

Home and Community-Based Services (HCBS) Rules Reference Information

Vendor name	Hope Services
Vendor number(s)	H75572 (Diversified Networks; Tailored Day Service); H90945, HS0270 (Senior Centers); HS0271 (Mobile Work Group, Watsonville); HS0272 (Pajaro Valley Training Center, Watsonville); HS0847 (Day Training Activity Center); HS1049, HS1050, ZS0998, ZS0999, ZS1014, ZS1020, ZS1021, ZS1031 (Employment, Media and Community Connections); ZS0615 (Mtn View CAN); ZS1021 (Salinas CAN); ZS0581 (Whittier CAN); ZS0615 (Mtn View CAN, Stanford Project SEARCH CIT); ZS0581 (Whittier CAN, San Jose Project SEARCH CIT); ZS0616 (Salinas CAN, Salinas Project SEARCH CIT)
Contact Name	Kevin Phipps
Contact Email Address	kphipps@hopeservices.org
Primary regional center	San Andreas Regional Center
Service type(s)	Community Integration Training Program; Activity Center; Adult Day Program; Adult Development Center; Behavior Management Program
Service code(s)	055, 55-04, 55-08; 505; 510; 515
Number of consumers typically and currently served	950
Typical and current staff-to-consumer ratio	1:3 or 1:4 (Community-Based Settings); 1:8 (Site-Based Settings)
<p>1. Please provide a brief description of the service/setting. Include what a typical day consists of during regular program as well as how services are currently being provided. This response must include the baseline/current levels for any aspects of the program for which the concept proposes funding. If you have previously identified your program as compliant with the HCBS Final Rule through the Self-Assessment, what changes have occurred that has changed your level of compliance?</p>	
<p>Hope Services is currently in Phase III of re-opening of its in-person services. (Phase III began on October 15, 2021, marked by a return of a third cohort of Hope clients to in-person services.) The final phase of re-opening will begin on January 17, 2022. With each phase, more in-person services are being offered to more Hope clients. Steady and safe progress has been made toward full re-opening since nearly all but the most essential in-person services were offered via remote technology only, through Hope's homegrown, branded "From Hope to Home™" program, which was approved by San Andreas Regional Center, launched in mid-June 2020, and currently still serves 300-500 clients per day. Hope's day programs fall under the California State of Emergency and DDS directives, so in-person services were prohibited for them from March 2020 through mid-June 2021. Approximately 60% of Hope clients have now returned to in-person services; in the final phase, this will approach 100%. Hope will continue to offer a hybrid mix of remote and in-person services going forward, in order to meet all clients' health and learning and programming needs. Most of the more than 300 Hope clients who were employed pre-</p>	

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COVID have now returned to work. We have “Partially Met” Federal Requirement #5: “Choice of services and supports,” because it has been our consistent intention and goal, but, due to staffing and scheduling limitations, etc., it has not yet been possible, to roll out Person-Centered Planning/Person-Centered Thinking training to all direct service and support staff, or to fully infuse PCP/PCT principles, policies, and practices into all aspects of services offered and daily operations. We are well on our way to doing so, but need to be able to provide additional training and mentoring opportunities to our staff in order to achieve full compliance with this requirement throughout the agency.

Project Narrative Description: While filling out this section, reflect on how services are typically provided and how that might have changed in the past year. Think about what has been learned in the past year and how that might shape services going forward. Funding awarded through this concept can span the course of up to two years which would allow time to shape services to be more person-centered and align with the HCBS federal requirements.

2. Please provide a brief summary narrative of the concept for which you are requesting funding, including justification for the funding.

We are seeking funding to deepen and expand our Person-Centered Planning/Person-Centered Thinking (PCP/PCT) initiative throughout the agency so that PCP/PCT becomes even more solidly embedded and thoroughly integrated into our culture and all of our programs and services. This will primarily be accomplished through designating a senior staff member as PCP/PCT Coordinator, and several staff members as PCP/PCT Mentors in the programs and districts in which they already work. Quarterly intensive trainings of the designated PCP/PCT staff mentors will be presented by Trudy Grable, a well-known and widely acknowledged specialist and expert in this field. In addition, a quarterly “PCP/PCT tool” will be introduced to, and implemented by, staff for each three-month period during the grant period, and will be reinforced by the Coordinator and mentors through its use in day-to-day programming.

