

*"I am living my best life!"*

## WHAT IS THE FLEX MODEL?

The Flexible Residential Support Model—or “Flex Model” for short—is a type of residential service that people can receive in their home. People using the Flex Model decide when they want staff helping them in their home, and when they want to use other kinds of support—like Enabling Technology, remote support, or friends or neighbors.

## WHO IS THE FLEX MODEL FOR?

People can use the Flex Model if they have Supported Living or Residential Habilitation services (Level of Need 2, 3, or 4) in one of DDA’s waiver programs. Your Independent Support Coordinator (ISC) can help you understand what type of residential service and Level of Need you have.

## HOW CAN THE FLEX MODEL HELP ME?

The Flex Model can help people increase their independence and have more flexibility with when staff are in their homes. The Flex Model is all about giving people the freedom to decide exactly how they want their support to look.

## DO I HAVE TO USE ENABLING TECHNOLOGY WITH THE FLEX MODEL?

No, you do not have to use Enabling Technology with the Flex Model. However, many people benefit from Enabling Technology and DDA can help you learn more about it if you want.

## CAN I CHANGE MY MIND AFTER I START USING THE FLEX MODEL?

Yes, you can change your mind at any point and go back to receiving traditional Supported Living or Residential Habilitation Services.

## HOW DO I LEARN MORE ABOUT THE FLEX MODEL?

People can talk to their ISC about the Flex Model. Members of the Circle of Support can contact DDA with any questions: [jeremy.norden-paul@tn.gov](mailto:jeremy.norden-paul@tn.gov)

*"I wish we had tried this before, but I know with my past problems it was hard for people to believe I could do it. I hope more people get to try it."*

*"Before technology I was never alone in my house. I could not open the door, turn on my lights, control my TV, or have privacy in the bathroom or bedroom. Now technology allows all these things."*

*"I feel like an adult because I can be home alone and I can do what I want. I also enjoy spending time with staff, being able to plan my day and them helping me get out and enjoy myself. ... I am living my best life ever. I have a job, a boyfriend, lots of friends and a really busy life. I am an adult!"*

*"Having enabling technology makes me feel good. I want to be normal and live like everyone else. I feel that with the technology I can eventually live with less staff support."*