COVID-19 Response

Remote Technology Becomes Key to Service Provision

Agencies used virtual applications to connect with people for:
- Case management daily/weekly check-ins
- Communication supports
- Team meetings
- Support to families and shared living providers
- Group activities such as exercise and cooking classes
- Wellness checks
- Staff meetings and peer support

In early March, the Department of Aging and Independent Living (DAIL) mandated the closure of community-based supports. Agencies quickly pivoted to provide necessary supports remotely or with social distancing. Agencies, individuals receiving service, families, guardians, and home providers worked together to create person-centered plans to keep people healthy and safe.

Plans and supports included:
- Dedicated phone lines to support high-risk individuals
- Procuring and delivering PPE
- Purchasing tents and other equipment for outdoor socially distanced services
- Purchasing laptops and tablets for people receiving remote services
- Drive-by parades to celebrate special days
- Delivering art and enrichment materials to people’s homes
- Providing professionally trained peer supports for staff and shared living providers
- Helping families with getting groceries, medicine, and other needed supplies
- Redeployed staff as respite for home providers, crisis support and to prevent gaps in service

Agencies also worked with DAIL to provide additional financial support to families and shared living providers now caring for individuals 24/7 due to community service closures.

Supports for Individuals with Intellectual/Developmental Disabilities

WHO WE SERVE

VCP network agencies provided individualized services and supports to over 4,600 individuals with intellectual and developmental disabilities through Home and Community Based Service (HCBS) waivers, Flexible Family Funding (FFF), Bridge Program, and Family Managed Respite (FMR). The majority, 3,245 individuals, were served through HCBS waivers.

IMPACT

Vermont continues to be a leader in inclusive, person-centered practice throughout our system of care. Policies of self-determination coupled with community-based supports lead to a high degree of consumer satisfaction with agency services. In FY20:
- 98.3% of individuals entering the system were called or seen within 48 hours
- 95% believed their staff had the right training to meet their needs
- Vermonters with I/DD were employed at a rate of almost twice the national average
- 92% liked where they live
- 94% believed their services and supports helped them to lead a good life
- 98% agreed their service plans included things that were important to them
- Vermont is one of only 3 states with no residential settings of more than 6 people

Agencies offer quality I/DD services to children, high school grads, adults and elders seeking healthy fulfilling lives in their communities.

Working together in the community garden at Champlain Community Services.