

# Appendix 2: Visual minutes from the virtual workshops





WHAT ELEMENTS OR OUTPUTS OF THE STRATEGY DID YOU USE TO DEVELOP YOUR SERVICES?

Good Policy Intent not so much IMPACT

WHAT IS WORKING WELL?

LOCAL VIEWS OF AUTISM SERVICES + STRATEGY Dumfries & Galloway

Refreshed Autism ToolBox used in schools

USED DEVELOPMENT FUNDING FOR SERVICES

Good IDEAS

TAKING A PERSON CENTRED APPROACH

For YOUNG PEOPLE POSITIVE EXPECTATIONS TRANSITIONS

That they WILL find a PATHWAY

BUILDING POSITIVE SHARED RELATIONSHIPS IS REALLY IMPORTANT

WE'RE LISTENING

ATTITUDES IN SCHOOLS HAVE CHANGED FOR THE BETTER

ICAN!

WHAT DIFFERENCE HAS THIS MADE TO PEOPLE ACCESSING AUTISM SERVICES?

REDUCTION IN OUT OF REGION PLACEMENTS

Online LEARNING module

COMMUNITY CAFE HAS HAD GOOD IMPACT

HELPED IDENTIFY PRIORITIES

POSITIVE ALTERNATIVES being offered by 3RD SECTOR

BEING HONEST!

TAKING TIME

TRAINING has HELPED

ENCOURAGING ENTREPRENEURISM

DEVELOPING SKILLS + CONFIDENCE

Mandatory for all STAFF

Created IMPETUS for ACTION



WHAT CHANGES HAS THIS LED TO?

WORKING ALONGSIDE EMPLOYERS

SUCCESS BREEDS SUCCESS

constant BATTLE FOR FINANCE

BUILDING BRIDGES

AN OVERVIEW OF AUTISM ACTIVITY



SUPPORT FOR AUTISTIC ADULTS WHO ARE PARENTS

HOW COULD LOCAL SERVICES IMPROVE?

The WILL IS THERE

BETTER DIRECTORY OF SERVICES

In the same PLACE

EVERYTHING You need to know is HERE

5 PRIORITIES

PARTNERSHIP WORKING

PARENT CONFERENCES

NEED ADULT DIAGNOSTIC PATHWAY

How can we work TOGETHER BETTER?

MAXIMISE resources

3rd sector statutory

FOCUS on the ASSET BASED approach NOT THE DEFICIT Model

WHAT IS REQUIRED AT A LOCAL OR NATIONAL LEVEL TO HELP MAKE THESE IMPROVEMENTS HAPPEN?

AUTISM Commissioner

RAISING AWARENESS

LIVING WELL PROJECT

WORKSHOPS FOR EMPLOYERS

SUPPORTING AUTISM TOGETHER

RESOURCES to take forward NEURODEVELOPMENTAL PATHWAY

Become DISPARATE

PROPER SYSTEM

Get non school ATTENDERS BACK IN

THIS WORKS!

WHAT IS REQUIRED AT A LOCAL OR NATIONAL LEVEL TO HELP MAKE THESE IMPROVEMENTS HAPPEN?

National drive + EXPECTATION helps Make things HAPPEN

CARE + SUPPORT CLOSE TO HOME

COMMUNITY ASSESSMENT

SATURDAY ART CLUB

LECO LIBRARIES

NEED TO BE GETTING THE SAME MESSAGES?

PARENT - PROFESSIONAL PARTNERSHIP

NEED SIGNPOSTING FOR FAMILIES

CO-ORDINATED TRAINING FOR ALL

Social work

COLLABORATION

OWNERSHIP LEADERSHIP

EARLY ASSESSMENT ASAP

IDENTIFY AUTISTIC PEOPLE

TRACKING

DEVELOPED REGISTER

IT CAN BE BITT

BRING IT ALL TOGETHER

Education

Health

Families

FUNDING + RESOURCES

REVISE LOCAL STRATEGY

AUTISM SUPPORT NEEDS UNDERSTOOD BY ALL AGENCIES

ANALYSE POST SCHOOL DESTINATIONS

USE LOCKDOWN

LEARNING ON EDUCATION

WE CAN MOVE FAST AND DO THINGS DIFFERENTLY

THE LEGACY... IMPROVED PARTNERSHIP BETWEEN STATUTORY + 3RD SECTOR

drawn by Jenny

www.morethanminutes.co.uk

USE LOCKDOWN

LEARNING ON EDUCATION

WE CAN MOVE FAST AND DO THINGS DIFFERENTLY

# LOCAL VIEWS OF AUTISM SERVICES + STRATEGY NORTH LANARKSHIRE

## AN OVERVIEW OF AUTISM ACTIVITY



PROVIDED OUTCOMES + INDICATORS TO MEASURE SERVICES AGAINST

HOW HAS THE NATIONAL STRATEGY INFLUENCED AUTISM SERVICES IN YOUR AREA?