3. Identify which category/ categories this concept addresses.

- Community Integration
- Individual Rights
- Choice
- Collaboration

4. Please list the proposed objectives and outcomes of the concept, as well as the methods of achieving and tracking them. How will this concept assist you in reaching goals within the category that you are requesting funds?

The outcomes/objectives of the concept are: 1) Person-Centered Planning/Person-Centered Thinking principles, policies, and practices will become embedded and disseminated throughout all aspects of Hope Services’ agency culture and operations. 2) Hope Services’ staff will be able, equipped, and proficient to provide person-centered services to our clients reflecting Person-Centered Planning/Person-Centered Thinking principles and practices, with the resultant benefits being that Hope clients will experience enhanced levels of community integration, independence, and choice in their daily activities. 3) Hope’s programming will become fully compliant with the Home and Community Based Services (HCBS) regulations. 4) By the end of Year 2, every client will have a One-page Descriptor completed/on file/at hand detailing her/his plans, wants, interests, needs, etc., and every staff person working with that client will have a copy of it so that she/he knows how to best support her/him.

The methods for achieving and tracking these outcomes and objectives are: Staff

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training attendance records; PCP/PCT staff mentors' records of their interaction with the staff whom they mentor, and their mentored staff's level of success in adopting each quarterly PCP/PCT "tool"; and Client Satisfaction Surveys and other similar surveys to assess clients' satisfaction with programs and services that they receive from Hope Services, and to provide them with another means of voicing any concerns that they might have. This concept will assist Hope Services in reaching the goals within the categories that we are requesting funds in the following ways: By ensuring that all direct service and support staff receive general training and individualized mentoring in PCP/PCT principles, planning, and practices, these staff will become more aware of and sensitized to the importance of prioritizing client choice and autonomy in planning and choosing their daily activities, those with whom they interact on a regular basis, and their overall program and service options.

5. Please describe how and/or what was done to ensure that individuals served by the program led the development of this concept? Discuss not only the development of the concept, but also what steps were taken to identify the interests and desires of the individuals and who was involved in that process.

Hope utilizes Client Satisfaction Surveys and other similar surveys to assess clients' satisfaction with programs and services that they receive from Hope Services, and to provide them with another means of voicing any concerns that they might have. Consumer/participant feedback is an essential component of the Individual Program Plan (IPP)/Individualized Service Plan (ISP) processes. Through feedback that Hope has received from program participants, we have discovered as an agency that we need to further enhance our focus on PCP/PCT and promoting its universal application throughout all areas and aspects of the agency.

6. Please describe how the concept you propose will enable you to provide more person-centered services to the individuals you serve.

Because the proposed concept is completely focused on Person-Centered Planning/ Person-Centered Thinking, and integrating PCP/PCT principles and practices throughout every area and aspect of the agency, it will, by its very nature, enable us to provide more person-centered services to our clients, because this will become a primary focus.

7. What percentage of individuals served by your program will directly benefit from implementation of this concept?

90-100% of individuals served by these programs and services will directly benefit from implementation of this concept.

8. Please address your plan for maintaining the benefits, value, and success of your project at the conclusion of 2021-22 HCBS Funding.

In order to maintain the benefits, value, and success of our project at the conclusion of 2021-22 HCBS Funding, Hope Services will periodically hold "refresher" training sessions to review information re: PCP/PCT principles and practices, and make these available to all staff, as needed. Also, any remaining staff who have not received formal PCP/PCT training by the end of the two-year grant period will be offered opportunities to participate in future training(s). Also, at the conclusion of 2021-22 HCBS Funding, Hope Services plans to have representative staff within all programs and districts continue to mentor other staff in adoption and implementation of PCP/PCT principles, policies, and practices. This will include the continuation of the roll-out of one new PCP/PCT "tool" per quarter to Hope Services staff, even post-grant period completion.

