

# 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. In addition, staff have become Ambassadors for Charting the LifeCourse, helping us provide additional tools to support person-centered implementation. 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:

- ✓ Mapping HCBS delivery and providing detailed options, expertise for, and best practice service models for improvements in design and delivery for individuals across ages, disability types, and disability agencies
- ✓ 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
- ✓ Offering in-person and web-based trainings and resources for agency staff at all levels, and their stakeholders, built upon proven change management principles and person-centered provisions of the HCBS requirements
- ✓ 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
- ✓ 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
- ✓ 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, waiver design, 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 long term services and supports (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 Minnesota, Department of Human Services (DHS)**

PCG is working with Minnesota to study presumptive eligibility in other states and programs, to support efficient eligibility determinations for individuals. We are engaging with internal and external stakeholders and conducting a literature review to identify best practices and challenges.

### **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 intellectual and development disabilities (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 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.

### **State of Kansas, Department for Aging and Disability Services (KDADS)**

PCG worked with Kansas to conduct a study of target case management (TCM) services for individuals with I/DD with the goal of developing recommendations for complying with conflict-of-interest requirements. We provided recommendations to improve the quality of TCM services while engaging with stakeholders throughout the project.

### **State of Kansas, Department for Aging and Disability Services (KDADS)**

PCG is working with Kansas to develop a new waiver for individuals with I/DD. We are supporting the development of new service definition, service definition refinement, Centers for Medicaid & Medicare (CMS) approval, and stakeholder engagement. This work will support increasing the provider network, restructuring the system, and transforming employment opportunities for individuals with I/DD.

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

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