

III. VISION AND PRINCIPLES FOR THE REDESIGNED MENTAL HEALTH AND INTELLECTUAL AND DEVELOPMENTAL DISABILITIES SYSTEM

Prior to beginning the workgroup process, TAC, HSRI and DHS discussed the basic values and principles that should drive the process for formulating consensus recommendations to the Legislative Interim Committee. It was decided that there would be two sources of these values and principles. The first is the principles of the Iowa *Olmstead* Plan, which reinforces the community integration mandate of the Americans with Disabilities Act, which was enacted by Congress in 1991. The second would be the integrated list of consumer-focused outcomes and system performance domains developed by the ID-DD, MH and Children's Workgroups.

Iowa DHS has published a comprehensive *Olmstead* Plan in conformance with federal requirements and guidelines under the American's With Disabilities Act. This plan clearly states the vision of "a life in the community for everyone." This vision is supported by a number of key principles related to a life in the community for everyone. These are briefly summarized below.

Iowa *Olmstead* Principles: A life in the Community for Everyone

1. **Public awareness and inclusion**...Iowans increasingly recognize, value, and respect individuals with mental illness or disabilities as active members of their communities.
2. **Access to services and supports**....Each adult and child has timely access to the full spectrum of supports and services needed.
3. **Individualized and person-centered**....Communities offer a comprehensive, integrated, and consistent array of services and supports that are individualized and flexible.
4. **Collaboration and partnership in building community capacity**....State and local policies and programs align to support the legislative vision of resiliency and recovery for Iowans with mental illness, and the ability of Iowans with disabilities to live, learn, work, and recreate in communities of their choice.
5. **Workforce and Organizational Effectiveness**....Investing in people through appropriate training, salary and benefits improves workforce and organizational effectiveness.
6. **Empowerment**....Communities recognize and respect the ability of people (1) to make informed choices about their personal goals, about the activities that will make their lives meaningful, and about the amounts and types of services to be received; and (2) to understand the consequences and accept responsibility for those choices.
7. **Active Participation**....Individuals and families actively participate in service planning; in evaluating effectiveness of providers, supports and services; and in policy development.

8. **Accountability and results for providers**....Innovative thinking, progressive strategies and ongoing measurement of outcomes lead to better results for people.
9. **Responsibility and accountability for government**....Adequate funding and effective management of supports and services promote positive outcomes for Iowans.

SF 525 specifies that DHS should develop consumer outcomes and performance measure for application in a consistent manner throughout the public MH/ID-DD system. As a first priority, the ID-DD, Mental Health and Children's Disability Services workgroups worked together to develop consensus on a uniform set of outcome and performance domains that could form the basis for system monitoring, quality improvement and accountability throughout the state. These recommended domains address system outcomes, consumer outcomes and family outcomes. The recommended domains are listed below.

Consolidated Workgroup Recommendations on Global Outcomes

System Outcomes

- Help Iowans increasingly recognize, value, and respect individuals with mental illness and/or disabilities as active members of their communities.
- Provide each adult and child with timely access to the full spectrum of supports and services needed, including for those who have co-occurring disabilities.
- Offer a comprehensive, integrated and consistent array of services and supports that are individualized, person-centered, flexible, and culturally informed.
- Ensure that state and local policies and programs align to support the legislative vision of resiliency and recovery for Iowans with mental illness, and the ability of Iowans with disabilities to live, learn, work, and recreate in communities of their choice, thereby reducing Iowa's current reliance on high-cost institutional settings.
- Invest in people through appropriate training, salary and benefits to improve workforce and organizational effectiveness.
- Recognize and respect the ability of people (1) to make informed choices about their personal goals, about the activities that will make their lives meaningful and about the amounts and types of services to be received; and (2) to understand the consequences of, and accept responsibility for, those choices.
- Ensure that individuals and families actively participate in service planning, in evaluating effectiveness of providers, supports and services and in policy development.
- Encourage the use of innovative thinking and progressive strategies that lead to better results for people.
- Provide adequate and flexible funding and cost effective management of supports and services that promote positive outcomes for Iowans.
- Ensure that children and adults receive the necessary services and supports to achieve their optimal educational potential.

Individual Outcomes

- People make choices about their lives including with whom and where they live.
- People have support to participate in their communities.
- People have friends and relationships.
- People have support to find and maintain meaningful, competitive, community integrated employment.
- People have transportation to get them where they need to go.
- People are safe from abuse, neglect, restraint, seclusion, injury, and coercive interventions.
- People receive the same respect and protections as others in the community.
- People secure needed health services and are supported to maintain healthy habits.
- People's treatment, including medications, is managed effectively and appropriately.
- People receive information about their disability and the services and supports they need in easily understood language.
- People are actively engaged in planning their services and supports.
- People are supported to be self-determining and to manage and direct their own services.
- People are supported to advocate for themselves.
- People have timely access to services and supports in the community that aid in preventing and resolving crises in a least restrictive, person/family-centered and minimally disruptive manner.
- People receive the necessary services and supports to achieve their optimal educational potential.

Family Outcomes

- Families have equal access to needed services and supports, including crisis intervention and respite, regardless of where they live and the nature of their family member's disability.
- Families receive accurate and accessible information and counseling regarding the nature of their family member's disability and relevant services and community resources.
- Family voice is sought and choices are respected and considered by the family-inclusive service team.
- Families have the information and support necessary to assist in the development of a plan for their family member.
- Families that choose to self-direct flexible budgets can do so (for families with children).
- Families receive supports necessary to keep the family together.
- Families get the services and supports they need to make a positive difference in their lives and the life of their family member with a disability.
- Families use integrated community services and participate in everyday community activities.
- Families are supported to maintain connections with and participate in the treatment of family members with disabilities not living at home.
- Families have a primary decision-making role in the care of their (dependent) children, as well as the policies and procedures governing care for all children.
- Families are given accurate, understandable and complete information necessary to set goals and to make informed decisions and choices about the right services and supports for (dependent) children and their families.

Taken all together, the Iowa *Olmstead* principles and the recommended domains for outcome and performance measurement provide a comprehensive template that was used by the Workgroups to guide their deliberations and consensus-building. Virtually all of the consensus recommendations of the workgroups discussed in Chapters IV through IX of this report can be aligned with and shown to be consistent with these principles and measures. And, in cases where consensus was not reached on certain topics, the Workgroups typically asserted that whatever solution is ultimately adopted by the Legislature and DHS should adhere to *Olmstead* principles.