

Vendor name	CHD/disABILITY Services (Growth Opportunities)
Vendor number(s)	H83790 (1:3) and HN0293 (1:4)
Primary regional center	North Bay Regional Center
Service type(s)	Adult Day Program
Service code(s)	510
Number of consumers currently serving	H83790 (1:3) = 40 HN0293 (1:4) = 35
Please describe your person-centered approach ¹ in the concept development process; how did you involve the individuals for whom you provide services?	We involve consumers as we develop their individual programs, asking each person about their own their strengths, abilities, needs, preferences and the outcomes they want to achieve. We use a Suggestion Box and respond to input through a regular class attended by interested consumers. The Program Director responds and discusses suggestions in a monthly meeting with all consumers. In developing this concept, we have drawn from our unmet needs list, from the individual planning process and from group inputs like the Suggestion Box. We did not actively involve any persons served in developing this concept paper, but we did draw from staff knowledge of needs and preferences.
Does the concept address unmet service needs or service disparities? If so, how?	This concept addresses unmet consumer service needs for communication tools and equipment, vehicles to allow consumers greater community access and training to improve staff understanding of person-centered thinking. It also addresses service disparity gaps that should come to light as we improve person-centered planning. Failing to ask consumers for input in developing this concept is an example of a service disparity gap. Another gap to fill is allowing consumers to choose their daily class schedule, including which teachers they want, and placing them in one of their top three choices. We respond when consumers request a change, but we could be more proactive in this process prior to a request.
Barriers to compliance with the HCBS rules and/or project implementation	To reach 100% compliance with the Federal Requirements we will: 1) Increase our ability to provide outings that integrate consumers into their community and settings that are based on consumer choice. 2) Ensure that staff is trained in person-centered planning and document consumer choices in each ISP. 3) Improve our ability to utilize assistive technology to ensure consumers understand their choices and can express their needs and preferences. 4) Ensure that consumer have choices in deciding their daily activities. 5) Provide consumers with the opportunity to choose which staff members provide their services.

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 <http://www.nasddds.org/resource-library/person-centered-practices/>

<p>Narrative/description of the project. Identify which HCBS federal requirements are currently out of compliance; include justification for funding request</p>	<p><u>Federal Requirement #1</u>-To provide increased consumer choice for integrated community access CHD needs to: 1) Purchase additional small vans with wheelchair tie downs so we can increase the choices consumers have for community access. CHD currently has two larger vans that limit consumer choices. Two vans need to accommodate a wheelchair, the third van needs 1-2 wheelchair tie downs plus space for 3-4 ambulatory passengers. 2) Improve person centered choice by hiring a Direct Service Provider (DSP) Consultant who will conduct Person Centered Thinking training with all staff and train 2 staff as Trainers, so that Person Centered Planning will evolve. The DSP training will help staff develop ways to interact with consumers so they will have more community based experiences involving individual interest, preferences and choice of instructor. The training will include development of connections in our community, assisting consumers in making their own activity choices and choosing which staff member provides their service. We aim to develop a team to help consumers build community connections and facilitate participation in the ordinary places of community life.</p> <p><u>Federal Requirement #2</u>. Currently we provide person-centered planning but our outcomes are not 100% in compliance with Requirement #2. We need a Consultant to develop consistent and on-going Staff Development and Training to teach person centered thinking and facilitation of consumer choice that will encourage integration of new concepts, improved person centered thinking and documentation of this new perspective in all consumer plans. Many staff unconsciously put words or pictures into a consumer's mind rather than pull out the consumer's desires. Staff training will help instill best practices and improve competency for integration of new person centered ISP goals in all consumer plans. Staff will be trained in alternative methods of communication to meet consumer needs including the use of communication boards and communication tools such as the <i>Picture Exchange Communication Application</i>.</p> <p><u>Requirement #3</u>. Improve staff training with the assistance of a Consultant to improve staff understanding of the right of consumers to make their own choices and of our policies, to guide consumers toward more self-reliance and teach them soft skills to help them assist consumers to become more independent.</p> <p><u>Requirement #4</u>. To encourage consumer choice and help consumers articulate their needs and preferences, we want to purchase tools to assist in self-esteem building. A video camera would be used to produce videos that would be used to enhance self-esteem by helping consumers improve speech and communication skills, practice their interviewing skills and record role playing sessions.</p> <p><u>Requirement #5</u>. We do not have an effective way to know if a new Direct Support Professional (DSP) hire has the qualities we need to</p>
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**Home and Community-Based Services (HCBS) Rules
CONCEPT FORM**

Enclosure C

	implement the services we want to provide. Many of our staff are “caregivers” instead of trainers and need to learn to empower consumers to make their own decisions. We don’t have staff with sign language skills and we lack the tools needed to communicate effectively with non-verbal consumers. We want to improve our hiring process by working with a Consultant that specializes in Direct Service Professionals. Utilizing a Consultant for hiring and a Consultant for training will assist us with elevating the competencies of our staff so that they can respectfully guide consumers toward self-empowerment and more independent thinking about their place in the community.
Estimated budget; identify all major costs and benchmarks — attachments are acceptable	See below.
Requested funding for 2017-18	\$188,033
Estimated timeline for the project	0-3 months: Purchase equipment, vehicles and hire consultants 3-6 months: Conduct person-centered thinking training, begin increased community integration, work with communication tools 7-9 months: Continue working with consultants and new tools 10-12 months: Staff Evaluation, Consumer Evaluation

PROPOSED BUDGET

HCBS Rules Concept Budget Requests	Federal Requirement	Requested Amount	Percentage of Time	12 months
One Staff trained as trainer	#1, #2, #3, #4	\$ 4,201	8%	\$ 4,201
Second Staff trained as trainer	#1, #2, #3, #4	\$ 3,040	8%	\$ 3,040
Communication Tools	#3, #4	\$ 300	n/a	\$ 300
Adaptive equipment—8 tablets	#3, #4	\$ 800	n/a	\$ 800
Video camera & tripod	#3, #5	\$ 1,550	n/a	\$ 1,550
Wheelchair (1) + 5 passenger vehicle	#1	\$52,215	n/a	\$52,215
Wheelchair (1) + 5 passenger vehicle	#1	\$52,215	n/a	\$52,215
Wheelchair (2) + 3 passenger vehicle	#1	\$46,312	n/a	\$46,312
Staff Placement Consultant	#1, #2, #3, #4	\$ 7,600	n/a	\$ 7,600
Community Integration Consultant	#1, #2, #3, #4	\$12,000	n/a	\$12,000
DSP Trainer/Consultant for Person Centered Thinking	#1, #2, #3, #4	\$ 7,800	n/a	\$ 7,800
Total Request		\$188,033		\$188,033