

PCG proudly
delivers HCBS
**solutions that
matter** to clients
in all 50 states.

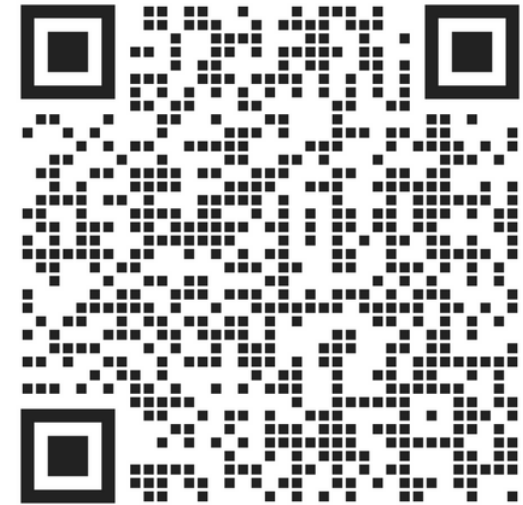
Cathy Anderson Award for Public-Private Partnership

The Cathy Anderson Award spotlights innovative public-private partnerships that improve the lives of people with disabilities.


The winning partnership is featured in a professional promotional video, NASDDDS press releases, and during the NASDDDS annual or spring meeting.

Sponsored by NASDDDS and Public Consulting Group

**LEARN MORE
AND APPLY**



The award honors the life and legacy of Cathy Anderson, a longtime advocate and professional who worked to improve the lives of individuals with intellectual and developmental disabilities (I/DD) across the nation.



**What is your most
pressing challenge?
PCG can help.**

Connect with a member of our team at HCBS 2024 to learn about our HCBS solutions.



PLAY AND WIN

Play **NAME THAT GAME** for a chance to enter the drawing for AMAZING CLUBS' GIFT OF THE MONTH for an entire year!



Choose up to three gourmet items from the following selections:

- Tea Club
- Jam/Jelly Club
- Wine Club
- Cheese Club
- Coffee Club
- Hot Sauce Club

Tuesday August 20, 2024

10:15—11:15 am; Room: Laurel C-D, 4th Fl



JOIN OUR SESSION:

Beyond the Digital Divide: MA and WI's Path to Digital Equity Across the Lifespan

Join PCG along with representatives from Wisconsin and Massachusetts to learn about their community driven grant initiatives that are driving an expansion of evidence-based intergenerational technology programming that is increasing connectivity and independence of older adults.





Support with the Access Rule

PCG can help your organization navigate the complexities of the Access Rule. Let us operationalize rule requirements and offer data-informed insights to improve your programs.

We have the expertise and staffing capacity to efficiently and effectively:

