

## Home and Community-Based Services (HCBS) Rules CONCEPT FORM

Vendor name	CHD/disABILITY Services
Vendor number(s)	H82790 and HN0293
Primary regional center	North Bay Regional Center
Service type(s)	Adult Development Program
Service code(s)	510
Number of consumers currently serving and current staff to consumer ratio.	43 consumers in H82790 (1:3) 32 consumers in HN0293 (1:4)
Have you or the organization you work with been a past recipient of HCBS Funding?	Yes, we were approved for \$76,312 in the 17/18 funding Cycle #2
Please provide a brief description of the service/ setting that includes what a typical day consists of and how services are currently provided; include barriers to compliance with the HCBS rules.	<p>Consumers who attend our Day Program participate in Education Enrichment classes, go on outings in small groups, and some participate in sub-contract work and are paid by piece rate under our DOL 14(c) Certificate.</p> <p>We are committed to a person-centered approach in all aspects of our programming and providing consumers a range of choices to help meet their goals. Recent customer satisfaction surveys inform us that 1) consumers wish to be in the community and to have a range of work opportunities, including work at minimum wage, and that 2) we are not adequately understanding consumers who communicate without words.</p> <p><b>Barriers:</b></p> <ol style="list-style-type: none"> <li>1. Not all consumers receive services in the community based on their needs, preferences and abilities. Roughly 70% regularly access the community at present, but the focus of outings is not consistently in line with each consumer's individual plan.</li> <li>2. We do not regularly gather information from consumers who communicate without words because we lack communication tools such as picture exchange communication (PEC) and staff need training in the use of alternate methods.</li> </ol> <p><b>To reach compliance</b>, our proposal is:</p> <ol style="list-style-type: none"> <li>1. To implement our UpLink Community Access project by hiring a Project Manager and two Community Access Specialists for a limited time to implement the cultural shift that must take place for compliance with HCBS by 2022.</li> </ol>

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	<p>2. For communication equipment to improve our ability to understand consumers who communicate without words.</p> <p>3. To assess the cultural diversity of our program and teach cultural sensitivity to all our staff and consumers.</p>
<p>Identify which HCBS federal requirements this concept addresses that are currently out of compliance.</p>	<p>#1. Not all individuals receive services in the community based on their needs, preferences and abilities.</p> <p>#2. Not all individuals have a person-centered service plan that identifies access to the community.</p> <p>#3. We do not have alternative methods of communicating with all consumers to understand their needs, preferences, and sensitivity to cultural background.</p> <p>#4. Our program is not currently structured so consumers can always choose who will support them or that they can always participate in activities that interest them.</p>
<p>Narrative/description of the concept; include justification for the funding request and explain how the concept would achieve proposed outcomes.</p>	<p>We have attached a detailed UpLink Program Design Addendum, which was originally developed in 2015. It describes our vision for a community access program to support consumers in all aspects of adult life, including community activities and, when appropriate, work.</p> <p>The UpLink Project will bring the program into full HCBS compliance by completing our transition to person-centered, culturally sensitive practices. The goal is to support consumers to overcome barriers to community integration, as designed in each person-centered plan. Additionally, we will incorporate professional training on picture exchange communication in response to consumer feedback and train staff on its use.</p> <p>The UpLink Project Manager:</p> <ol style="list-style-type: none"> <li>1. Revises and updates the current UpLink Program Design. Develops systems to capture successes and completes Milestone Reports.</li> <li>2. Ensures program compliance with HCBS by 2022.</li> <li>3. Develops educational materials, brochures to inform families and the public about the project.</li> <li>4. Ensures that consumers receive services in the community based on their needs, preferences and abilities.</li> <li>5. Includes members of the circle of support for each consumer in developing the Person-Centered Plan.</li> <li>6. Develops opportunities that expand choices to include minimum wage employment for those who want work, volunteer positions, and other person-centered meaningful activities in the community.</li> </ol> <p>The Community Access Specialists:</p>

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	<ol style="list-style-type: none"> <li>1. Gather information from consumers and develop all activities with consumer input, individually and as a group, perhaps via a Consumer Council.</li> <li>2. Work directly with consumers in community based settings to implement the choices of consumers.</li> <li>3. Provide instruction in community based settings.</li> </ol>
Please describe your person-centered approach <sup>1</sup> in the concept development process; how did you involve the individuals for whom you provide services?	We included input from consumers via our Suggestion Box and Customer Satisfaction Surveys. In the past year, staff asked consumers for their choice of Outing destinations and their activity preferences; most groups vote the final decision at the start of each Outing. We developed UpLink with consumers as part of the class and outing structure; they helped inform our initial project write-up.
Does the concept address unmet service needs or service disparities? If so, how?	The UpLink project concept aims to improve the number of consumers for whom informed choice is the norm, not the exception. Funding through this HCBS Compliance Funding Cycle will allow us to build upon what we started with funding from the last cycle, and build in person centered sensitivity to culture through professional training.
Estimated budget and timeline; identify all major costs and benchmarks — attachments are acceptable.	<p>Personnel: \$184,276 (Project Mgr., Community Access)</p> <p>Consulting: \$4,550 (communication tools, cultural training)</p> <p>Marketing &amp; Communication tools: \$4,455 (education, PEC)</p>
Total requested amount.	\$ 193,281
What is your plan for sustaining the benefits, value, and success of your project at the conclusion of 2018-19 HCBS Funding?	<p>The HCBS Final Rule fits perfectly with our core values in CHD's mission statement: <u>Creating Paths and Opportunities for people to rise above barriers in their pursuit of better lives</u>. As a CARF organization we are always in the Plan – DO – Review – Revise cycle to improve our services.</p> <p>Funding from this HCBS Cycle will give the vision for UpLink solid footing. Once started, the shift in values and benefits of UpLink should effect on the total program. We expect the Project Manager position to end, and the UpLink to thrive with new values and expectations for consumers.</p> <p>At the end of this funding, we will have person centered culturally sensitive experts on staff who are utilizing industry best practices and will be fully compliant with the HCBS Final Rule.</p>

<sup>1</sup> A person-centered approach emphasizes what is important to the individual who receives services and focuses on personal preferences, satisfaction, and choice of supports in accessing the full benefits of community living. For more information regarding person-centered practices, please visit [www.nasdds.org/resource-library/person-centered-practices](http://www.nasdds.org/resource-library/person-centered-practices).