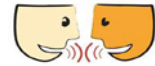


FACE TO FACE INTERVIEW: SCRIPT



DATE:	LOCATION:
PERSON INTERVIEWED:	INTERVIEWER:
OTHER PEOPLE PRESENT & RELATIONSHIP(S) TO PERSON:	

Hello, my name is _____ with _____. You are ___ [Person's Name] _____ and _____?
(other people present)

I am here on behalf of the Office for Citizens with Developmental Disabilities (OCDD). because our records show that you are waiting for supports and services that people use to live in their own apartment or house with family, friends or roommates of their choice.

Unfortunately, I am not here today to offer you those services right now, but I am here to see if you would like to get services if they become available in the future.

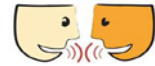
The name for this type of supports and services is the New Opportunities Waiver, and many people call it the "NOW." People who have asked for the NOW, but haven't gotten it yet, have their names on a waiting list called the Request for Services Registry. The names are in order, based on when people asked for the NOW. Currently, your name is on that list.

Today, I am here to talk about and answer any questions you might have about the NOW and moving into your own place. If I don't have the answer for your questions, I will find someone who does. Anything we discuss today will be confidential and not shared with anyone without your permission.

When we finish talking, I want to find out if you want to stay living here at [name or residence] or if you are looking to live somewhere else where these supports and services from the NOW might be able to help you.

Before we start, do you have any questions?
Person's Questions:

FACE TO FACE INTERVIEW: SCRIPT



If people need extra help to be able to live in a house or apartment, the New Opportunities Waiver (NOW) has some specific kinds of help available. It does not pay for a house or apartment, but it can pay for supports and services that allow a person to keep living in the community.

Do you know anyone who has the NOW or lives in their own place with help from staff?

YES

NO

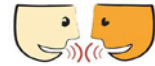
IF YES:

Have you ever visited them?

Have you ever thought about doing something like that yourself?

Have you thought about living by yourself, or with a roommate, or with family?

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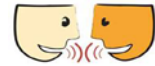


I'm going to spend some time talking about the type of supports and services that a person may get through the NOW. Because this meeting is to ask about your interest in the NOW, it is important that you know what might or might not be available before you make a decision. *Please remember that I am not here to offer you the NOW services and supports that we are about to discuss.*

There are different kinds of services available through the NOW. These supports are approved based on what kinds of needs a person has and how serious and important those needs are, in order to keep the person living safely in the community. Let's talk about the range of services with the NOW.

- A. Individual and Family Supports:** This service pays for staff who help the person do things like taking a bath, getting dressed, making and/or eating meals and taking medication. Staff can help a person turn over in bed several times a day to keep his/her skin healthy and provide reminders about what to do if the person gets angry or sad to prevent them from making choices that might get them in trouble. The number of hours and kinds of help a person gets is different for each person, based on what they need. Individual and family supports are usually the main service that people receive through the NOW.
- B. Center-Based Respite:** This service can be used when a person lives with family or friends, and the family or friends are the ones who help the person with most of the day to day activities like getting dressed, taking care of basic health needs, and getting to work or appointments. When the family or friends need a short break, the person can go stay somewhere else (a center) where people are paid to give the basic kinds of help that the person needs.
- C. Community Integration and Development:** This service can be used when a person is moving into a new area. Staff can help the person make connections within the new community like finding and going to a local place of worship, the library, grocery stores and learning about different activities happening in the community. This service is available until the person gets to know the community on his/her own. It also depends on the needs of the person.
- D. Work-Related Supports:** These are available to people who want to work and need ongoing support to get and keep a job. In the beginning, staff can provide support to the person to help him/her learn skills to apply for a job, figure out what he/she wants to do and how to keep a job.
 - a. People can work in a group, or they may work at an individual job out in the community, including developing and running his/her own business. If the person works in a group or a work crew, he/she will need skills to work with others and get the job done. Work-related supports can help the person learn these social skills to work in a group. The hours and kinds of supports will be different depending upon the person's needs.
 - b. If a person does not want to work, he/she can go to a facility and participate in activities related to his/her interests, hobbies and/or favorite sports.