EMBED RECOMMENDATIONS IN EVERYTHING WE DO

Strategy JUST WARMING UP

GOOD WORK IN AUTISM SPECIFIC SERVICES, BUT IN SERVICES AUTISM IS PART OF... IT'S NOT GOOD.

SMALLER ORGANISATIONS ARE HAVING BIGGEST IMPACT

HOW HAS THIS CHANGED IN RECENT YEARS?

As an autistic adult I haven't felt supported into EMPLOYMENT

More Focus on consulting autistic people + CAREERS

Need to REALLY understand AUTISM

Trying to FIND SERVICES FOR HIGH FUNCTIONING AUTISTIC ADULTS IS REALLY DIFFICULT

YOU CAN'T COPY + PASTE AN AUTISTIC CHILD INTO A MAINSTREAM SYSTEM

I'd be on my knees without HOPE FOR AUTISM

IT'S BEEN THE HUB for parents + families

IF WE GEAR EDUCATION TO AUTISTIC CHILDREN ALL WILL BENEFIT



## HOW COULD LOCAL SERVICES IMPROVE?

IT'S AN INVESTMENT GIVING TIME to listen

LISTENING TO AUTISTIC PEOPLE + FAMILIES IS KEY

WITH COMPASSION + EMPATHY

HELP

Need to hear from the families who are STRUGGLING

FAMILIES CAN BE TRAUMATISED

Focus groups of autistic people + families highlight ISSUES

"We keep having to START AGAIN"

NO ONE SIZE FITS ALL

AND WALK IN OUR SHOES

WE ARE AUTISTIC

LISTEN TO US



WHAT IS WORKING WELL?

GOOD WORK BEING DONE BY SMALL 3RD SECTOR ORGANISATIONS BUT NEEDS TO LINK IN TO STATUTORY

THE ONE STOP SHOP WAS GOOD

NOTHING IS CENTRALISED

Residential weekend Pонies for Autism

PRACTICAL HELP + RESPITE MAKES A HUGE DIFFERENCE

FIND + FILL THE GAPS

Supported employment Housing

Support for families Transition to adulthood

Need to look at Open plan SCHOOLS

MANDATORY TRAINING FOR PROFESSIONALS IS IMPORTANT AND MUST BE IN EDUCATION WHOLE SCHOOL APPROACH

ON GOING DRIVEN BY LEADERSHIP

MUST COME FROM THE TOP

Remember SDS Opportunities

Remember SDS Opportunities

WHAT IS REQUIRED AT A LOCAL OR NATIONAL LEVEL TO HELP MAKE THESE IMPROVEMENTS HAPPEN?

Services need to teach all who need them, not just those who SHOUT the loudest

People need EASY ACCESS to INFORMATION about SERVICES available

WE ARE AUTISTIC

LISTEN TO US





Drawn by Jenny WWW.MORETHANMINUTES.CO.UK

HOW HAS THE NATIONAL STRATEGY INFLUENCED AUTISM SERVICES IN YOUR AREA?

SUPPORT FROM ANS FACILITATED NETWORKING AND LEARNING FROM OTHER AREAS.  
THE NATIONAL STRATEGY NEEDS TO BE MORE FOCUSED - I'D BREAK THE UNACHIEVABLE

Lock of LEAD for autism in SERVICES  
Lack of input from people with lived experience feeling in  
PEOPLE WITH AUTISM BRING HUGE KNOWLEDGE, SKILLS + LIFE EXPERIENCE WHICH CAN HELP FIND SOLUTIONS THEY SHOULD BE BROUGHT IN TO INFORM PRACTICE

IMPROVEMENTS IN DIAGNOSTIC PATHWAYS  
PSYCHIATRISTS CAN MAKE DIAGNOSES NOW

HOW HAS THIS CHANGED IN RECENT YEARS  
BRINGING AUTISM + LEARNING DISABILITY BACK TOGETHER IS A HUGE MISTAKE  
Nothing has REALLY been developed.

