

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
- Team meetings
- Support to families and shared living providers
- Group activities such as exercise and cooking classes
- Wellness checks
- Staff meetings and peer support

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
- Delivering art and enrichment materials to people's homes
- Helping families with getting groceries, medicine, and other needed supplies

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

Despite the challenges, network agencies persevered and prioritized the health and safety of individuals served and advocated for staff compensation, administrative flexibilities, and safeguards for people receiving services.

Intellectual and Developmental Disabilities Services



WHO WE SERVE

VCP network agencies provided individualized services and supports to over 4,500 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). Services to people with I/DD are lifelong, and most were served this year through HCBS waivers. Agencies offer high quality I/DD services to children, high school grads, adults and elders seeking healthy fulfilling lives in their communities.

IMPACT

Vermont continues to be a leader in inclusive, person-centered practice throughout our system of care. Self-determination policies and community-based supports were highly valued. FY21 presented monumental challenges because of COVID and chronic underfunding resulting in an unprecedented workforce shortage, most significantly around lost service hours and scarce residential support.

Despite those challenges, network agencies persevered and prioritized the health and safety of individuals served and advocated for staff compensation, administrative flexibilities, and safeguards for people receiving services.

- Despite a demand for 10% more living providers, agency staff worked tirelessly to provide safe living conditions for the 88 individuals waiting for long-term placement in shared living settings
- Chronic underfunding of staff wages, COVID risks, and high housing costs contributed to a 19% loss of service hours to people receiving services compared to pre-pandemic service hours. (4,774 lost hours in 2021 from 24,814 total service hours in 2019)



Developmental services staff at United Counseling Service and client enjoyed a Client Fun Day at Willow Park in Bennington.