

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

Vendor name	98 th Street Residential Home
Vendor number(s)	HX0811
Primary regional center	South Central Los Angeles Regional Center
Service type(s)	ARF
Service code(s)	915
Number of consumers currently serving and current staff to consumer ratio.	4 consumers 1 staff per 2 consumers
Have you or the organization you work with been a past recipient of HCBS Funding?	No
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>Typical Day: We have an level 4, ARF with 4 women, ranging from 23-59 years old. We try to stick to a schedule, so that the girls are able to predict their days and engage in different activities together. On a typical day they arrive from their Day Programs between 2-4pm and they do their chores (clean rooms & wash their clothes) and then interact in group activities/outings. For example, in a group setting they work on their IPP goals (practice counting money, writing their names, learn their age and birthdays, etc), play table games, basketball, community walks etc. Other times, they may decide to have private time in their bedrooms or watch tv in the livingroom. They eat dinner at 6pm then free time. At 7pm, they each take turns showering and they prepare for the following day. They have free time for the rest of the evening until they go to bed. Weekends usually consist of group outings like to the movies, theme parks, bowling, neighborhood park or the mall.</p> <p>Barriers: When it comes to effectively teaching the consumer basic life skills, job training, money management and utilizing person centered practices the staff and I require training to learn effective techniques. The consumers need coaching to develop skills to integrate in the community, obtain jobs and achieve life goals. Lack of knowledge does not allow providers to appropriately meet consumers growth needs in order to gain employment and successfully integrate into the community. In addition, we do not have enough</p>

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	<p>transportation to meet their Person Centered needs and preferences. With only one form of transportation individualized outings like, friends house, parties, dating and job seeking are hard to cater to.</p> <p>When it comes to washing their clothes only one consumer is able to reach the knobs on the top load washer/dryer. The rest of the consumers require more help from the staff to load and unload their clothes into the washer because they are not accessible for them. They are unable to learn to independently wash due to the location of all the features on our current washer and dryer.</p> <p>98th Street consumers are high functioning and appreciate the idea of having their own bedrooms and being able to lock their doors for privacy. However, for safety reasons their doors do not have locks and they do not have their own bedrooms. This covers some of our daily HCBS non compliance issues; however, there are other barriers to follow.</p>
<p>Identify which HCBS federal requirements this concept addresses that are currently out of compliance.</p>	<p>Fed. Req. #1: To address this barrier a consultant would be hired to train the Administrator and staff on money management, life skills, job seeking, interview techniques and person centered practices. Funding will be used for Administrator to obtain sustainable training and possible certification in these areas. It is important for the Administrator to obtain this training to sustain the Person Centered culture with new employees. Therefore, if staff leave, the Administrator is trained to train the new staff on techniques, train the trainer model. With this training staff will learn how to engage the consumers and cater to their preferences and needs. Staff will also obtain the knowledge of referrals to help consumer obtain jobs and accomplish other goals.</p> <p>-Due to limited staff, funds & transportation; the consumers are unable to participate in individual activities of their choice. Therefore, they participate in group activities and outings. If an individual wanted to seek paid employment the staff are not trained to refer consumers to appropriate agency/resource. Moreover, depending on the rest of the consumer's schedule, the staff may not be able to take the consumer due to staff/consumer ratio and lack of adequate transportation.</p>