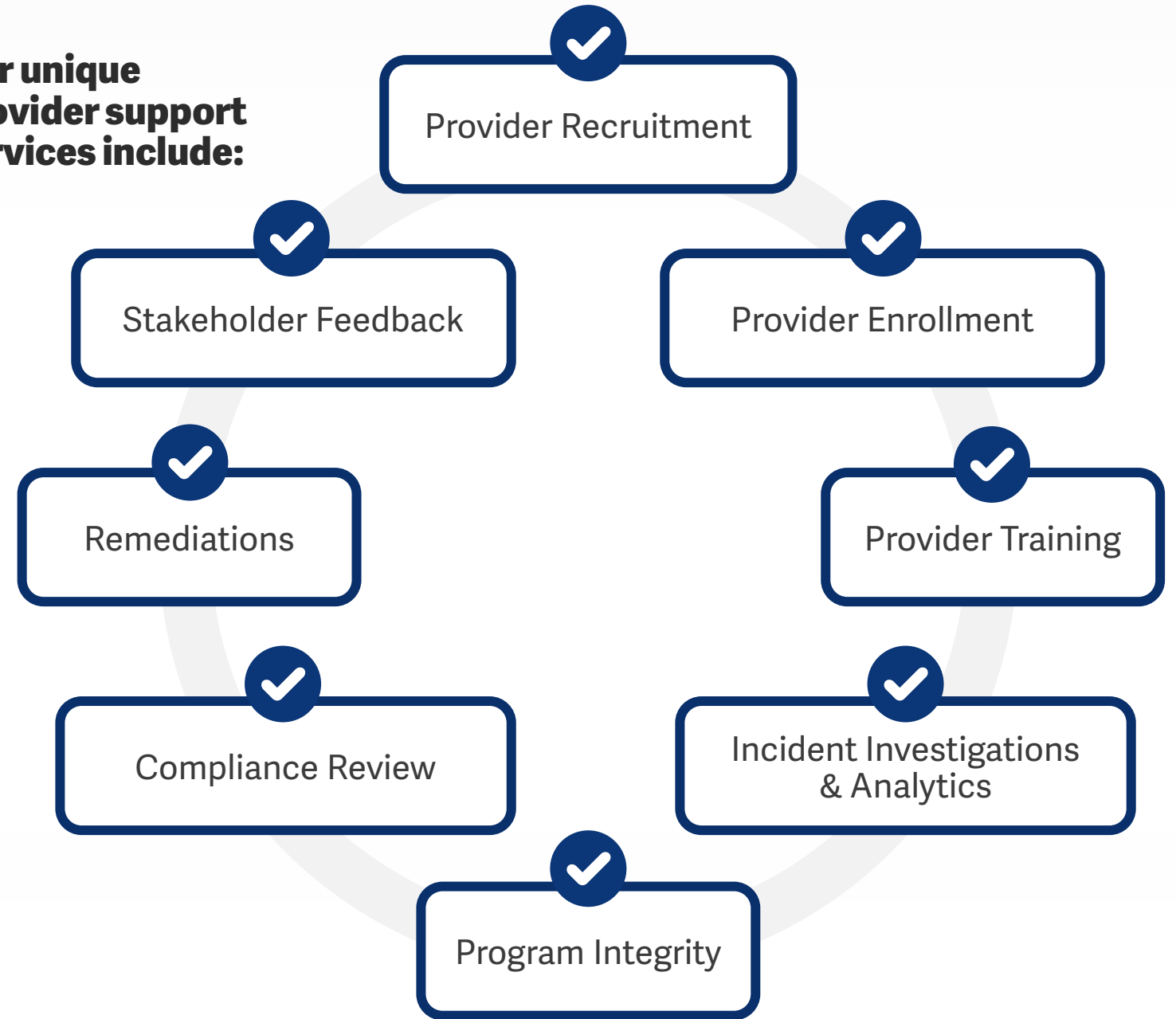
- ✓ Develop and operationalize Critical Incident Management systems
- ✓ Develop and operationalize grievance systems
- ✓ Analyze performance measure data and draft internal and external reports
- ✓ Conduct rate studies and waitlist studies
- ✓ Coordinate with sister agencies for comprehensive data collection, analysis, and reporting
- ✓ Operationalize person-centered practices, including person-centered service planning



HCBS Provider Oversight

Ensure the health, safety and welfare of HCBS waiver recipients. PCG's Continuous Quality Improvement (CQI) process builds trusted relationships and provides resources to individuals, providers, and stakeholders.

Our unique provider support services include:



PROJECT SPOT LIGHT

HCBS Provider Oversight

CLIENT

Ohio Department of Medicaid

CORE RESPONSIBILITIES

- Compliance reviews to ensure compliant service delivery
- Develop, maintain, and deliver in-person and online educational materials, technical resources, continuing education training sessions, and webinars

IMPACT

Since 2013, PCG has completed:

40K pre- and post-enrollment provider screenings

14K+ case manager record reviews

Trained **50K+** HCBS providers

Incident Management

Our approach to critical incident management:

Assess, analyze, and improve critical incident reporting, investigation, remediation, and monitoring.

- ✔ **Staffing Solutions**
PCG staffs and operationalizes critical incident investigation processes on behalf of states.
- ✔ **Backlog Cleanup**
Implement processes and provide staffing to clear backlogs
- ✔ **Process Improvements**
We optimize business processes to help states increase efficiency and achieve compliance with state and federal regulations.
- ✔ **Incident Management System (IMS) Technology**
PCG leverages our in-house IMS, Careify™, to process, manage, and monitor incidents from notification through remediation and prevention.
- ✔ **Data Analytics**
We conduct data analytics to identify critical incidents and analyze all incident data to improve outcomes.

PROJECT SPOT LIGHT

Incident Management

CLIENT

Ohio Department of Medicaid

CORE RESPONSIBILITIES

- Investigate reported incidents to ensure the health, safety, and welfare of HCBS individuals
- Set providers up for success by supplying documentation templates, and providing technical assistance on compliance expectations

IMPACT

Since 2013, PCG has completed:

183K+ Incident Investigations

As a result, PCG has:

Identified **\$12.8M** in overpayments

Referred **1.2K+** cases for potential fraud

Provider Network Development

To bridge the gap between the demand for HCBS providers and available providers, PCG offers a multi-pronged workforce development program that leverages recruitment, retention, and training strategies.

