

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

Vendor number(s)	HT0540, HT0610, HT0586, HT0543
Primary regional center	Tri-Counties Regional Center (TCRC)
Service type(s)	Specialized Residential Homes, Behavior Management Day Programs
Service code(s)	113, 515
Number of consumers currently serving and current staff to consumer ratio.	11 residents: The staff to consumer ratio is consistently 1:2 or better. 20 participants at the day program site. The staff to consumer ratio is 1:3
Have you or the organization you work with been a past recipient of HCBS Funding?	Yes, in 2016/2017.
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>These residential and day program settings are heavily influenced by daily schedules that are regimented and lacking in individuality and personal choice. These individuals are highly aware of their likes/dislikes and are able to articulate their needs and preferences. When people of this caliber and understanding do have choice or control it becomes a strong antecedent for behavioral challenges. Staff are not recognizing this and push/pull relationships occur. Thus a negative pattern is perpetuated.</p> <p>Not having choice over inherent rights like daily activities, physical environment and people we choose to associate with provides a rather empty life. Most opportunities are grouped and not individualized. People's Care needs to better empower the residents in making decisions. Too often decisions are predetermined and staff members are too rigid in thinking to allow resident driven spontaneity to occur.</p> <p>Staff members are provided with training, but it usually falls under what is practical – meaning what staff needs to know to get through the day (e.g. medication administration, behavioral). While these are important, there needs to be a place for person-centered training on a consistent basis. Since the training and tools are centered on empowerment, the residents/participants will have more control over their lives.</p>
Identify which HCBS federal	Federal Requirement numbers: 1,4,5 and 8

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<p>requirements this concept addresses that are currently out of compliance.</p>	
<p>Narrative/description of the concept; include justification for the funding request and explain how the concept would achieve proposed outcomes.</p>	<p>Like many providers in California, People's Care tries to be person-centered and use a person-centered process, but we are not achieving the desired outcome. All too often, we see it in the goals and objectives that get carried over from year to year. We also see it by not being able to implement the concept to affect positive change in everyday lives.</p> <p>Some of our employees attend periodic PCT trainings and this information does get shared. Unfortunately the information is filtered through a trickle-down effect where the message and tools get watered down or lost in translation. By the time it makes its way through the agency hierarchy and reaches the staff members (administrators, program managers, instructors, DSP) who could really benefit from it, the nuts and bolts of the different tools are skewed.</p> <p>People's Care is an agency that employs over 1500 employees. Sending a few staff to infrequent PCT trainings is not a viable option. For meaningful change, an agency has to live and breathe person centered thinking every day. Management has to reinforce these principles and staff members have to utilize these tools on a daily basis. Only then, can People's Care rightly claim to be a person-centered agency.</p> <p>People's Care would like two people from this regional center catchment area to become specialized in person-centered thinking and go through an apprenticeship program with a certified PCT coach. This type of specialization may be a big commitment, but the potential for positive and lasting change would be too great an opportunity not to pursue. Having two employees that are mentored by a certified PCT trainer would allow for frequent and hands-on training for all People's Care employees. These in-house trainers would reach all employees at our residential and day program sites. This ability to reach a larger audience will truly benefit the participants in our programs.</p>

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	<p>Another positive outcome to having PCT coaches at People's Care is that we would be a viable resource for regional centers in helping train vendors, consumers and family members on person-centered principles. We want to be leaders and drive these principles not just within our own agency but others as well. We believe that sharing our knowledge is as important as obtaining it.</p> <p>Lastly, having in-house PCT trainers will allow our population to have greater control over their lives while giving the staff the tools they need to take the paper and turn it into purposeful and meaningful lives.</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>People's Care utilizes performance surveys with the participants and their families. The item that is addressed the most is empowering choice and reaching goals on an individualized basis.</p>
<p>Does the concept address unmet service needs or service disparities? If so, how?</p>	<p>Yes, it addresses the biggest need for our population – the power of choice and having control over their lives. It also provides staff members with the tools necessary to find creative ways to meet the needs of the individuals.</p>
<p>Estimated budget and timeline; identify all major costs and benchmarks — attachments are acceptable.</p>	<p>Timeline is over a three year period. The major costs:</p> <ol style="list-style-type: none"> 1. Attend 2 day training = \$3,000 per person 2. Observation of techniques (2 days) = \$3,000 per person 3. Full day of training = \$1,000 per person 4. Preparation and review with mentor = \$500 per person 5. Present a training with mentor = \$3,000 per person 6. 20 hours of training with a mentor = \$500 per person 7. Present a 2nd training with mentor = \$3,000 per person 8. One full day of review with mentor = \$850 per person
<p>Total requested amount.</p>	<p>\$14,850 for one PCT trainer and \$29,700 for two PCT trainers</p>
<p>What is your plan for sustaining the benefits, value, and success of your project at the conclusion of 2018-19 HCBS Funding?</p>	<p>Since these are already People's Care employees we foresee the teaching and coaching of person-centered thinking principles will become a regular fixture in their daily job description.</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.nasdds.org/resource-library/person-centered-practices.

