

# Supporting Families Community of Practice Evaluation

## Washington State Data Brief

### Evaluation Overview

In 2012, the Administration for Community Living (ACL), through the Administration on Disabilities (AoD)<sup>1</sup>, awarded the five-year National Supporting Families Community of Practice (CoP) grant to the National Association of State Directors of Developmental Disabilities Services (NASDDDS), which partnered with the University of Missouri-Kansas City Institute on Human Development (UMKC-IHD). In the first year of the grant, 15 states applied and five were selected to participate, including Connecticut, the District of Columbia, Oklahoma, Tennessee, and Washington, with Missouri serving as the mentor state. Given growing interest in the work of the CoP, NASDDDS and UMKC-IHD decided to expand and sustain the CoP outside of the initial grant. A second cohort, known as the expansion states, joined in 2016, including Alabama, Delaware, Hawaii, Indiana, Kansas, Maryland, Ohio, Oregon, Pennsylvania, and South Dakota. With interest continuing to grow around the nation, the CoP welcomed five new states—Massachusetts, Michigan, Minnesota, Virginia, and New Jersey—in 2019 and created opportunities for participating states to adjust their level of participation.

Three project outcomes guide the work of the National Supporting Families CoP:

- State and national consensus on a national framework and agenda for improving supports for families with children with I/DD
- Enhanced state policies, practices, and sustainable systems that result in improved supports to families
- Enhanced capacity of states to replicate and sustain exemplary practices to support families and systems

To examine progress toward federal project outcomes and identify which activities are leading to success, ACL funded the National Supporting Families CoP evaluation. The evaluation team gathered data that align with the three project outcomes to determine how the CoP is producing outcomes of interest to ACL, which reflect the five AoD priority areas (Exhibit 1). Findings will provide ACL with outcomes data and recommendations to improve supports to families of individuals with I/DD. They will also provide information on how the CoP and CtLC framework improve support and systems delivery of services to families and individuals with I/DD.

### Exhibit 1. AoD Priority Areas

The Five AoD Priority Areas	
▪	Ensure the continued protection of rights of individuals with I/DD and prevent their abuse, neglect, and exploitation
▪	Improve and maintain effective and responsive management of responsibilities under Developmental Disabilities Assistance and Bill of Rights Act of 2000 (the DD Act)
▪	Promote Employment First as a key strategy for individuals with I/DD to be contributing and productive members of society participating in the competitive integrated workforce
▪	Empower individuals with I/DD and their families to access home and community based (HCBS) and supports that are self-directed and ensure opportunity for community participation
▪	Support advocacy efforts of individuals with I/DD in order to ensure their participation in system and service delivery design

<sup>1</sup> The Administration on Intellectual and Developmental Disabilities (AIDD) initiated the evaluation in 2017. The Administration on Disabilities (AoD) now oversees the evaluation.

The evaluation includes all 16 states that participated in the National Supporting Families CoP for at least two years between 2012 and 2018. For evaluation purposes, evaluators stratified states into three groups based on their stage of development, as described in Exhibit 2.

