



# PILOT FEEDBACK AND NEXT STEPS

# Who was in the pilot?

- We had representation from each region, each HCBS service, private providers, and CSB providers.
- Here was the breakdown-
  - ❖ Region 1- Supported Living- Private Provider
  - ❖ Region 2- Sponsored Residential- Private Provider
  - ❖ Region 3- Group Home- CSB & Group Supported Employment- Private Provider
  - ❖ Region 4- Group Day(s)- 1 private provider & 1 CSB
  - ❖ Region 5- Group Home- Private Provider.

# Pilot Provider Status

- 2 providers completed the pilot without any required remediation. (Supported Living & GSE)
- 3 providers have completed their required remediation and have been issued compliance letters. (2 Group Day & GH)
- 2 providers are actively working on their remediation plans with support from state staff. (Sponsored Residential & GH)

# Pilot Findings

- **Promising Practices:**

- ✓ Individuals sitting on interview panels to hire DSP staff.
- ✓ Management staff conducting monthly interviews with individuals asking about satisfaction with services and staff.
- ✓ Innovative visitor practices with COVID-19.
- ✓ Innovative use of technology- individuals using online grocery pick-up apps, Amazon, etc.

- **Common Areas Requiring Remediation:**

- ✓ Non-person centered language and lacking person-first language.
- ✓ Outdated verbiage (client, toileted, allowed, etc.)
- ✓ Lack of community involvement in any documentation.
- ✓ Institutional “feel”- lots of signage, lack of personalization in common areas, etc.
- ✓ Keys (all staff having access, front door, etc.)

# What was successful?

- DMAS has hired HCBS Regional Managers who exclusively work on HCBS validations. In addition, DBHDS has identified specific staff that will work on validations. All feedback from providers has been that the staff have been responsive, attentive, and professional. Providers have expressed quick turn around on all questions that have been directed to the review teams.
- Providers and individuals were happy with the letters and factsheets that are provided before the audit. It helped to ease anxiety from individuals and staff. Providers have reported that they felt the communication was clear and there were clear expectations outlined.
- State has used platforms that are accessible to the provider (Zoom, Google Meet, Duo, Facetime, Webex).
- Scheduling in advance and adapting to different schedules.
- Asking clear questions using plain language for individual interviews.

# Feedback

- Feedback- Staff/ DSP interviews should also be conducted using plain language.
- Response- Re-training of state team on interview strategies and edits to the interview tool to ensure plain language is used throughout as a reminder to the interviewer.
- Feedback- Utilize visual aids for individual responses. This could help folks who don't communicate with words express themselves more clearly.
- Response- The state team has identified visuals-happy/sad faces and thumbs up and down. We will be sending these with the "Provider Packet" for future reviews.
- Feedback- Edoc is a new system and navigation is difficult.
- Response- A tutorial video was produced and is available on the HCBS Toolkit. In addition, a provider can always reach out to their review team for specific issues. We are all learning the specifics of this system at the same time.

# Feedback

- Feedback- Visual tours are difficult because wifi often drops outside/ spots in the home.
- Response- We also ask for pictures to supplement. Any additional ideas are welcome.
- Feedback- Remediation template is not user friendly.
- Response- We currently have a different template that was developed by our vendor. We think that this document is more user friendly. In addition, a provider could create their own form.
- Feedback- Give clear instructions on how to submit remediation.
- Response- DMAS and DBHDS will review the summary and input a section that will give instructions on how to submit all remediation.
- Feedback- Identify hard deadlines for remediation submissions. The summary had 30 days- not a deadline.
- Response- Summary has been revised to have a date that is 30 days from when the reviewer is sending the summary.

# Ongoing Barriers

- Addresses, contact information, etc. is not updated in REDCap. Staff are sending multiple emails trying to track people down based on outdated information.
- Lack of wifi and cell-service.
- Uncertainty in the provider community about programs re-opening.
- Communication. DMAS is working to update the toolkit as we identify areas where we have streamlined any information. Specifically, as a result of the pilot. There is an update on the toolkit. document under "Provider Owned Residential Setting- Privacy, Roommates and Decorating" has been updated to reflect key information. We have separated out the expectations in bedroom and entrance door keys.



# Next Steps

- Advisory Committee- Kick-off 2/24.
- Toolkit updates
- Desk-Audit Rollout
- Newsletter- focuses on promising practices and data updates.