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	<p>Fed. Req. #3: We have communication barriers, communicating to consumers in a manner they understand due to several reasons. One barrier is staff turnover rate and staff not being properly training on how to effectively & respectfully communicate with special need people. In addition, one of the consumers primarily speak Spanish and we have been unable to maintain a qualified DSP who speaks Spanish and English for each shift. So, we researched a translator device that will allow the consumer to communicate with all staff and management directly and privately.</p> <p>Fed. Req. #4: 98th Street would like to engage an activity & job training consultant for oversight and guidance with the socialization and community integration strategies to meet individual needs. With this training staff will learn to respect the consumer's individuality and autonomy. They will meet with the consumer's weekly to discuss goals and plans for the week and the future and advocate on the consumer's behalf. Furthermore, additional transportation would assist with person center needs for outings and to meet IPP goals; such as, look for jobs, community integration. With more another car consumer's will have the leverage to be in multiple places at one.</p> <p>Fed. Req. #5: Due to the 2/4 staff ratio, it is difficult to comply with this requirement and allow consumers to choose their staff. Furthermore, they are unable to modify their schedules due to limited transportation availability.</p> <p>Fed. Req. #7: Adding an additional bedroom would put us into compliance with requirement #7, to ensure that all consumers have their own private space that they can decorate. In addition, we will add door code locks, to their bedroom doors so they can utilize their rights to privacy, which can lead to greater independence and satisfaction for all.</p> <p>Fed. Req. #8: Due to limited transportation it is impossible to accommodate the consumers desire to set individual schedules. They are not able freely use all appliances because the knobs and tops of the washer and dryers are too high for them to reach. So, we would like them to have full access to all appliances, including the washer & dryer. Therefore, a front facing washer/dryer will allow the consumers the autonomy to wash their own clothes.</p> <p>Fed. Req. #9: Visitors are not allowed to the house at anytime, because 98th Street enforces visiting hours in order to respect their roommates space and privacy from</p>
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	<p>outsiders. However, by making accommodations for all consumers to have their own bedroom can allow more leverage with company.</p> <p>Fed. Req. #10: We would like to invest in making the home more non ambulatory friendly; by installing ramps for wheelchairs, rails and purchasing a front facing washer/dryer set. This will allow the home to cater to consumer's in case they have an accident and become temporarily non ambulatory. Under these circumstances, they will be able to remain home as they heal.</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 an ARF with 4 women consumers, ranging from 23-59 years old. They are individuals with different interest and desires, so we understand the importance of coming into compliance with the HBCS regulations. Our concept will provide consumers, with Person Centered opportunities, privacy and self growth.</p> <p>Therefore, our concept project starts with ensuring Person Centered and vocational training for all staff. Incorporating this training will help us come into compliance with Federal Requirement #1. This will provide 98th Street Residential staff with the knowledge to provide services based on consumer's needs. The consumers have expressed the desire to seek employment, obtain gym membership, hang out with friends, attend parties, start a nail business, play sports, participate in music/dance groups etc.</p> <p>With this training, staff will be more knowledgeable about ways to cater to the individual needs of each consumer. Staff will also provide job coaching and teach life skills to the consumers. Consumers will in return have a better outlook on life, a great sense of autonomy, confidence and independence. As a result, maladaptive behaviors will decrease because they are busy fulfilling their personal goals.</p> <p>Along with this training, we will incorporate a policy change. DSP's job description will include Person Centered strategies, teaching, facilitation and community liaison. Consumer's will have the opportunities to pursue their personal passions like being a nail tech, joining the choir, going to church and dance class just to name a few things. These additions to the staff's job description will make their jobs more fulfilling as they watch the consumers grow. As a</p>

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result, we would like to hire a licensed consultant for Person Centered Training, over a 12 month timespan at the rate of \$30,000. Along with a Job Coach Consultant to teach interviewing skills and provide career counseling to consumer's and staff at the rate of \$20,000.

One of 98th Street consumer's is primarily a Spanish speaker; however, our staff are mostly English speakers. Therefore, there has been a barrier in effectively communicating with this consumer before. So, in order to come into compliance with **Fed. Req. #3**, we would like to purchase a translator device for \$500. This will allow her and all staff to communicate successfully; which will build inclusion and protect her privacy. She will then have the ability to speak directly to everyone; oppose to through translators.

In addition, we would like to purchase a new 7 seat mini van for \$30,000. A new car will allow staff to have another form of transportation to cater to the consumers various outing needs. This will help fulfill **Fed. Req. #1, #4 & #5**.

98th Street Residential is a 3 bedroom home with 4 consumers. Therefore, they all are not able to have their own private dwelling. In addition, their bedroom doors do not have locks on them. They have expressed the desire to be able to lock their doors and have personal company in their bedroom. So, to address both of these deficiencies we would like to add an additional bedroom to the house for an estimated \$40,000. Also, we would like to add automated code door locks to each bed room door. Total to replace 4 room doors and add 4 automated door locks for \$2,000. These changes would address **Fed. Req. #7 & #9**.

We currently have a top load washer and dryer, in which the consumer's have a difficult time operating. The knobs to function the washer/dryer is at the top of the machines which is too high for them to reach. Therefore, they are not fully getting the opportunity to learn how to wash independently. Being able to wash their own laundry will build autonomy and self worth. So, we would like to purchase an energy efficient front load washer and dryer for \$2,000. This action will help us come into compliance with **Fed. Req. #8 & #10**.