### Exhibit 2. Evaluation Participants

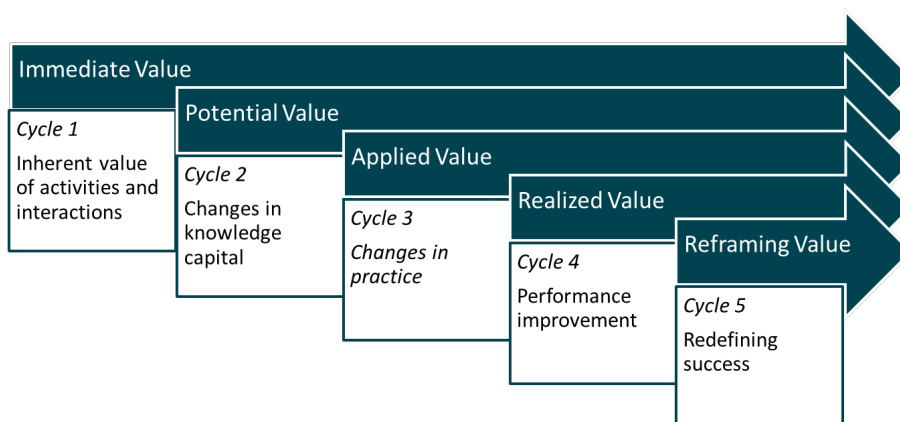
Group One	Group Two	Group Three
<p><b>The six original CoP states:</b></p> <ul style="list-style-type: none"> <li>▪ Connecticut</li> <li>▪ District of Columbia</li> <li>▪ Missouri (mentor state)               <ul style="list-style-type: none"> <li>▪ Oklahoma</li> <li>▪ Tennessee</li> <li>▪ Washington</li> </ul> </li> </ul>	<p><b>States with previous exposure to the CoP and CtLC framework before joining the expansion state cohort:</b></p> <ul style="list-style-type: none"> <li>▪ Maryland</li> <li>▪ Ohio</li> <li>▪ Pennsylvania</li> <li>▪ South Dakota</li> </ul>	<p><b>States with little or no exposure to the CoP and CtLC framework before joining the expansion state cohort:</b></p> <ul style="list-style-type: none"> <li>▪ Alabama</li> <li>▪ Delaware</li> <li>▪ Hawaii</li> <li>▪ Indiana</li> <li>▪ Kansas</li> <li>▪ Oregon</li> </ul>

Evaluators collected data from states using four tools:

- *Reporting tools* (one for each state grouping) gathered descriptive data about CoP structure, activities, and impact.
- *Telephone interviews* (informed by the reporting tools) collected contextual data about CoP activities and accomplishments specific to each state.
- *Site visits* (to select states) with CoP leadership and other stakeholders provided data on the relationship between CoP activities, outputs, and outcomes.
- *Materials review* (on an ad-hoc basis) collected needed data on areas of interest.

Evaluators analyzed the collected data using a conceptual framework developed by Wenger, Trayner, and de Laat<sup>2</sup> (Exhibit 3), which assesses value creation in communities. Adapted for evaluation purposes, the framework considers five different cycles of value creation to capture the richness of value created by communities of practice. The following page describes the value generated from CoP activities and the CtLC framework within the Washington CoP.

### Exhibit 3. Value Cycle Framework

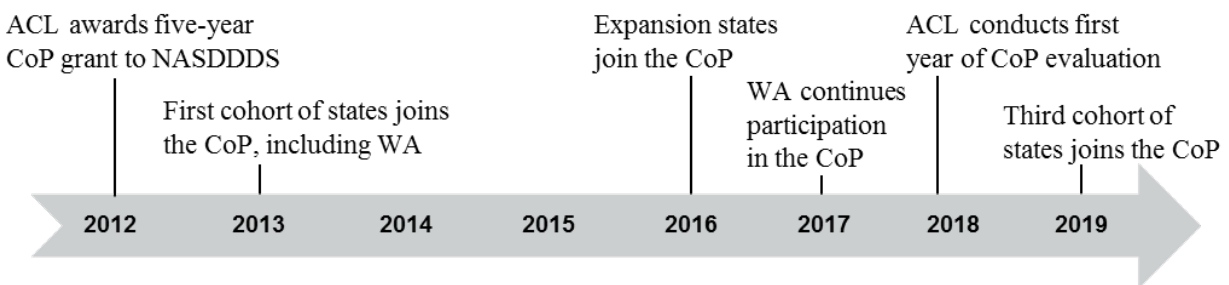


<sup>2</sup> Wenger, E., Trayner, B., and de Laat, M. (2011). Promoting and Assessing Value Creation in Communities and Networks: A Conceptual Framework. Rapport 18, Ruud de Moor Centrum, Open University of the Netherlands.

## A Look into Washington's Community of Practice

Washington (WA) is one of the six original states to join the National Supporting Families CoP in 2013. The WA CoP leadership includes the WA Developmental Disabilities (DD) Council. The timeline below (Exhibit 4) provides detailed information about WA's participation in the CoP over time.

