

Vendor name	Mainstream Centers, Inc.
Vendor number	H18080
Primary regional center	SGPRC
Service type(s)	Activity Center
Service code(s)	505
Number of consumers currently serving	45
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?	<p>During consumer reviews, Mainstream conducted monthly stakeholder meetings with various consumers and family members, informing them of the evolution of our service industry soon. In March of this year, Mainstream hosted an on-site one-day training session with Dr. Tom Pomeranz, outlining CMS/HCBS Final Rule requirements. During this session, Dr. Pomeranz observed Mainstream staff and consumers in action and offered suggestions and strategies of how some of our services will have to change and what community integration really means. Dr. Pomeranz introduced “Person Centered Thinking” and explained how Mainstream can maximize opportunities and choices in the lives of our consumers using this methodology. Mainstream obtained feedback from its stakeholders as to what is working and not working for the consumers attending our program. Additionally, with the feedback and recommendations from Dr. Pomeranz, the planning team determined areas in which Mainstream needed to focus on. Mainstream stakeholders agreed that it is important for our clients to have the opportunity to participate in community activities. Mainstream stakeholders reviewed what was working and not working in serving our non-verbal consumers. Currently, our program utilizes PECS (picture exchange communication system) and simple communication boards to assist our consumers in expressing their needs. Mainstream stakeholders agreed that it is important for our consumers to increase their communication skills by utilizing technology. By obtaining and utilizing technology (e.g., Smart Boards, iPads, laptops, etc.) Mainstream consumers will enhance their advocacy and communication skills. This will allow our consumers to use technology to assist them in effectively communicating and making appropriate choices as to what they would like to experience when they are out in the community. Mainstream stakeholders agreed that our program needs a consultant that is knowledgeable in these two practices in order to ensure our program continues to grow and is familiar with the needs</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 <http://www.nasddds.org/resource-library/person-centered-practices/>

	<p>of our consumers. Additionally, in order to promote community integration, Mainstream needs a part-time Community Coordinator to seek and secure volunteer opportunities in our community. By seeking a Community Coordinator, our program will be able to build relationships with our community and develop partnerships that will support our consumers.</p>
<p>Does the concept address unmet service needs or service disparities? If so, how?</p>	<p>This concept addresses unmet service needs to transportation, communication technology, person centered thinking and community integration facilitation.</p> <p>Transportation: Mainstream has insufficient vehicles to fully integrate our consumers into the community. Our program requires wheelchair accessible vehicles to support our non-ambulatory consumers. By having specialized vehicles, our program will be able to offer more choices for services and opportunities for our consumers to be fully integrated into our community. This will allow our program to become CMS compliant.</p> <p>Technology: Mainstream has limited technology resources to promote advocacy and community skills. The use of technology will enhance the communication and advocacy skills of our consumers. The use of Smart Boards, iPads, laptops, etc. will not only allow our consumers to better express themselves but it will also allow them to make choices in their daily living and enhance their skills to be integrated in our community. Additionally, the use of technology will allow for more direct care hours to be provided to our consumers.</p> <p>Training: Mainstream is adopting “Person Centered Thinking” and CMS Compliance. Our program requires proper training in these practices to enhance the quality of our program.</p> <p>Community Integration Staff: A Community Coordinator will seek and secure volunteer opportunities in our community that will allow our consumers to participate in meaningful and productive activities.</p>
<p>Barriers to compliance with the HCBS rules and/or project implementation</p>	<p>Mainstream lacks the resources and vehicles to integrate our consumers in the community. We provide services to non-ambulatory consumers that require various levels of support to go out in the community. Mainstream stakeholders agreed that a barrier to integrating our consumers into the community is the lack of specialized wheelchair accessible vehicles. This barrier has caused our program to limit the activities we offer our consumers. Our program hopes to offer our consumers community integration activities, volunteer opportunities, and pre-vocational training and the lack of specialized vehicles reduces the opportunities and choices we offer our consumers. The lack of specialized vehicles increases the risk of a fall or an injury for our consumers and staff when using a vehicle that does not support their needs.</p> <p>Mainstream lacks technology to support our consumers that struggle to express themselves. Our current communication practices and the lack of technology restricts our consumer’s access to the community</p>

