HAWAII STATE DEPARTMENT OF HEALTH | DEVELOPMENTAL DISABILITIES DIVISION PRESENTS
On Course for Achieving the Vision for a Good Life
Thursday, April 11, 2019
10:30AM to 11:30AM
Possibilities NOW!

Why We Are Here Today

Introduction

- We’ve launched Possibilities Now! as a set of initiatives to improve the systems & supports for individuals
- These initiatives serve as the foundation for Hawaii’s Waiver

What We'll Be Covering

- Context for Change
- Person-Centered Focus – Our Road Map
- Individual Supports Budgets
- Getting The Results

Context for Change

Anchors for Change

- What are the changes grounded in?
- What are the "promises" of the system

Change Forces

- Statute
- Medicaid Final Rule
- Waiver requirements
- Changing expectations of participants
  - Move from largely custodial to full life in the community
  - Human rights

Guiding Principles

- People with I/DD will…
  - Be in charge of their own lives
  - Have opportunities to enhance their lives and participate fully in their communities
  - Access the public services and other resources they need
  - Have enhancing life experiences and choices throughout all stages of their life

Guiding Principles

The service system will…

- Be efficient and fair
- Embrace partnerships
- Deliver high quality services that supports this vision

Person-Centered Focus

Person-Centered Plan (ISP)

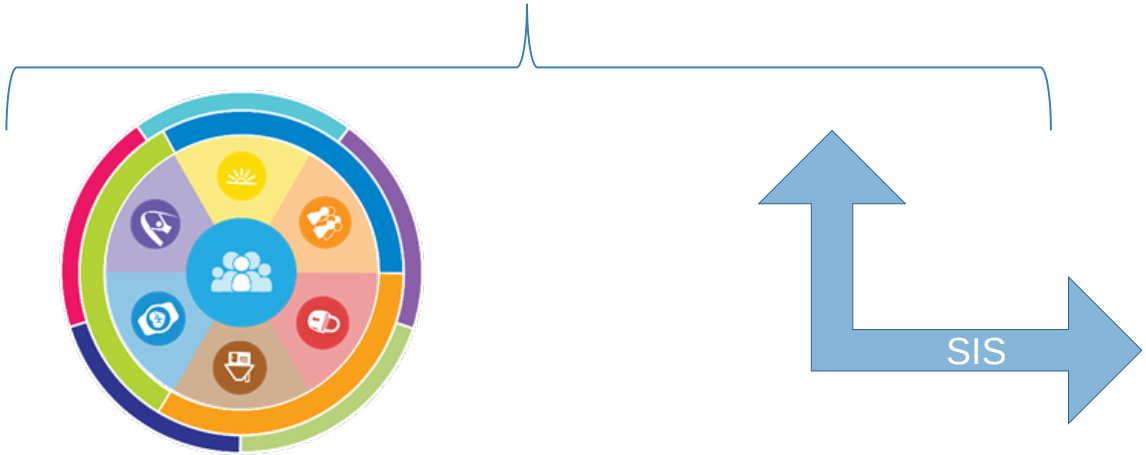
Slides 11-17 include an animated sequence. Skip to the last slide

Vision for a good life

Person-Centered Plan (ISP)

Vision for a good life

Person-Centered Plan (ISP)



Vision for a good life

Person-Centered Plan (ISP)

Goals	Objectives	Outcomes
• What do I need to achieve my vision for a good life?	• 1,2,3 • What are the steps/ components to achieve my goal?	• What will it look like when I achieve each of my objectives?

SIS

Vision for a good life

Person-Centered Plan (ISP)

Goals	Objectives	Outcomes	Strategies (IP)
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Vision for a good life

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Natural Supports and Paid Services

Service Utilization Guidelines (until ISB)

SIS

Vision for a good life

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Natural Supports and Paid Services