RECRUITMENT

- Provider Outreach & Engagement
- Community Resource Relationship Building
- Provider Enrollment Support

TRAINING

- Continuing Education Courses
- Micro-Credentialing
- Provider Toolkit

RETENTION

- Provider Peer Mentorship Program
- Provider Directory
- E-Newsletters

PROJECT SPOT LIGHT

Ohio Provider Expansion

In early 2022, the Ohio Department of Medicaid engaged PCG to envision and operate a program aimed at:

- **Addressing provider shortages** within the Medicaid HCBS sphere
- **Creating a pipeline of providers** to serve individuals receiving Waiver services
- **Strengthening the network of support** available to providers

**Since September 2022,
PCG has:**

Enrolled **930+** Providers

Collaborated with **850+**
Community Organizations

Reached **9,500+**
Prospective Providers

Distributed **19,500+** CE
Hours

PCG is a CMS-Certified QIO-Like Entity

As a QIO-Like entity, **states are eligible for enhanced federal matching funds of 75%** on PCG-performed medical and utilization reviews conducted during investigations and compliance activities.



Provider Payment Modeling

Rate Setting

- ✓ Ensure provider sustainability
- ✓ Meet all CMS and State requirements
- ✓ Full data analysis to inform cost-based rates
- ✓ National best practice knowledge and resources



Provider Payment Modeling **Value Based Payment (VBP)**

PCG can:

- ✓ Help dip your toes into the VBP waters
- ✓ De-mystify the VBP landscape
- ✓ Provide a comprehensive toolkit that can be applied at any point



Supports statewide transformation to curb rising costs by incentivizing provider behavior change and deliver more effective care.



Improves quality of services through statewide health promotion efforts.



Improves care coordination across continuum of care and emphasizing the consumer.



Business Outsourcing Solutions Team



Team of consultants, clinicians,
and project managers



Extensive LTSS/HCBS oversight
solutions



Experts in HCBS and APS
investigations



Small- and large-scale staffing
and call center operations



Team Highlights



Angelene Willetts-Carvi

Manager—Columbus, OH

ASK ME ABOUT:

Provider oversight and quality improvement, provider network development, Continuous Quality Improvement approaches, CMS Access Rule implementation.



Margot Jones

Senior Consultant—Asheville, NC

ASK ME ABOUT:

Provider workforce retention strategies, HCBS provider oversight approaches, large-scale project implementations, process improvement, public relations and communications strategies to achieve public health goals.

Team Highlights



Erin Salvo

Senior Consultant–Portland, ME

ASK ME ABOUT:

Critical Incident investigation solutions, data-informed processes, measuring outcomes, cross-agency collaborations and APS.



Sally Raterman

Director of Operations–Columbus, OH

ASK ME ABOUT:

HCBS provider oversight, state approaches, provider expansion efforts, retention strategies, and adult protective services investigations.



Kate Miller

Consultant–Syracuse, NY

ASK ME ABOUT:

Implementation timelines, managing large-scale staffing projects, and standardized needs assessments.

Team Highlights



Jonathan Sauerschell

Senior Consultant—Albany, NY

ASK ME ABOUT:

Rate Setting, including Value Based Payment (VBP), provider payment modeling and reimbursement.



Emma Finestone


Consultant—New York City, NY

ASK ME ABOUT:

Rate Setting, including Value Based Payment (VBP), engaging with provider communities, provider payment modeling and reimbursement.



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HCBS Program Development, Implementation, and Evaluation

Leveraging more than 38 years of experience partnering with government agencies, PCG works with agency leadership, both state and provider, to create inclusive and responsive systems of support for individuals using person-centered approaches.

We assist states in meeting or exceeding federal requirements, 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.

What we do:

- ✔ Provide expertise and best practice service models across ages and disability types
- ✔ Design and redesign HCBS waivers, that include person-centered philosophies and practices
- ✔ Establish meaningful and transparent partnerships with stakeholders
- ✔ Create tools for individuals, case managers, and providers
- ✔ Provide training on HCBS waivers, services, person-centered planning and service delivery, and more
- ✔ Review, analyze, and develop rate methodologies and reimbursement models

PROJECT SPOT LIGHT

Kansas Waiver Development and Provider Network Building

PCG is working with Kansas to develop a new waiver for individuals with I/DD. We are supporting the development of new service definitions, service definition refinement, CMS approval, and stakeholder engagement. Our work includes increasing the provider network, restructuring the system, and transforming employment opportunities for individuals with I/DD.