	<p>and the ability to make choices as where they want to go and what they wish to experience.</p> <p>Mainstream lacks the support and training to implement CMS Compliance and “Person Centered Thinking”. By Increasing the training, we offer to our staff, we can ensure that these practices are implemented in the services we offer our consumers and for the success of our program. Additionally, our program lacks community resources to provide to our consumers. Acquiring a Community Coordinator will allow our program to discover volunteer and pre-vocational opportunities for consumers and develop partnerships in the community.</p>
<p>Narrative/description of the project. Identify which HCBS federal requirements are currently out of compliance; include justification for funding request</p>	<p>In order to be in compliance with HCBS federal requirement #1 and integrate our consumers into the community, we hope to acquire transportation vehicles and technology. Our project plan is to purchase wheelchair accessible vehicles and technology which will allow our consumers to engage in community life and receive services in the community, to the same degree of access as individuals not receiving Medicaid HCBS. Mainstream consumers have limited access to the community due to the lack of vehicles to transport consumers for activities in the community during program hours. With CMS compliance funding, Mainstream will purchase four wheelchair accessible vans to promote community integration. Funding for specialized vehicles will allow our consumers to choose activities that are offered in the community, volunteer opportunities, and pre-vocational training. The use of specialized vehicles will promote the health and safety by having appropriate support for our clients to access the community. In addition to purchasing the four vans, Mainstream will require funding for insurance and maintenance of the vehicles. Another way we will meet HCBS requirement #1 will be by purchasing technology such as Smart Boards, iPads, laptops, etc., to increase our consumer’s communication and advocacy skills when they are out in the community. Mainstream serves consumers that are verbal and non-verbal. Many of our consumers struggle to express their wants and needs due to their limited communication skills. Currently, our program utilizes PECS (picture exchange communication system) and simple communication boards to assist our consumers in expressing their needs. By purchasing and utilizing technology (e.g., Smart Boards, iPads, laptops, etc.), Mainstream consumers will be able to make appropriate choices as to what they would like to experience in the community as well as increase their advocacy and communication skills. The purchasing of technology will allow our consumers to select locations and activities they would like to visit in the community. Additionally, the purchasing of</p>

	<p>technology will enhance our program’s consumer data collection which would allow for optimum documentation of progression towards meeting their individual needs and goals. Another item needed to help meet HCBS federal requirement #1 and increase understanding of CMS Final Rule Compliance and “Person Centered Thinking”, Mainstream will require additional training. Mainstream will hire a consultant that is knowledgeable in these critical practices in order to ensure our program continues to grow and meets our consumers needs. Mainstream’s consultant will provide training to our staff on a quarterly basis or as needed. Lastly, in order to promote community integration and to be in compliance with HCBS federal requirement, Mainstream will hire a part-time Community Coordinator. A Community Coordinator will develop relationships with our community partners in order to discover volunteer and pre-vocational opportunities for our consumers.</p>
<p>Estimated budget; identify all major costs and benchmarks — attachments are acceptable</p>	<p>Purchase wheelchair accessible full size vans 4x\$80,000=\$320,000.          Full coverage insurance \$1000 per month for 3 years = \$36,000.          Vehicle maintenance \$1000 per month for 3 years \$36,000.          Purchase 12 iPads, 12 laptops, 6 Smart Boards &amp; software=\$40,000          Consultant/Staff Trainer=\$10,000          Community Coordinator \$3,000 per month for 3 years=\$108,000</p>
<p>Requested funding for 2017-18</p>	<p>\$550,000</p>
<p>Estimated timeline for the project</p>	<p>Within 1 to 3 months of being selected for compliance funding the following items will be completed:</p> <ul style="list-style-type: none"> <li>• Purchase 4 vans with wheel chair lifts, tie down safety equipment, full-coverage insurance and maintenance.</li> <li>• Purchase 12 iPads, 12 laptops, 6 Smart Boards and software to operate new computer systems.</li> <li>• Hire consulting service for Personal Center Thinking training and have Mainstream Program Directors certified to become PCT trainers.</li> </ul> <p>Within 1 to 6 months of funding the following will be completed:</p> <ul style="list-style-type: none"> <li>• Hire Community Coordinator.</li> </ul>