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- E. Residential Habilitation/Supported Independent Living:** This service is available for a person who lives in his/her own home, not with a family member or relative, and who needs some help with day to day activities like paying bills, managing a budget, making healthy meals and going to scheduled doctors' visits to keep him/her healthy and safe. This kind of help leads to a person learning skills so that he/she can live more independently in his or her own home.
- F. Environmental Modifications and Specialized Equipment:** The NOW can pay for certain kinds of equipment or changes to a person's home or car needed to help them get around more independently and keep him/her healthy and safe while living at home. Examples of this service include: installation of grab bars to hold on to so the person can get in and out of the bath or shower more safely; building a ramp so that a person in a wheelchair can get in and out of the house by him/herself; and rebuilding doorways so that a person can get around a house or apartment with a wheelchair. Equipment can be purchased to help people safely get out of a bed or chair. Also, adaptive communication devices can be purchased for people who have communication difficulties and are not easily understood by others. There are requirements for the kinds of equipment and changes that can be made and there is a limit of spending based on need.
- G. Professional Services:** When a person lives at home and has certain medical or health related needs, there are services in the NOW that can help. For example, there are services provided through a nurse for people with certain medically complex conditions, like suctioning and tracheotomy care. Other professional services that help a person live more independently can include psychology, social work and/or nutrition/dietary services.

In addition to these services, every person who has a NOW is assigned a worker, called a Support Coordinator, who works with the person and family to find out what is needed and develop a plan of care. While many services are provided in the NOW, the Support Coordinator can also help find other services, such as finding a doctor that will accept Medicaid or a doctor who has experience in a medical specialty. While the NOW cannot be used to pay for a place to live, a Support Coordinator can find other resources that may be used to help locate an apartment or house, pay for food and other things the person may need. Support coordinators ensure that everyone who is there to help is working to communicate with each other so that things run smoothly.

I've given you some information about the ways that supports and services can work for people who have a NOW. Do you have any questions so far?

Next, I'd like to talk a little bit about your plans for the future. *Even though I am not here to offer you a NOW waiver today*, I would like to see if you might want to leave the [name of facility] soon (over the

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next year or two) or in the future (like the next 2-5 years) and get a place to live by yourself, with family, friends or roommates that you choose. The NOW supports that we just talked about help you do this.

Do you have any plans right now about leaving [name of facility]? If so, would you want/need help to leave the facility and move in the community? If so, what help do you think you need? (Summarize Response)

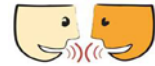
{if answer is “no” to above question} Do you want to stay at the facility right now?

{if individual wants to stay at the facility} Do you ever think or talk about moving somewhere else? What would that place be like? (Summarize Response)

Have you ever talked about living somewhere else with your team here at [name or facility]? Are there plans for you to move, or do you think is it best for you to be here at [name of facility] for the time being? (Summarize Response)

What about the future? In one year from now? Two years? Five years?

FACE TO FACE INTERVIEW: SCRIPT



Based on our talk today, do you think that you are interested in staying on the Registry and waiting for a NOW, if one becomes available in the future? (*Summarize Response*)

If yes...

Review and complete each of the following: *please check boxes upon completion*

- Individual Information/Update Form {Forward to LGE}
- TWO (2) copies of the Individual Decision Forms
(Includes “active” and “inactive”)
 - Leave one (1) copy with individual
 - Forward 1 to LGE DD Director
 - Leave LGE brochure/contact list with the individual

Explain that these forms must be completed so that OCDD can send them a “reminder” (validation) letter each year to update your contact information, change their status from “inactive” to “active” and be notified when a NOW offer is available. Individuals listed as “active” and “inactive” on the Registry will receive validation letters each year and be notified when a NOW offer is available based on their original request date.

If it appears as though the individual does not have the capacity to understand the information being explained to him/her and make a decision, please check “active” on the individual decision form, then write “this person does not appear to have the capacity to understand the information I have presented and/or make an informed decision; thus, he/she will remain active on the Registry”. Please sign under “name of person assisting individual in completing this form”. Additionally, please log this on the *Validation Team Visits in Private NH and ICF/DD Tracking Form*.

If an Individual voluntarily requests that his/her name be removed from the Registry and he/she is not interested in receiving services and supports through the NOW....

- Individual Information/Update Form
- TWO (2) Individual Decision Forms that reads “REMOVAL”
 - Leave one (1) copy with individual
 - Forward 1 to LGE DD Director
 - Leave LGE brochure/contact list
 - Witness present + signature

Please note, a witness is not needed when a legal guardian or curator participates in the meeting. A family member or authorized representative may act as a witness; a staff member can act as a witness, if the individual requests or gives permission to the staff member to participate in the visit.

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Additional Notes: