

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

Vendor name	Home of Guiding Hands
Vendor number(s)	H90195, H39530, H39443, HQ0129, HQ0733, HQ0783, PQ7290, HQ1336
Primary regional center	San Diego Regional Center
Service type(s)	2 CCL Specialized Homes (service code: 113) 2 CCL Adult Homes (service code: 915) 2 CCL Group Homes (service code: 920) Adult Family Home program (service code: 904) Tailored Day program (service code: 510)
Service code(s)	See above under Service types
Number of consumers currently serving and current staff to consumer ratio.	2,708 people served during 17/18 FY across all programs  48 individuals served across 5 programs referenced above Growth is anticipated for both AFHA and Tailored Day  Ratios: Residential 2:1 or 1:1; AFHA and Tailored Day 1:1
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>Our CCL homes provide home-like services with intensive staffing. The high behavioral challenges in these homes creates barriers to a wide range of service delivery methods including home décor, foods, visitors, and roommates; balancing safety and free access creates concerns related to locked egress, door/window enunciators, and many more components of the HCBS goals. The children attend schools and adults attend day programs during the week. Weekend activities are dictated by availability of staff, transportation and available funds. Attempts are made for choice and individual determination but frequently the community sites are chosen by consensus or convenience and participation is in groups.</p> <p>Our AFHA program matches individuals with family homes in the community. Families provide the necessary support which may include assistance with self-care, medical, financial, emotional, and behavioral needs. A typical day involves preparing for and attending a work, day, or transition program. Upon returning home, individuals engage in leisure activities (at home or in the community), eat a meal, and prepare for the next day. Weekends are</p>

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CONCEPT FORM**

	<p>spent relaxing, engaging in enjoyable activities in the community, and/or running errands.</p> <p>Tailored Day is our newest service, and is designed to create personalized options for people who are uncomfortable or unsatisfied with traditional day services.</p> <p>As an established agency that has been providing services for over 50 years, HGH is proud of its stability yet recognizes that long-standing service models become outdated as industry growth and progress dictate change. While we strive to consistently provide individualized, integrated supports and services we acknowledge room for improvement and the need to more effectively address components of the HCBS requirement.</p>
<p>Identify which HCBS federal requirements this concept addresses that are currently out of compliance.</p>	<p>Upon execution, this project will improve HGH's compliance with Federal Requirements 4, 5, 7, 8, and 9. While these requirements address different domains (daily activities, services and support staff, roommates, physical environment, etc.) the commonality is the mandate for individuals receiving services to have increased opportunities to make choices about their lives.</p>
<p>Narrative/description of the concept; include justification for the funding request and explain how the concept would achieve proposed outcomes.</p>	<p>Project funding will be used to evaluate and identify the ways that HGH practices are not in line with the HCBS rules, and to revamp HGH's service delivery model to support more autonomy and personal choice for program participants. This will consist of the following stages:</p> <ul style="list-style-type: none"> <li>A. HGH will contract with an HCBS Rules expert who will assess our operations and provide recommendations about changes that should be implemented to bring HGH into compliance with the HCBS requirements.</li> <li>B. HGH will create a new position and hire a Choice and Integration Specialist who will revise program designs, policies, and practices in accordance with recommendations from the HCBS expert. Over the course of a year, this employee will complete the certification process to be a PCT trainer.</li> <li>C. Staff and managers will attend The Learning Community's Person Centered Thinking training.</li> <li>D. HGH will purchase the RELIAS training system and</li> </ul>

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	<p>provide ongoing targeted training to HGH staff about best practices in Person Centered Services.</p> <p>E. At the close of the project, HGH will once again consult with the HCBS Rules expert to seek confirmation that recommendations have been addressed satisfactorily and make any final changes that are needed.</p>
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?	Our concept is based upon observation at IPP/ISP meetings at community homes and day programs. In most cases the plans had been developed before the meeting took place, indicating minimal opportunity for choice-making and input from the client. This lack of meaningful involvement reinforces our self-assessment that process and practices need to be revised.
Does the concept address unmet service needs or service disparities? If so, how?	Our initial hopes are to address the needs and enhance services for our current clients. Meeting HCBS rules when serving individuals with severe behavioral challenges and in family supervised settings of AFHA bring implementation challenges. Tailored Day services are individualized by design. Our goal in this area is to create personalized options and reach out to those who are not comfortable with, or not satisfied with traditional day services.
Estimated budget and timeline; identify all major costs and benchmarks — attachments are acceptable.	Please see attachment.
Total requested amount.	\$ 136,250
What is your plan for sustaining the benefits, value, and success of your project at the conclusion of 2018-19 HCBS Funding?	Design development, policy/practice revisions and staff training are the initial goals. We anticipate increased efficiencies and streamlining of the implementation process as changes are incorporated into HGH's updated culture. A component of the grant process will involve evaluation of how future implementation tasks will be met. Going forward, HGH may request additional funding for further implementation of recommendations or modifications or expansion of the initial plan.

<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).