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Vendor number(s)	HT0543
Primary regional center	Tri Counties Regional Center (TCRC)
Service type(s)	Behavior Management Day Program
Service code(s)	515
Number of consumers currently serving and current staff to consumer ratio.	20. The staff to participant ratio is 1:3.
Have you or the organization you work with been a past recipient of HCBS Funding?	Yes, in 2016/2017.
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>People's Care Nipomo provides day program services for a total of 6 hours per weekday. This program is in the farming community of Nipomo and there aren't many service providers in the immediate area. Our program provides services to 20 individuals and the majority of their day is spent in the community. We have volunteer sites at the Humane Society and the Dunes Center (beach clean-up). When not volunteering, the groups are working on a variety of training goals in the community (purchasing, street safety, social appropriateness). However, we are not meeting the needs of everyone. While our physical site is ADA compliant, we do not have the transportation means to accommodate the needs of one non-ambulatory participant. His day is limited to the day program site with minimal time spent going on walks in the industrial park/shopping center. This inability to fully participate has left him bored, frustrated and he is resigned to not having choice or control. He likes being outside and around people and would benefit from volunteer opportunities.</p>
Identify which HCBS federal requirements this concept addresses that are currently out of compliance.	Federal Requirement numbers: 1,4 and 5
Narrative/description of the concept; include justification for the funding request and explain how the concept would achieve proposed outcomes.	<p>People's Care believes everyone deserves the same opportunities especially those with developmental disabilities. Even the most well intended people and programs sometimes fall short in meeting these basic standards. At People's Care Nipomo an individual who is non-ambulatory cannot participate in the community-based element of the program. This limits interaction with other participants and community members including businesses. It also prohibits the participant from volunteer opportunities.</p>

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	<p>Therefore, People's Care Nipomo would benefit greatly from having a van that is capable of carrying non-ambulatory participants while out in the community. The van that would best suit the participant's needs would be a 2019 Ford Transit Connect with a wheelchair lift and tie downs. People's Care would purchase this vehicle directly through Enterprise Fleet. It is projected the conversion would be completed prior to purchase. Therefore, once it is People's Care's hands no further modification would be necessary.</p> <p>This van would allow the existing young man to participate fully in the program while providing additional room for future non-ambulatory participants.</p>
Please describe your person-centered approach ¹ in the concept development process; how did you involve the individuals for whom you provide services?	The participant and his parents have expressed the need for a van that could accommodate non-ambulatory individuals. There have been many discussions since his August start date.
Does the concept address unmet service needs or service disparities? If so, how?	Yes, People's Care Nipomo day program is community-based with volunteer opportunities, but it is not offered to all participants as it doesn't have a vehicle that could support non-ambulatory individuals. Having such a vehicle would help our program provide the same opportunities to everyone. It would help individualized services including volunteering and being part of the community fabric.
Estimated budget and timeline; identify all major costs and benchmarks — attachments are acceptable.	<p>Estimated budget for a Ford Transit Van is:</p> <ol style="list-style-type: none"> 2019 Ford Transit Van including wheelchair conversion: \$39,000
Total requested amount.	\$39,000
What is your plan for sustaining the benefits, value, and success of your project at the conclusion of 2018-19 HCBS Funding?	People's Care purchases a program through Enterprise which handles all vehicle maintenance (e.g. tires, oil, brakes, etc.) needs. This maintenance program includes nationwide companies like Jiffy Lube, Pep Boys and Firestone. Having authorized dealers such as these ensures that maintenance needs are always relatively close.

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