PCG is:

- ✓ Developing a new waiver with more than 18 services
- ✓ Forming a technical advisory group made up of state partners and stakeholders across the state to help guide the development of the waiver
- ✓ Supporting KS with increasing the provider network through review and development of provider qualifications, outreach, and training
- ✓ Conducting a rate study for the services in the new waiver and unbundling rates for services currently used



Grants Management

PCG supports multiple states and agencies with grants management, both federally and state funded through:

- Web-Based Grant Management Solution
- Grant Program Development
- Technical Assistance and Communication
- Spending Plan Administration
- Fiscal Intermediary and Payment Distribution
- Evaluation and Outcomes



PROJECT SPOT LIGHT

Wisconsin HCBS ARPA Grants Management

In 2022, the Wisconsin Department of Health Services engaged PCG to conduct full lifecycle management of all grants under the state's ARPA HCBS Reinvestment Plan

- **Grant application development and scoring** across two rounds of grant funding
- **Provided technical assistance** via a phone, email, office hours, and webinars
- **Quarterly grantee monitoring and identification** of programs requiring fiscal audit
- **Full program evaluation and planning** for a statewide HCBS Grantee Summit

GRANT GOALS



Expand
HCBS



Enhance
HCBS



Strengthen
HCBS

**Since May 2022,
PCG has:**

Awarded **158**
Grants

Awarded **\$29.6M**
in grant funding

Registered **2,300+**
individuals in
webinars

Responded to
3,300+ technical
assistance inquires

Workforce Solutions

Service delivery quality, recruitment, and retention are the most significant challenges many states face. PCG has experience delivering innovative, tailored solutions to these complex challenges through:

- ✔ **Incentive programs.** Design and administer direct service worker incentives, including application process and technology, promotion, financial management, and customer service support.
- ✔ **Training and technical assistance.** Design and oversee training and technical assistance efforts to provide direct service workers and their employers with the skills and knowledge they need to deliver quality care.
- ✔ **Workforce assessment.**
- ✔ **Evaluation.** Review workforce program outcomes to help states make sustainable policy decisions.
- ✔ **Outreach and engagement.** Help states better engage with their workforce to provide the information they need to succeed and receive meaningful.

Aging in California

- By 2030, one in four Californians will be age 60 or older.
- Almost 1.7 million friend and family caregivers in CA are supporting someone with Alzheimers or Dementia
- In the coming years, CA will face a labor shortage of up to \$3.2 million paid direct care workers.
- Direct care workers earn less than half of California's median annual income and one in four falls below the federal poverty line.

The CalGrows Program is increasing **the pool of skilled, trained direct care workers**

PCG PROVIDES:

- ✓ Incentive Payment System and Tracking
- ✓ Website with Searchable Course Catalog
- ✓ Technical Assistance Call Center
- ✓ Communications and Outreach



Team Highlights



Brittani Trujillo

Associate Manager–Denver, CO

ASK ME ABOUT:

HCBS waiver design, HCBS case management policy and reform, CMS coordination, State Plan Amendments, LTSS financial and level of care eligibility, grants management, stakeholder engagement, assessment and service plan development, and person-centered thinking and planning.



Shirlene Harris

Senior Consultant–Richmond, VA

ASK ME ABOUT:

LTSS policy analysis, HCBS waiver design, strategic planning, quality improvement and program development, grants management, stakeholder engagement, and person-centered thinking and planning.

Team Highlights



Sari Lechook

Senior Consultant–Chevy Chase, MD

ASK ME ABOUT:

HCBS waiver design, value-based payments, HCBS training, stakeholder engagement, and grants management.



Heather Fladmark

Senior Consultant–Denver, CO

ASK ME ABOUT:

HCBS case management, Long Term Services and Supports financial and functional eligibility, assessment and support/service plan development, presumptive eligibility, LTSS program redesign, stakeholder engagement, certified person-centered thinking trainer.

Team Highlights



Monica Villarreal

Consultant–Austin, TX

ASK ME ABOUT:

disability policy, stakeholder engagement, grants management, and charting the life course.



Rachel Wyant

Consultant–Evergreen, CO

ASK ME ABOUT:

Long Term Supports and Services case management, support planning, assessment tools, participant self-direction, stakeholder engagement and grants management.

Team Highlights



Fred Hartman

Senior Director–Oak Island, NC

ASK ME ABOUT:

Communications, marketing, and audience agreement.



Jackie Merriweather

Consultant–Bryan, TX

ASK ME ABOUT:

HCBS waiver design, stakeholder engagement, and LTSS policy research and evaluation.

Team Highlights



Sarah Harrigan

Senior Consultant—Providence, RI

ASK ME ABOUT:

LTSS program evaluation, LTSS eligibility, grants management, organizational change management.



Kelley Hunter

Business Process Specialist—Indianapolis, IN

ASK ME ABOUT:

Stakeholder engagement and how it helps to shape a project or program, vocational rehabilitation programs and services.

Team Highlights



Sarah Haumschild

Senior Consultant–San Diego, CA

ASK ME ABOUT:

Grants management, workforce incentive program implementation, program design and evaluation, and stakeholder engagement.



Barb Ramsey

Subject Matter Expert–Denver, CO

ASK ME ABOUT:

HCBS waiver design and implementation, LTSS policy analysis, stakeholder engagement, complex system reform, aligning state and federal requirements, person-centered thinking and planning, rates development