

# Home and Community-Based Systems—Supporting People Across the Lifespan



When agencies implement innovative service systems focused on the fulfillment of valued, person-centered outcomes, they increase the quality and impact of home and community-based services (HCBS) programs.

Leveraging more than 36 years of experience partnering with government agencies, Public Consulting Group (PCG) works with agency leadership, both states and providers, to create inclusive and responsive systems of support for individuals using person-centered approaches.

We embrace the key role stakeholders play in the design and implementation of services that support people with disabilities.

As a strategic partner, PCG assists states in meeting or exceeding federal requirements and helping states develop and implement innovative changes to better support people with disabilities and their families. We use best practices that lead to the achievement of outcomes by individuals receiving support.

This is why, in July 2016, we undertook efforts to become a person-centered organization. Teams have been trained in person-centered concepts, and we have certified person-centered thinking trainers on staff.

Our team is made up of experts from across the country who have worked to implement systems change initiatives involving person-centered system transformation.

## How can PCG help?

We offer a range of services to help state agencies and providers achieve high quality, person-centered HCBS systems for aging populations and disability types, including children, autism, developmental and intellectual disabilities, physical disabilities, visual impairments, mental health, and acquired or traumatic brain injuries. Services include:

- ✓ Providing expertise and best practice service models across ages and disability types
- ✓ Crafting person-centered waiver service design and family-centered support planning
- ✓ Performing organizational analysis and assisting with capacity building
- ✓ Establishing transparent and meaningful partnerships with all stakeholders
- ✓ Training for staff at all levels built upon proven change management principles
- ✓ Providing strategic tools and resources to address workforce shortages
- ✓ Using best practice models for employment supports and workforce development issues, including developing appropriate services for transitional age youth
- ✓ Reviewing, analyzing, and developing rate methodologies and reimbursement models
- ✓ Providing targeted training and resources for state agency staff and their stakeholders in the person-centered provisions of the HCBS requirements
- ✓ Offering in-person and web-based training courses on effective person-centered practice, planning, and thinking
- ✓ Creating online person-centered resource library/toolkit for agencies, including person-centered planning templates, resources to support the use of assistive technology, best practice examples, planning and practice tools, checklists, and more
- ✓ Mapping HCBS delivery and providing detailed options for improvements in design and delivery for individuals across disability agencies
- ✓ Navigating autism-specific insurance reimbursement options and mapping available services across all state and federal systems
- ✓ Implementing technology solutions

## Why partner with PCG?

Our team has extensive experience supporting HCBS projects across the country. Ask us about our recent successful HCBS projects (including strategic planning, implementation, needs assessments, and more) for:

### State of Minnesota, Department of Human Services (DHS)

PCG is engaged with Minnesota DHS to review business processes at agencies across the state to identify best practices and areas for improvement at the agency and state level, with the goal of improving the experience of individuals seeking LTSS. PCG is also developing a guidebook for individuals to support them throughout the entire eligibility process. We have interviewed and surveyed staff and individuals across the state to support our efforts.

### State of New Mexico, Department of Health (DOH)

PCG has worked with DOH to conduct a provider rate study to develop recommendations for new rates for multiple I/DD services. PCG also conducted a provider capacity assessment, to identify gaps in services and barriers to provider service delivery and expansion.

### State of Indiana, Bureau of Developmental Disabilities Services (BDDS)

PCG designed and developed a comprehensive series of e-learning courses and corresponding professional development curriculum to support the training needs of the BDDS Service Coordinators across the state. The learning tools addressed issues related to client eligibility, assessment, service planning, and utilizing a person-centered approach with individuals and families.

### State of Indiana, Family and Social Service Administration (FSSA)

PCG provided direction and subject matter expertise to three FSSA Divisions (Rehabilitative Services, Aging, and Mental Health & Addiction) as they put their Statewide Transition Plan into action. PCG delivers project management support to help enhance the quality of their services and offers additional protections to individuals that receive services under these Medicaid authorities.

### State of New York, Office for People with Developmental Disabilities (OPWDD)

PCG conducted an independent assessment of the mobility and transportation needs of persons with disabilities and other special populations, including, but not limited to, those receiving behavioral health services. PCG produced a plan to meet the objective of improving self-direction, community inclusion, and competitive employment through mobility management transportation options for New Yorkers with disabilities.

### State of New York, Department of Health (DOH)

In New York, PCG is providing support to DOH as they redesign their Medicaid system, including their Children's Waiver. PCG has supported in the review and development of a provider manual and waiver amendment.

### State of New York, Department of Health (DOH)

In New York, PCG is overseeing a comprehensive initiative to deliver training, learning institutes, and an accessible resource library to all HCBS stakeholders across the state. Since the initiative began in 2019, we have trained over 8,000 stakeholders in in-person and virtual training sessions, using curricula specifically tailored for the State's unique service systems. Participants have consistently reported growth in their understanding of an ability to use person-centered concepts, skills, and tools after attending training.

**To learn more about how PCG can support your HCBS system, contact us today.**

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