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	<p>Finally, as mentioned before we would like to convert the garage into an office learning environment for the consumers. We will call this area, "My Space." In My Space they will learn interview techniques, obtain job coaching, complete resumes and apply for jobs on the computer. It will also have a space for arts and crafts. My Space will be creatively designed to fit their preferences and will be their space to utilize. This remodel would cost an estimated \$15,000.</p>
<p>Please describe your person-centered approach¹ in the concept development process; how did you involve the individuals for whom you provide services?</p>	<p>We believe that with the proper accommodations we can reinforce a more Person Centered Model for all consumers. This will consist of keeping the preferences and needs of the consumer's a priority by involving them in decisions.</p> <p>So, we had a brain storming meeting with the consumers and DSP's, where we discussed their desires for their lives and how we could help them achieve those wants. They mentioned things like, hanging with friends at the mall/movies, athletic teams, volunteering, working, church, choir, sewing, crafts, visitors, cooking class and a variety of other ideas that sets them apart from one another.</p> <p>We also created a survey for them to complete (see attached), which addressed many of the HCBS Rules. The surveys helped us stay on track with the preferences of the consumer's while creating the concept. We often referred back to their surveys for reference about their wants and needs. Furthermore, they felt empowered to know that we cared enough about their preferences to include them in this process. We documented our discussion and advised them that we are working towards providing them with more opportunities to be individuals and do things outside of one another. We are all excited about the possibilities.</p> <p>Surveys attached.</p>
<p>Does the concept address unmet service needs or service disparities? If so, how?</p>	<p>This concept addresses unmet needs and helps to meet many disparities that limits consumer's ability to individually enjoy greater community integration; through opportunities for employment/volunteering & organizational groups.</p>

¹ 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.nasddds.org/resource-library/person-centered-practices.

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	<p>Furthermore, our concept addresses privacy and appliance accessibility requirements.</p> <p>For instance, additional transportation allows staff to tend to multiple consumers outing needs simultaneously. As oppose to, our current situation; where consumers engage in the same scheduled outings. This will allow us to reduce barriers to greater community integration.</p> <p>Person Centered training for all staff & management will increase success rates with the consumers learning the skills needed to obtain employment and build safe relationships in the community. The staff will gain the knowledge and confidence to empower the consumers to be their best selves.</p> <p>In addition, we know the importance of the Administrator and the Licensee to engage in this training to train new employees when we no longer have the consultant available to train. This will help sustain skilled and trained DSP's with 98th Street.</p> <p>Currently, 98th Street Residential does not cater to non ambulatory clients, which we are learning can pose potential issues with securing a client's bed if they temporarily lose their mobility. At this time, if a consumer is injured and cannot walk, they are forced to stay somewhere else and heal or forced to move into a new home. And this is not in the best interest of the consumers. Especially, when they are happy with their home. We know the importance of due diligence for the consumer's; so, we would like to invest in rails and ramps, so that the consumer's do not risk losing their home due to an accident.</p> <p>Furthermore, we would like to hire a job coach consultant to train the staff/management how to successfully integrate the consumers into the work force and how to advocate on their behalf. This will also address requirement of helping consumer's obtain meaningful life experiences and their own source of income.</p> <p>Privacy is a key concern for the consumers and HCBS Rules, along with allowing the consumer's to decorate their</p>
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	rooms. Therefore, our concept includes adding a bedroom to the home, which will allow all four consumers to have their own bedroom, which allows the leverage to use their creativity to decorate their rooms. We will also replace doors and add automated door knobs with door codes. The door coding system will allow staff access while preserving safety and privacy.
Estimated budget and timeline; identify all major costs and benchmarks — attachments are acceptable.	Room addition: \$40,000- 6 months after funding Remodel garage: \$15,000- 6 months after funding Fuel Efficient Car: \$30,000- 1 month after receiving funding Person Center Consultant: \$30,000- Immediately Vocational Consultant: \$20,000- Immediately Bedroom Door Code Knobs & Doors: \$2,000- immediately Translator Device: \$500- immediately Desk Top Computer: \$1,000- immediately Front Load Washer/Dryer: \$2,000- immediately 2 Wheelchair Ramps: \$2,000- 3 months after funding Rails: \$1,000- 3 months after funding
Total requested amount.	\$ 143,500
What is your plan for sustaining the benefits, value, and success of your project at the conclusion of 2018-19 HCBS Funding?	<p>The room addition, garage remodel, wheelchair ramps, doors/door codes and van are a one time purchases. They do not require continuous funds to serve their purposes.</p> <p>However, maintaining trained staff could be difficult due to turnover. So, to counter that obstacle we will invest in training the Administrator to be a Person Centered Trainer for new staff. In addition, lead staff will be required to attend ongoing trainings as part of their job requirements.</p>