One person in diagnostics cant do everything - theres too much WORK.

MUST HEAR THE AUTISTIC VOICE AT THE CORE OF DECISION MAKING  
HEADTEACHER (and autistic)  
LAWYER (and autistic)  
DOCTOR (and autistic)  
USE OUR SKILLS + EXPERIENCE

COMMUNICATION BETWEEN NATIONAL AND LOCAL HAS BEEN DIFFICULT  
FUNDING HELD TO ESTABLISH THE ONE STOP SHOP BUT WAS DISCONTINUED

NATIONAL STRATEGY  
GETTING CAUGHT IN THE MIDDLE  
ONE STOP SHOP  
IT'S HARD TO ACCESS FUNDING

IT'S FRUSTRATING.  
PROGRESS HAS STALLED + PEOPLE ARE JADED  
THERE'S BEEN A BREAKDOWN IN CONTINUITY AND COLLECTIVE WORKING

THE HIGHLAND ONE STOP SHOP IS VITAL, AND ACTUALLY UNDERSTANDS AUTISTIC PEOPLE.  
FOR THOSE ACCESSING AUTISM SERVICES WHAT IS WORKING WELL?

THE ONE STOP SHOP HAS BEEN MY LIFE SAVER  
I DISCOVERED MY AUTISM IN MY 40S, BUT HADN'T ALLOWED BEHAVIOURAL ADJUSTMENT OF WORKING AT HOME  
MY ORGANISATION DID NOT UNDERSTAND OR SUPPORT MY NEEDS - IN THE END I WAS ILL HEALTH RETIRED

THERE ARE SMALL ADJUSTMENTS THAT CAN MAKE A BIG DIFFERENCE  
I WAS LET DOWN BY THE SYSTEM  
IT'S DISCRIMINATION

THERE MUST BE A SAFE PASSAGE FOR DISCLOSURE AT WORK  
FUNDING APPLICATIONS FOR PEOPLE WITH AUTISM DON'T FIT THE CRITERIA THAT ATTRACTS FUNDING

WHAT DIFFERENCE HAS THIS MADE TO PEOPLE ACCESSING AUTISM SERVICES?  
Projects that do get funded are too SHORT TERM

PLEASE SHARE YOUR STORIES  
LOCAL VIEWS OF AUTISM SERVICES + STRATEGY  
THE HIGHLANDS

HOW COULD LOCAL SERVICES IMPROVE?  
EVERY AUTISTIC PERSON IN SCOTLAND SHOULD HAVE ACCESS TO A ONE STOP SHOP

START  
INVOLVE AUTISTIC PEOPLE FROM THE START IN DEVELOPING SERVICES  
FUND SOME SERVICES NATIONALLY  
NATIONAL PRIORITIES NEED LOCAL FUNDS

MENTAL HEALTH  
Autistic people present differently when in crisis  
GET BUMPED FROM SERVICE TO SERVICE IN MENTAL HEALTH  
NEED TIME TO PROCESS NEEDS

NEED TO KNOW WHERE TO GO IN A CRISIS  
RECOGNISE THAT AUTISM IS A NEURODEVELOPMENTAL CONDITION, NOT A MENTAL HEALTH CONDITION, OR A LEARNING DISABILITY

SUSTAINABLE  
BUILD ON THE WORK OF THE ONE STOP SHOP  
NEED CONTINUITY OF FUNDING  
YEAR ON YEAR FUNDING CAUSES HUGE STRESS

NEED TO ENSURE EARLY DIAGNOSIS  
POST DIAGNOSTIC SUPPORT MUST BE MORE TAILORED  
SERVICES NEED TO LINK UP

AN OVERVIEW OF AUTISM ACTIVITY  
NHS HIGHLAND  
We've been open about CHALLENGES

ADOS COACH  
TRAINING  
SHARING IDEAS AND RESOURCES

WORK WITH ONE STOP SHOP  
CAREERS ABLE TO ACCESS EMPLOYERS  
DURING COVID  
SOS budgets opened up to enable FLEXIBILITY

Not just VIRTUALLY  
What is IMPORTANT IN YOUR LIFE?