SIS

Living Situation

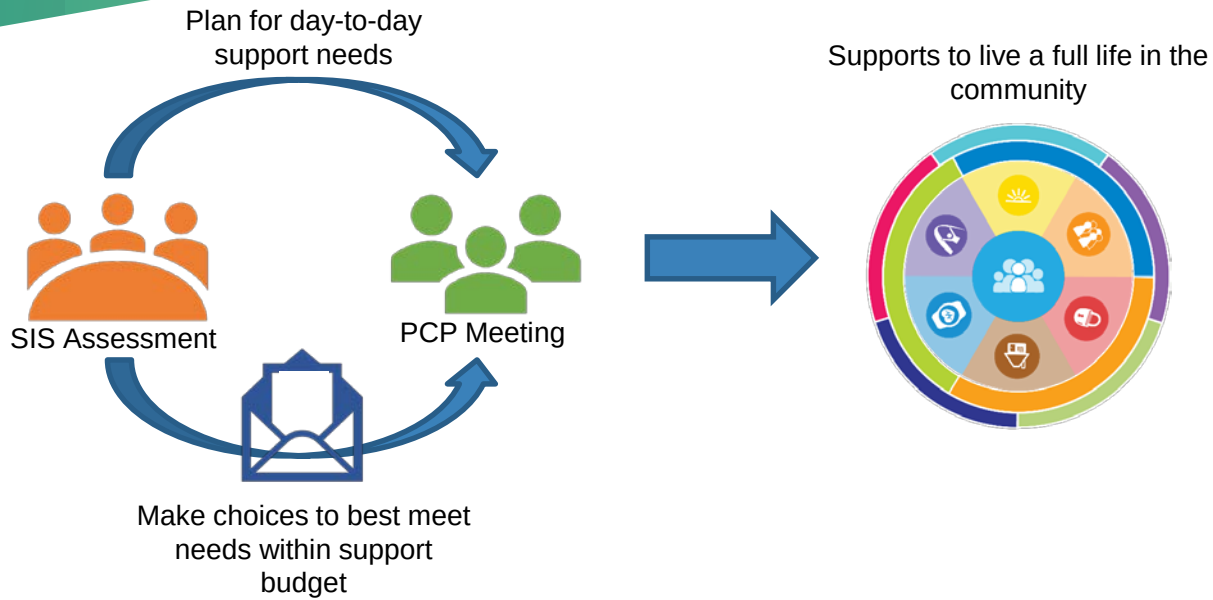
Service Utilization Guidelines (until ISB)

Individual Support Budget

Person Centered Planning Process

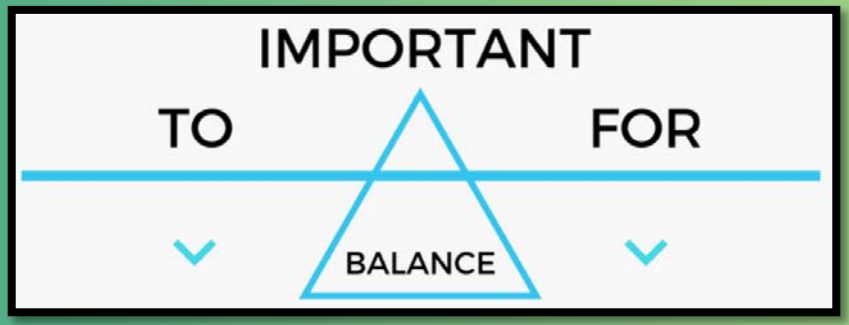
Understanding My Support Needs

Understanding My Support Needs
SIS in Person-Centered Planning



My Vision for a Good Life
Understanding My Support Needs

Important to my Vision or for my Vision



- It is not about being Happy *OR* Healthy, Satisfied *OR* Safe
- It is about being Happy *AND* Heathy, Satisfied *AND* Safe
- People don’t do what is important FOR them unless a piece of it is important TO them

LIFE TRAJECTORY

- The arrow rising up represents an upward trajectory towards a good life. This can include friends, family, a job, fun things to do, independence, and happiness.
- Things we do ***not*** want in life. You can start by thinking about the things you don't like

Providers
Friends & Family
My Vision for a Good Life
Understanding My Support Needs

Who Can Help Me?

Partnering for Success

- Participants
- Friends and Families
- Providers
- Case Managers

IP - Strategies
ISP - Goals, Objectives, & Outcomes
Providers
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Changing Focus

Identifying My Vision for a Good Life

- **Goals** – what I want for my good life
- **Objectives** – steps to help me achieve my goal
- **Outcomes** – how I measure my progress
- **Strategies** – how my objectives will be implemented to achieve my outcomes

Provider - IP

- Standardized IP format
- Consistent across ALL providers
- “Methods & Approaches” → “Strategies”
- Designed to focus on strategies that providers will develop to support the person achieve their outcomes
- More training in the near future!