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9. Write a brief narrative below explaining each major cost category and timeline. Complete the budget template at the end of the concept sheet. An Excel version with formulas is available. When applicable, budgets should include personnel/benefits, operating costs such as consultants or training, administrative expenses/indirect costs, and capital costs (assets lasting more than 2 years). If project spans 2 years or occurs in phases, budget should be separated by phase/year.

Administrative costs, if any, must comply with DDS' vendor requirements, including a cap of 15% of the sum of personnel/benefits, consulting, and operating costs (must exclude capital costs). This information can be found at this [link](#).

The grant period for this concept will be two years. **Personnel Expenses:** Throughout both years, one Hope Services' District Director will serve as the agency's Person-Centered Planning/Person-Centered Thinking Coordinator (0.13 FTE), providing direct services to clients by coordinating the project and overseeing all participating staff. Twenty (20) Hope district/program direct service/support staff will serve as PCP/PCT Mentors to staff in their districts/programs, each receiving a stipend of \$100/month for this activity. Per diem replacement staff coverage for 20 direct service and support staff training = \$8,000 (20 staff x \$100/training/staff x 4 quarterly intensive trainings). **Operating Expenses:** Per diem meal allowance for 20 direct service/support staff for trainings = \$2,000 (20 staff x \$25/training/staff member meal allowance x 4 quarterly trainings). **Consulting Expenses:** Throughout both years, an outside consultant, Trudy Grable, who is an expert/specialist in Person-Centered Planning/Person-Centered Thinking and who conducts professional trainings on this subject, will conduct quarterly intensive trainings for the 20 Mentor staff on various aspects of PCP/PCT so that they can use the information and policies/principles/practices learned in their mentoring of other Hope staff. Fees per training are expected to average \$2,000. Travel Stipend for Trudy Grable: \$150 per training x 2 trainings per year = \$300 (for trainings to be held at Santa Cruz and Salinas training sites, which require longer travel/overnight stay). **Administrative Expenses:** Accounting services, grants management and reporting, and tracking and HR integration are covered under administrative expenses. Equal to 15% of the sum of the Personnel, Operating, and Consulting Expenses identified above.

10. Please address sustainability of funding sources for all programs or concepts requiring any funding past the timeframe of the requested funding, especially those that involve staff or other long-term costs. Please mark "not applicable" if costs will all be incurred during the program timeframe; up to two years.

Not applicable.

11. Have you or the organization you work with been a past recipient of DDS funding? If yes, what fiscal year(s)?

HCBS Funding ___ No X Yes. If Yes, FY(s) FY 17-18, 18-19, 19-20, and 20-21

Service Access and Equity Funding X No ___ Yes. If Yes, FY(s) _

CPP Funding X No ___ Yes. If Yes, FY(s) _____

CRDP Funding X No ___ Yes. If Yes, FY(s) _____

If yes to any question be sure to answer questions 12 and 13.

For providers who have received prior HCBS, Disparity, CPP or CRDP Funding from DDS

12. If your organization has received prior funding from any of the above sources, please provide an update on the prior funding project. You may copy and paste from progress update(s) previously provided to regional centers or DDS.

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Re: DDS HCBS Compliance Grant for Job Developers, begun 7/1/2020: Due to the exigencies of the COVID-19 pandemic, opportunities for competitive integrated employment for Hope clients were very limited for most of FY 2020-21, as most of the existing employment positions were suspended or furloughed, and few, if any, new positions started during the fiscal year. Opportunities began to pick up somewhat in the 3rd and 4th quarters of FY 2020-21, and even more so during the 1st quarter of FY 2021-22.

Re: DDS HCBS Compliance Grant for Person-Centered Planning/Person-Centered Thinking, begun 6/30/2021: Approximately 45 Hope Services' direct service/support staff have attended at least one of two Person-Centered Thinking (PCT) Trainings (one held in August, and one in September). One-page Descriptors detailing individual client wants, needs, and plans have been developed in partnership with many Hope clients; this work continues.