AUTISTIC PEOPLE  
NEED PRO ACTIVE SUPPORT  
IDENTIFY  
MAKE A CLEAR PLAN  
INDEPENDENT REVIEW OF ADULT SOCIAL CARE IS LOOKING AT WORKING PROACTIVELY

QUALITY TRAINING FOR HEALTHY OTHER PROFESSIONALS WITH AUTISTIC PEOPLE INVOLVED IN THE DELIVERY  
IS REQUIRED TO BUILD UNDERSTANDING  
AUTISM AWARENESS MUST REACH BEYOND THE AUTISTIC COMMUNITY ACTIVELY

WHAT IS REQUIRED AT A LOCAL OR NATIONAL LEVEL TO HELP MAKE THESE IMPROVEMENTS HAPPEN?

WE NEED TO KNOW THAT STATUTORY BODIES ARE LISTENING TO AUTISTIC COMMUNITIES

Worked with GPs  
Working with RECRUITERS to talk about REASONABLE ADJUSTMENTS

THERE'S STILL A LONG WAITING LIST FOR DIAGNOSIS BUT IT'S COMING DOWN  
More post diagnosis support needed

Should people be signposted to autistic friendly services? or mainstream services need to be adapted?

ADOS COACH  
TRAINING  
SHARING IDEAS AND RESOURCES

Work with ONE STOP SHOP  
CAREERS ABLE TO ACCESS EMPLOYERS  
DURING COVID  
SOS budgets opened up to enable FLEXIBILITY

Not just VIRTUALLY  
What is IMPORTANT IN YOUR LIFE?

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FEB 2021



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FEB 2021

HOW HAS THE NATIONAL STRATEGY INFLUENCED AUTISM SERVICES IN YOUR AREA?

AS PRACTITIONERS THE STRATEGY HELPS US CONCENTRATE ON AUTISM  
STRATEGY FUNDING ALLOWED FOR CONSULTATION LOCAL STRATEGY GROUP ALLOWED FOR CREATION LOCAL AREA CO-ORDINATOR POSTS  
THE LOCAL STRATEGY WAS WELL THOUGHT OUT

LOCAL AREA CO-ORDINATORS

SIGN POSTING

THEY'VE OFFERED CONTINUITY

LOCAL STRATEGY GROUP ALLOWED FOR CREATION LOCAL AREA CO-ORDINATOR POSTS

Have been able to help in the long term

I struggle with anxiety

HELP REMOVE BARRIERS

PIP ASSESSMENT SICKNOTE FROM GP

SOMETIMES I NEED HELP, SOMETIMES I DON'T

FITTING ME IN TOOLS WITH PEOPLE

LIVING UP

THE SERVICE HAS BEEN WONDERFUL FOR ME

PLEASE SHARE YOUR STORIES

TRANSPORT TRAINING FOR example USING PUBLIC TRANSPORT

THEY'RE GOOD ADVOCATES

I got a parking permit solved it!

I don't need them but they phone me to check on me

THE L.A.C'S ARE MAKING REAL INROADS

WHAT SERVICES HAVE BEEN WORKING WELL?

AUTISM AWARENESS IS GETTING BETTER + BEING NORMALISED

Social media has helped develop a more positive portrayal of autism

4 PAPERWORK AND AUDIT WAS DIFFICULT

26 I WAS DIAGNOSED IN MY 20S... I FELT A REAL RELIEF AT DIAGNOSIS.

AE school I feel I was a bit cheated

IT'S A LOTTERY

I have found services through my father

FAMILY SUPPORT + PARENTS AS ADVOCATES HAS BEEN CRUCIAL

# LOCAL VIEWS OF AUTISM SERVICES + STRATEGY EAST DUNBARTONSHIRE

LOCAL AUTISM STRATEGY GROUP  
5 YEAR USCO INDEPENDENT CONSULTANTS  
CORE GROUP TO TAKE STRATEGY FORWARD  
19 OBJECTIVES  
ESTABLISHING CLEAR PATHWAYS  
DEVELOPING AUTISM FRIENDLY COMMUNITIES

CHALLENGES LACK OF FUNDING DIFFICULT TO PLAN FOR MEDIUM LONG TERM

HOW COULD LOCAL SERVICES IMPROVE?

