

What Makes 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 their experiences with community-based services. *Here's what they said about what makes inclusive services happen:*



PRIORITIZING COMMUNITY ENGAGEMENT

- in **Organizational Advertising and Paperwork**
- when **Hiring** people
- in **Plans**, and
- in **how money is spent**

57%

of frontline workers said **Effective Employee Training** helps them provide community-based services



OPEN COMMUNICATION OFTEN

- between **Frontline Workers and Managers**
- between **Frontline Workers and People Receiving Services and Their Families**, and
- between **Leaders and Community Organizations**

67%

of frontline workers said **Clear Communication** channels helps them provide community-based services



PARTNERSHIPS WITH OTHER ORGANIZATIONS

- With **Managed Care Organizations and Government Groups**
- With **Community Organizations**
- With **Disability Organizations and Advocacy Groups**

50%

of frontline workers said **Collaborative Partnerships with Community Organizations** helps them provide community-based services to people with high support needs

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.