**Exhibit 4. Timeline of Washington's CoP Participation**



Using data from the most recent Residential Information Systems Project Report developed by the University of Minnesota, the number of people with I/DD known to or served by the WA Developmental Disabilities Administration (DDA) in 2016 was 44,594. Long-Term Services and Supports (LTSS) recipients include people with I/DD who receive Medicaid or State-funded supports and services. In 2016, 65% of 20,885 LTSS recipients in WA lived at home with a family member. The report also shows annual Medicaid Waiver expenditures for recipients with I/DD, which amounted to \$23,737 per recipient in 2016.<sup>3</sup>

Understanding the current state of I/DD services and supports in WA is important in better understanding how CoP activities and the CtLC framework impact families and individuals with I/DD. The evaluation team gathered valuable data from WA through administration of the reporting tool, telephone interview, and materials review. After careful analysis of the data using the value cycle framework, the evaluation team determined the following to be WA's key achievements during evaluation year one:

- There has been a spike in people applying for DDA services. The Route to Success tool is used to track CoP activities. For example, 337 people attended Community Engagement Trainings and the number of people using that service rose from 20 to 900.
- The WA CoP created a workgroup focused on better supporting older adults with I/DD who live with their parents and families. The workgroup developed three ambitious systems-based recommendations for which they are seeking legislative buy-in and support.” Recommendations include enhanced case management planning around aging, health conditions, and end of life.

<sup>3</sup> Larson, S.A., Eschenbacher, H.J., Anderson, L.L., Taylor, B., Pettingell, S., Hewitt, A., Sowers, M., & Bourne, M.L. (in press, 2018). In-home and residential long-term supports and services for persons with intellectual or developmental disabilities: Status and trends through 2016. Minneapolis: University of Minnesota, Research and Training Center on Community Living, Institute on Community Integration.

WA’s continued participation in the National Supporting Families CoP shows their commitment to the CtLC framework and advancing supports for families of individuals with I/DD. The following tables includes a more comprehensive list of WA’s achievements from evaluation year one.

**Exhibit 5. Washington’s Achievements in Evaluation Year One, 2018-2019**

Value Cycle	CoP Activities and Achievements
<p><b>Cycle 1: Immediate Value</b> <i>Value of Activities and Interactions Themselves</i></p>	<ul style="list-style-type: none"> <li>▪ In WA, self-advocates are involved in every aspect of the CoP.</li> <li>▪ Within the state, collaboration among stakeholders is common. This includes partnerships between DDA and community partners. Because of extensive collaboration, the state CoP has encouraged merging communication efforts, such as sharing information and engaging communities.</li> </ul>
<p><b>Cycle 2: Potential Value</b> <i>Changes in Knowledge Capital</i></p>	<ul style="list-style-type: none"> <li>▪ The DD Council and DDA are dedicated to advancing current initiatives, including streamlining services, furthering existing initiatives, conducting outreach with diverse communities, and developing services that are more outward-focused.</li> <li>▪ The WA CoP created a platform for ongoing training and education sessions for families, providers, and stakeholders to increase awareness of available services and supports in the state.</li> <li>▪ DDA is developing an assistive technology policy for usage across all programs.</li> </ul>
<p><b>Cycle 3: Applied Value</b> <i>Changes in Practice</i></p>	<ul style="list-style-type: none"> <li>▪ DDA aligned rules and polices across programs within the service system.</li> <li>▪ There is a greater use of assistive technology within the state.</li> <li>▪ DDA updated eligibility requirements to align with eligibility criteria across the department (e.g., residency requirements).</li> <li>▪ DDA amended waivers to include service expectations and descriptions. New and innovative services include Community Engagement and Peer Mentoring.</li> </ul>
<p><b>Cycle 4: Realized Value</b> <i>Performance Improvement</i></p>	<ul style="list-style-type: none"> <li>▪ The CtLC framework changed the state's approach to serving individuals with I/DD and their families.</li> <li>▪ Families report an enhanced "front door" experience, increased satisfaction, and increased efficiency in accessing services.</li> </ul>
<p><b>Cycle 5: Reframed Value</b> <i>Redefining Success</i></p>	<ul style="list-style-type: none"> <li>▪ As a result of the CoP and CtLC framework, DDA and the DD Council is approaching its work from a more holistic perspective while continuing to provide direct support.</li> <li>▪ The DD Council’s state plan aligns with the CoP work and CtLC framework.</li> </ul>