13. If your organization received prior funding, please explain how the current funding request is not redundant with any prior funding received and/or builds on the prior funding but was not part of the original funding.

Approximately 75-80% of Hope Services' direct service staff have taken the 2-day Person-Centered Thinking (PCT) Training, which will be provided to the other 20-25% as possible. Hope's Directors have concluded that to truly embed PCT philosophy and practices into the day-to-day interactions that Hope staff have with Hope clients, and in the day-to-day operations of its programs, the next steps are to select/designate/assign PCT Mentors in each district representing each and every program model, and collaborate internally among leadership, executive staff/directors, and employee mentors to design ways to strengthen PCP/PCT practices in each of the different program models. A PCP/PCT Coordinator will coordinate and oversee Hope's overall PCP/PCT activity and supervise the PCP/PCT staff mentor team. Previous concepts proposed have not included the degree of focus on mentoring which is an essential part of the currently proposed concept.

HCBS CONCEPT BUDGET	FY 2021-22						
Vendor Name	Hope Services						
Vendor Number(s)	H75572 (Diversified Networks; Tailored Day Service); H90945, HS0270 (Senior Centers); HS0271 (Mobile Work Group, Watsonville); HS0272 (Pajaro Valley Training Center, Watsonville); HS0847 (Day Training Activity Center); HS1049, HS1050, ZS0998, ZS0999, ZS1014, ZS1020, ZS1021, ZS1031 (Employment, Media and Community Connections); ZS0615 (Mtn View CAN); ZS1021 (Salinas CAN); ZS0581 (Whittier CAN); ZS0615 (Mtn View CAN, Stanford Project SEARCH CIT); ZS0581 (Whittier CAN, San Jose Project SEARCH CIT); ZS0616 (Salinas CAN, Salinas Project SEARCH CIT)						
			Year 1 Budget		Year 2 Budget		Total
	Wage and Benefits	FTE	Annual Cost	FTE	Annual Cost	Cost	
Personnel (wage + benefits)							
PCP/PCT Coordinator	125,714.64	0.13	\$ 16,343	0.13	\$ 16,343	\$ 32,686	
PCP/PCT Mentors (Qty: 20)	24,000.00	1.00	\$ 24,000	1.00	\$ 24,000	\$ 48,000	
Per Diem Replacement Staff Training Coverage	8,000.00	1.00	\$ 8,000	1.00	\$ 8,000	\$ 16,000	
Position Description			\$ -		\$ -	\$ -	
Position Description			\$ -		\$ -	\$ -	
Position Description			\$ -		\$ -	\$ -	
Position Description			\$ -		\$ -	\$ -	
Position Description			\$ -		\$ -	\$ -	
Position Description			\$ -		\$ -	\$ -	
Personnel Subtotal			\$ 48,343		\$ 48,343	\$ 96,686	
Operating expenses							
Per Diem Meal Allowance for Qtly. Trainings			\$ 2,000		\$ 2,000	\$ 4,000	
T. Grable's Fee for Quarterly PCP/PCT Trainings			\$ 8,000		\$ 8,000	\$ 16,000	
Travel Stipend for Trudy Grable for Trainings			\$ 300		\$ 300	\$ 600	
						\$ -	
						\$ -	
						\$ -	
						\$ -	
						\$ -	
						\$ -	
Operating Subtotal			\$ 10,300		\$ 10,300	\$ 20,600	
Administrative Expenses							
Accounting, Tracking, Grant Mgmt., Reports, HR			8,796.43		8,796.43	\$ 17,593	
						\$ -	
						\$ -	
						\$ -	
						\$ -	
						\$ -	
						\$ -	
Administrative Subtotal			\$ 8,796		\$ 8,796	\$ 17,593	
Capital expenses							
						\$ -	
						\$ -	
						\$ -	
						\$ -	
						\$ -	
						\$ -	
						\$ -	
						\$ -	
Capital Subtotal			\$ -		\$ -	\$ -	
Total Concept Cost			\$ 67,439		\$ 67,439	\$ 134,879	

See Attachment F for budget details and restrictions