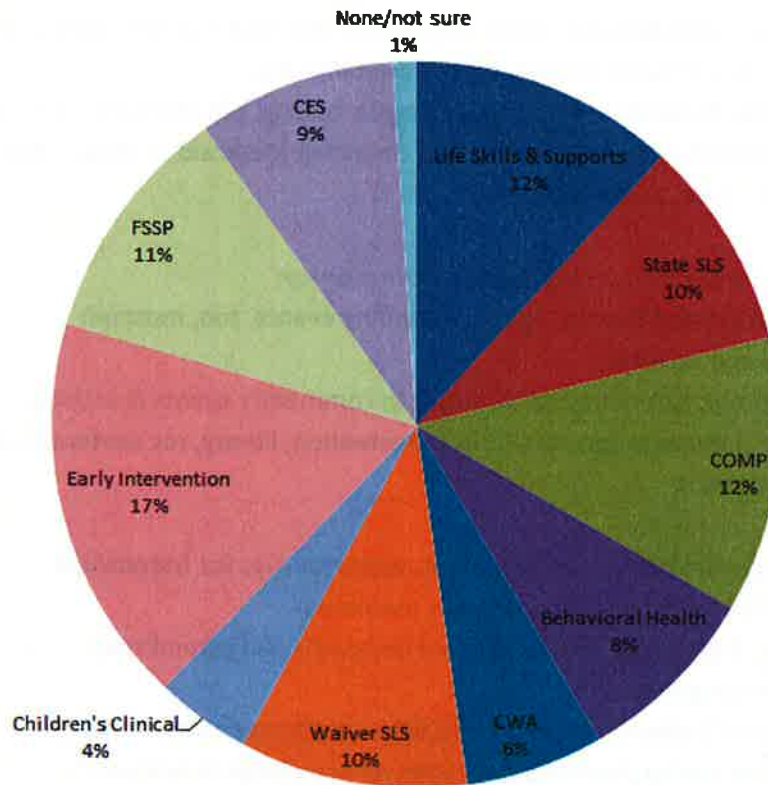
Survey results to date (121 respondents):

- 22% family members
  - 10% unpaid providers
  - 73% paid providers
  - 12% advocates
  - 9% other interested stakeholders
- (Several respondents selected more than one category)*

**Summary of survey results as of 10/25/16**

Programs with which respondents are most familiar:

Chart Area



	Agree or Strongly Agree
Gaps in the I/DD system affect people's quality of life	80%
Funding should be divided equally to all people accepting services.	47%
Funding should be prioritized to support those most in need.	69%

**Opportunity through Expertise**

Funding should be prioritized to support health and safety issues.	47%
Funding should be prioritized to support people's quality of life.	79%

**Prioritizing services/programming (remaining responses were "I'm not sure")**

	Yes/Probably	No/Probably not
Social events	56%	27%
Clinician collaboration	89%	6%
Enrollment/eligibility	81%	11%
Provider training for services that are extremely limited or not otherwise available	77%	12%
Provider training for services to give additional options of providers	57%	20%
I/DD training for professionals outside I/DD field	60%	19%
Outreach at schools, community events to educate on I/DD services	73%	11%
Parent/family/caregiver education	84%	5%

**Themes**

*Emergencies:*

- Broken adaptive/assistive equipment and technology: technical support, loaning out equipment
- Health emergencies, including providing care/supervision to persons accepting services when primary caregiver has a health emergency or hospitalization
- Emergency housing: Assistance with eligibility costs: testing, obtaining records, etc.
- Assistance for people in crisis in the process of obtaining Medicaid or temporarily lost Medicaid
- Food, clothing, furniture, rental assistance

*Quality of Life, Wellness & Connecting to the Community:*

- Social/educational groups: Dances, sports, attending events, zoo, museum
- Evening and weekend activities
- Integrated peer group: Attending/participating in community events & activities
  - Funds for summer programs: Parks & Recreation, library, rec centers, bowling, movies
- Swimming opportunities
- Transportation
- **Social networking, relationship development, opportunities for friendships**
- Travel opportunities (with and without family members)
- Civic engagement: Supporting people to serve on boards and committees
- Purchasing rec center passes
- Funding for personal trainers trained on disability specific needs/concerns
- Information sharing among providers & families on knowledge & resources
- Inclusive education resources
- Resources for computers (inexpensive or loan program)

*Training & Education:*

- Training for providers: dual diagnosis training, behavioral support

- Training for persons accepting services
  - How to use public transportation (specifically, the Light Rail)
  - Voting education and support
  - **Social skills groups**
  - Basic computer classes
  - Voting & legislative information
  - Job readiness skills training: Resumes, interviews, volunteering
  - Driver's Ed.
  - Art, crafts, and cooking classes
  - Classes similar to what is offered through adult education at community colleges
  - Learning independent living skills, learning how to use public transportation
  - Health & nutrition classes, meal planning
  - Parenting classes
  - Academic tutoring, obtaining high school diploma/learning a trade
  - Preventing fraud/exploitation/identity theft, financial planning
- Training for family members/natural supports
  - Guardianship classes, divorce/legal issues, parents' rights, wills/trusts
  - **Ways to support family member accepting services** (particularly in handling behaviors)
  - **Parent support groups (with child care provided)**
  - Housing training, Section 8 lotteries by county
  - **Guide to I/DD services** (eligibility, what to expect, contact information)
  - Medicaid coverage
  - Financial planning
- Training for the general public
  - Classes on disabilities and how to support people
  - Librarians, rec center employees, etc.
  - Information to schools on CCBs and the Waivers
  - Technical assistance for people to form program approved service agencies
  - Early Intervention – brochures at pediatricians' offices

*Filling gaps between systems:*

- Services for elderly/aging issues: dementia, physical decline, transition to retirement
- Family therapy/counseling, support for siblings
- Alternative therapies, animal therapy, music therapy
- Vision services, hearing aids
- Assistance with skilled nursing costs: cut backs, funds for night nurses
- **Funding for mental health & behavioral supports while enabling choice of therapists (including those not a part of the I/DD system)**
- Preschool/childcare resources
- A Medicaid benefit person at RMHS: Medicaid re-determination, housing

- Collaboration between disciplines in providing continuity of care (hospitals, government agencies, mental health)
- Ability to save more than \$2,000 without disrupting benefits (specifically saving for retirement)
- Transitions
  - From SLS to DD Waiver
  - From school to adulthood
  - **From EI to FSSP, particularly 3-6 years of age**

*Filling gaps within the I/DD system*

- Money to cover funding gaps
  - Services beyond funding limits: **Supported employment**, supported community connections, **behavioral, respite** (in home and out-of-home), **day program**
  - Assistance with out of pocket expenses
  - Home modifications that exceed waiver caps
- Transportation beyond that needed to access day program (for Comp customers)
- Self-determination
- Dental services, including necessary sedation
- Services for teens & pre-teens
- Assistive Technology
- Reducing the waitlist
- Services for undocumented, services for non-English speakers
- Too big of a gap between SLS and HCBS-DD (ie, need more respite available in SLS)
- Provider resources for FSSP, particularly respite
- Funding for IQ/adaptive testing for eligibility determinations, autism evaluations
- Purchasing adaptive vehicles (rather than having vehicles modified)
- Durable medical equipment not covered by Medicaid
- Expansion of play & learn library (equipment/therapeutic toys loaned to children's clinicians)