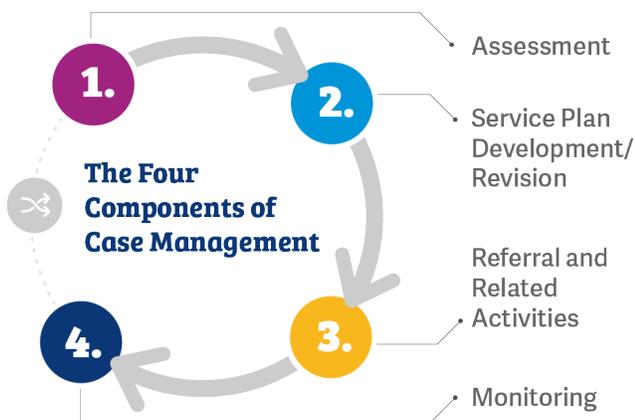


# Home and Community-Based Services (HCBS) Case Management

Person-centered case management services are essential to ensure individuals have access to needed services, in the right setting, at the right time.

Case management is the foundation by which individuals gain access to medical, social, educational, and other services. Without a person-centered case management system, individuals cannot access needed services, or they access the wrong services, in the wrong setting, at the wrong time. States have the opportunity to reexamine their HCBS case management services as they work to expand and enhance their HCBS waivers. Public Consulting Group (PCG) can help states improve case management services, so individuals receive the services they need, when they need them.



*The four components of case management are foundational for any state to be truly person-centered. These components are not linear, but cyclical. While the process begins with assessment for new individuals, monitoring is not always the end as this activity may lead to changes to an individual's service plan.*

## How can PCG help?

PCG has experience with case management functions for HCBS waivers for all target populations. We offer the following case management services:

- ✔ Strategic planning and redesign of case management services for aging and disability populations, such as evaluating state case management services to help comply with federal HCBS regulations, including conflict of interest
- ✔ Developing and managing level of care and needs assessment tools such as the Inventory for Client and Agency Planning (ICAP) and the Supports Intensity Scale (SIS) assessment to evaluate individuals' needs
- ✔ Providing trainings, such as training case managers in the assessment of needs and development of person-centered service plans
- ✔ Reviewing and developing rate methodologies and reimbursement models
- ✔ Development of case management tools, such as person-centered service plans, manuals, and desk guides

## Why partner with PCG?

For more than 36 years, PCG has helped state and local human services agencies across the country to improve performance and operations so they can better serve those in need. Our experienced team includes:

- ✓ Former manager of a statewide entry point and case management system for all long-term services and supports (LTSS) populations, which included developing new level of care and needs assessment tools, entry point and case management system redesign, and complying with federal conflict of interest requirements
- ✓ Staff who are certified Ambassadors for Charting the LifeCourse practices
- ✓ Staff who are trained in Person-Centered Thinking, including a certified Person-Centered Thinking Trainer
- ✓ Staff who have experience and expertise in all aspects of the HCBS regulations and policy and can support with compliance, strategic planning, technical assistance, and training
- ✓ Former state employee responsible for redesigning case management and complying with person-centered planning federal regulations

## National Leaders in Case Management

Highlights of our recent case management work include:

### HCBS Settings Final Rule Compliance | Multiple States

PCG has looked at the role and impact of case management systems and the interplay with the HCBS Settings Rule requirements.

### Person-Centered Planning Comprehensive System Transformation Statewide Training Initiative | State of New York, Department of Health

PCG is conducting statewide, multi-year person-centered planning training, including all recruitment, coordination, curriculum development, delivery, and reporting.

### Target Case Management (TCM) Study | Kansas Department of Aging and Disability Services

PCG is working with Kansas to conduct a study of TCM services for individuals with intellectual and developmental disabilities (IDD) with the goal of developing recommendations for complying with conflict of interest requirements. We will provide recommendations to improve the quality of TCM services while engaging with stakeholders throughout the project.

### Case Management Manual, Desk Reference, and Training | Wyoming Department of Health, Healthcare Financing Division

PCG developed a case manager manual for all case management functions to comply with the newly approved waiver, and desk references for the assessment and service plan processes. We also developed and delivered assessment and service plan development training materials for case managers.

### Recommendation Report for the Review of Additional Funding Requests | Wyoming Department of Health, Developmental Disabilities Division

PCG analyzed the current system and researched best practices for the review of additional funding requests for individuals enrolled in an IDD waiver. These individuals' needs were no longer being met by their current individual budget.

### Development of a Person-Centered Service Plan – California Department of Health Care Services

PCG, in partnership with the state and stakeholders, developed and piloted a new service plan to comply with person-centered requirements. In addition, we also developed training for both case managers and providers on the new service plan and person-centeredness.

### Supports Intensity Scale – Adult Version Administration – Vermont Department of Disabilities, Aging and Independent Living

PCG administers the SIS-A for all adults with intellectual and developmental disabilities. Work began in 2021 and includes extensive stakeholder engagement to educate stakeholders on the SIS-A and to solicit feedback on the implementation.

**For help improving your case management services, contact us today.**

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