SOME PEOPLE STILL DON'T WANT TO FACE UP TO IT, THEY MISS OUT ON SERVICES

AUTISM CAN STILL BE A TABOO WORD

THE PRACTICE IS GREAT COMMUNICATION

THERE'S A DIFFERENCE BETWEEN KNOWING + UNDERSTANDING AUTISM

MORE SUPPORT FOR PARENTS + CARERS NEEDED AROUND DIAGNOSIS

IMPROVE LINKS BETWEEN CHILDREN'S + ADULT SERVICES

WHAT IS REQUIRED AT A LOCAL OR NATIONAL LEVEL TO HELP MAKE THESE IMPROVEMENTS HAPPEN?

GOOD SUPPORT IS STILL DEPENDENT ON INDIVIDUALS MEETING THE RIGHT PERSON.

PUT SYSTEMS IN PLACE.

CONSIDER OUR PUBLIC SPACES Designated quiet places in buildings autism friendly

## ACHIEVEMENTS

WELL SUPPORTED IN SCHOOLS  
AUTISM ADVISERS SIGNPOSTING  
MULTI-AGENCY PARTNERSHIP WORKING  
ONLINE RESOURCES  
AUTISM TOOLKIT  
GLOW

EDUCATION

HEALTH + SOCIAL CARE PARTNERSHIP

LOCAL AREA CO-ORDINATORS

POST CODE LOTTERY ISSUE WITH FUNDING

PERCEIVED LACK MEANINGFUL EMPLOYMENT

DIAGNOSTIC PATHWAY

DEVELOP NAVIGATION + AWARENESS

DEVELOP OUR PARTNERSHIPS

IMPROVE CONTINUITY AND JOINT WORKING

DO WE NEED AN AUTISM SOCIAL WORKER?

BUILD ON THE WORK OF THE L.A.C'S

SHARE OUR GOOD PRACTICE

REACH OUT TO PEOPLE

IMPROVE ACCESS + AWARENESS IN THE DWP.

TRANSITION OUT OF EDUCATION INTO EMPLOYMENT HAS BEEN TRICKY

## AN OVERVIEW OF AUTISM ACTIVITY

SECURED FUNDING

SUPPORTING TRANSITIONS FOR YOUNG PEOPLE

ESTABLISHED ONE STOP SHOPS

NEW PART TIME POST + SUPPORT YOUNG PEOPLE EMPLOYMENT

INCREASE AUTISM AWARENESS

HISTUS CAUSED BY PANDEMIC

SUPPORT APPRENTICESHIPS AND SERVICES SHOULD BE AGE LIMITED.

MAY STRUGGLE WITH ANXIETY + FIND NEW THINGS HARD

CHILDREN WHO DON'T MEET CRITERIA CAN GET MISSED

FAMILIES NEED TO BE INVOLVED

ANXIETY WITHOUT SUPPORT

LOO DISABLING

CHILDREN WHO DON'T MEET CRITERIA CAN GET MISSED

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CHILDREN WHO DON'T MEET CRITERIA CAN GET MISSED

drawn by Jenny MWM. MORE THAN MINUTES.CO.UK

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# LOCAL VIEWS OF AUTISM SERVICES + STRATEGY ABERDEENSHIRE

PLEASE SHARE YOUR STORIES

WHAT HAS INFLUENCED THE WAY IN WHICH YOU DELIVER SERVICES?

**SHARED PERSPECTIVE**  
GENUINE EXCHANGE + LEARNING  
LIVED EXPERIENCE FEEDING IN TO PROFESSIONAL PRACTICE

Services developed because it was needed AND IT WORKED FOR AUTISTIC PEOPLE

**PERSON CENTRED**  
MAKING ALL MENTAL HEALTH SERVICES ACCESSIBLE  
WORKING WITH PEOPLE NOT CONDITIONS  
WE GET THE CHANCE TO HELP DELIVER AND CHANGE SERVICES FOR THE BETTER

**ANTISTIC ADULT**  
THE PEOPLE I AM WITH UNDERSTAND MY NEEDS  
IT'S BEST WHEN I USE MY VOICE  
ANTISTIC PEOPLE NEED BETTER SUPPORT TO COMMUNICATE THEIR NEEDS

**THE BEST WAY TO DEVELOP SERVICES IS TO SAY WHAT YOU WANT**  
My experience has been there's no support at all  
I was diagnosed as an ADULT

