

What Can Leaders Do to Make Inclusive Services Happen?

In the Summer of 2024, leaders of five organizations in North Carolina that offer individualized, inclusive supports to people with IDD were

interviewed, their frontline workers filled out surveys, and the people getting services and their families spoke in focus groups about what made community-based services easier to get and keep.

Here's what they said about what makes inclusive services happen:

Within the Organization



Prioritize Values of Community Engagement and Self-Determination in documents, training, communication, job evaluations, and more to offer quality services



Encourage Open Communication with Employees for a healthy sharing of ideas and better service delivery



Offer Continuous Training Opportunities to Employees about expectations of the job, in the field training, leadership training, and other continuing education to build confidence and skills



Empower Frontline Employees to Make Decisions and support their ideas to make sure staff at all levels know which decisions they can make and when they need to ask for help or permission



Support and Teach Employees to Make Decisions that improve quality of life for people supported instead of making decisions that avoid risk



Share Resources about Events, Programs, and Job Opportunities in communities where people who get services live to make it easier for employees to support people to stay connected and contribute to their quality of life



Use Data to Make Better Decisions related to services, employees, and how to run the organization so ideas are taken from the people who are impacted by the decisions



Invest in Things that Make a Positive Difference in Daily Work like frontline employee pay, reimbursing for mileage, fundraising for more flexible funding, and employee training



Include People Receiving Supports in Decision Making Positions on boards, committees, and as employees



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Outside of the Organization



Encourage Open Communication with People Receiving Services for more person-centered service delivery



Build Partnerships with Other Service Providers to share ideas and help problem solve



Build Partnerships with Community Organizations to create job opportunities and build natural relationships



Build Partnerships with MCOs and Corporations to get more flexible funding when needed



Build Relationships with Families of the People Receiving Services for better communication, more collaboration, and supports that better meet the needs of people getting services

This infographic shows results from a 2024 case study by the National Leadership Consortium about how to advance individualized, community-based services, funded by the North Carolina Council on Developmental Disabilities. More key findings can be found at www.natleadership.org/reports.

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