



# Live Life

Recommendations to support  
Oregonians with IDD who have high  
support needs

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Residential  
Facilities  
Ombudsman  
Program

# Residential Facilities Ombudsman



Uses advocacy to create change in people's lives and systems policy

so that people with disabilities can live full lives in Oregon's communities

# RFO is one program within the Office of the Long Term Care Ombudsman

Separate, independent state agency

Uses person-centered and systems advocacy to:

- To protect individual rights,
- promote independence, and
- ensure quality of life

# RFO Works with Oregonians who live in:

- **Adult Mental Health Residential and Foster Homes**
- **Adult Developmental Disabilities (DD) Foster or 24-hour group homes**
- **Child DD Foster Homes, Host Homes, and 24-hour group homes**



Residential  
Facilities  
Ombudsman  
Program

# RFO Statutory Duties (ORS 443.282):

- Conduct unannounced home visits
- Tell people about their rights, and provide services to protect their rights
- Investigate complaints about someone's life or services and work with the resident, their family (if needed), providers, case managers and other system partners to resolve complaints
- Obtain records for investigations
- **Recommend and advocate for policy system changes**
- **Represent the interests of residents before government agencies**
- **Seek administrative, legal and other remedies to protect residents' health, safety, welfare and rights**

## Shaping DD services for people with high support needs



# Core Values in Supporting People with High Needs in the DD System



Everyone is ready to live a life in their community with supports to help them succeed – it is the supports that need to be “ready”



Crisis is the fault of the system, not the person. Crisis stabilization must happen at the same time as long-term support planning for the person. Crisis services are best delivered where the person is before a move is considered.



Knowledge, creativity and collaboration: everyone must understand purpose, values and opportunities of DD services so they work together to create supported lives in our communities.



Home and Community Based Settings (HCBS) rules are essential as a baseline in supporting people with DD and high support needs.

# Everyone is ready to live in community: Designing the Right Support Systems



Creative behavior supports  
aligned with the person's  
vision for their life



Investing in properly funded  
existing providers  
empowered to embrace  
innovation



Home modifications,  
technology and repairs to  
ensure a person's home  
works for them.



Case management with  
small caseloads focused on  
supporting people with  
higher needs.

This must follow the person  
to ensure they have  
dynamic supports to  
succeed

# Crisis is the fault of the system, not the person



Plan before crisis: People and their support teams need information about DD system services for their current level of support – and what support can look like in a crisis.



Access to collaborative mental health services like medication management, and mental health therapy that works for the person. Collaboration between mental health providers, DD provider and behavior support specialist are key here. That needs to follow the person when they are in a crisis home, new home or returning to a previous home.

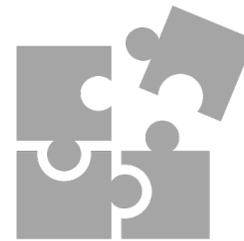


Crisis services should allow the person to stay in their current home. When they need to leave their current residence for short-term support, the person and their team will work to stabilize while concurrently building supports at their previous or next long-term home.

# Knowledge, creativity and collaboration will create positive change



People are healthier, safer and happier when they have long-term supports that allow for autonomy and match their vision for their life.



An innovation workgroup must be developed to implement these principles and the DD system values in system change.

## Success includes continued commitment to Home and Community Based Settings rules

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HCBS rules go to the core of what it means to be a human, including having access to food, visitors, control of your schedule, choice of who supports you, and autonomy in your life.



Four of the top five RFO complaints are about HCBS violations



When someone is removed from places where HCBS rules govern, they must relearn HCBS again. This creates an unnecessary barrier.



# Questions?

## Leslie Sutton

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