## AN OVERVIEW OF AUTISM ACTIVITY

**ABERDEENSHIRE HEALTH + SOCIAL CARE PARTNERSHIP**  
DEVELOP STRATEGIC DIRECTION  
BUILD ON EXISTING AUTISM TRAINING  
SPEAK TO ANTISTIC PEOPLE PARENTS + CARERS

**GRAMPIAN OPPORTUNITIES**  
TAKING A PERSON CENTRED APPROACH  
DEVELOPING SOCIAL NETWORKS  
WE NEED MORE TRAINING TO UNDERSTAND AUTISM IN THE COMMUNITY

**WE WORK TOGETHER LIKE A FAMILY**  
SERVICES COME + GO QUICKLY

**HOW HAVE SERVICES CHANGED AS A RESULT OF THE LOCAL OR NATIONAL STRATEGY?**  
BECAUSE THE LOCAL STRATEGY ISN'T IN PLACE WE ARE FIRE FIGHTING

**ADULT ASSESSMENT PATHWAY HAS BEEN DEVELOPED**  
THE POLICE HAVE BEEN GOOD  
GOING BACK INTO LIFE WILL BE CHALLENGING

**LEAFLETS AT GPs?**  
THERE'S NO SIGNPOSTING  
LOTS OF ANTISTIC PEOPLE AREN'T ON THE RADAR

**ANTISTIC ADULT**  
BETTER UNDERSTANDING OF AUTISM IN ALL SERVICES  
GET BETTER AT PICKING UP AUTISM PRESENTATIONS

## AUTISM ASSESSMENT TEAM

EVALUATE 36 REFERRALS  
IT IS NEEDED  
APPETITE FOR CHILDRENS + ADULTS SERVICES TO WORK TOGETHER  
HOW CAN POST DIAGNOSTIC SUPPORT BE DEVELOPED

**KEY ACHIEVEMENTS**  
AUTISM TRAINING  
TRANSITION PLANNING

**EMPLOYABILITY**  
EMPLOYERS DON'T UNDERSTAND YOUR NEEDS  
LET ME CHOOSE MY PLACEMENT AND ATTEND MEETINGS

**ATTITUDE**  
SERVICES NEED TO BE HONEST IF THERE'S A LACK OF FUNDS  
ACCESSING FUNDING AS A SERVICE IS DIFFICULT

**COMMUNICATION**  
THERE'S A LACK OF CO-ORDINATION BETWEEN SERVICES  
USING LANGUAGE EVERYONE UNDERSTANDS IS IMPORTANT  
INFORMATION NEEDS TO BE EASIER TO READ

**ANTISTIC INVOLVEMENT**  
ANTISTIC PEOPLE MUST BE GIVEN THE CHANCE TO DRIVE THEIR OWN LIVES  
EMPOWER

**IN DIFFERENT PRESENTATIONS**  
BETTER UNDERSTANDING OF AUTISM IN ALL SERVICES  
GET BETTER AT PICKING UP AUTISM PRESENTATIONS

## KEY CHALLENGES

COVID  
FINANCIAL CONSTRAINTS + RESOURCES  
POST DIAGNOSTIC SUPPORT

**TRAINING**  
WE NEED MORE MENTAL HEALTH + EMOTIONAL SUPPORT  
IT'S NOT ALWAYS ABOUT MONEY A LOT IS ABOUT A PROPER UNDERSTANDING OF AUTISM

**WHOLE LIFE SUPPORT**  
LINK CHILDREN'S + ADULTS SERVICES  
NEED POST DIAGNOSTIC PATHWAY LINKING TO 3RD SECTOR SERVICES + CMHS

**SIGNPOSTING**  
THERE ARE GOOD PEER SUPPORT GROUPS BUT THEY'RE HIDDEN  
WHAT IS REQUIRED AT A LOCAL OR NATIONAL LEVEL TO HELP MAKE THESE IMPROVEMENTS HAPPEN?

**EMPLOYABILITY**  
EMPLOYABILITY IS A BIG AREA WE NEED TO LOOK AT

**HUB**  
THERE'S NO DEDICATED HUB I CAN GO TO ABOUT AUTISM

**KEY CHALLENGES**  
COVID  
FINANCIAL CONSTRAINTS + RESOURCES  
POST DIAGNOSTIC SUPPORT

**KEY CHALLENGES**  
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