My Person Centered Plan
IP - Strategies
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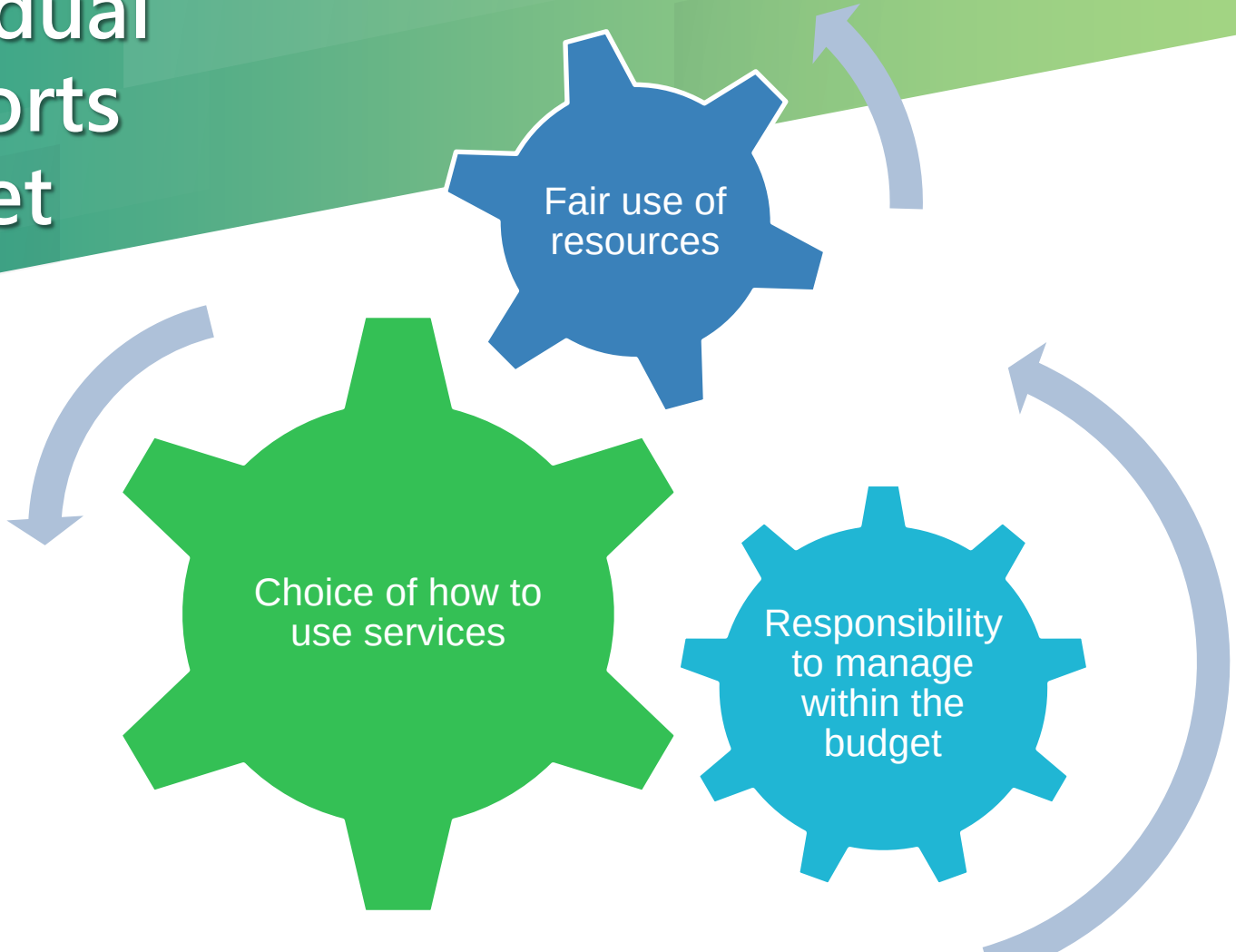
Individual Supports Budget

Individual Supports Budget



Supports Budget Framework

1. Individuals have a budget based on their SIS level and type of residence
2. Goals are identified through the ISP process
3. Individuals choose a Service Mix based on their budget
4. Add-on Services may be added to the service mix to meet ISP goals

Phase In Cohorts

- **Cohort 1:** Participants who live in certified or licensed settings, i.e. AFH, DD Dom, ARCH, E-ARCH, TLP
- **Cohort 2:** Participants who live independently, in family homes, or unlicensed settings AND receive Adult Day Health
- **Cohort 3:** Participants who live independently, in family homes, or unlicensed settings and DO NOT receive Adult Day Health

Service Utilization Guidelines

- Interim tool until all cohorts are phased in
- Part of person-centered planning
- Guidelines provide a framework

ALL PHASE IN CHANGES ARE BASED ON ISP DATE

Year 2 (July 1, 2019 – June 30, 2020)

Cohort	Cohort 1	Cohort 2	Cohort 3
SUG or Budget?	Budget	Budget	SUG
SIS	SIS assessment remains valid	• Interviews ISPs starting 7/1/18 • Service tiers based on SIS Level	• No SIS • Service tiers based on old levels

ALL PHASE IN CHANGES ARE BASED ON ISP DATE

Year 3 (July 1, 2018 – June 30, 2019)

Cohort	Cohort 1	Cohort 2	Cohort 3
SUG or Budget?	Budget	SUG	SUG
SIS	SIS assessment remains valid	SIS assessment remains valid	• Interviews ISPs starting 7/1/19 • Service tiers based on SIS Level

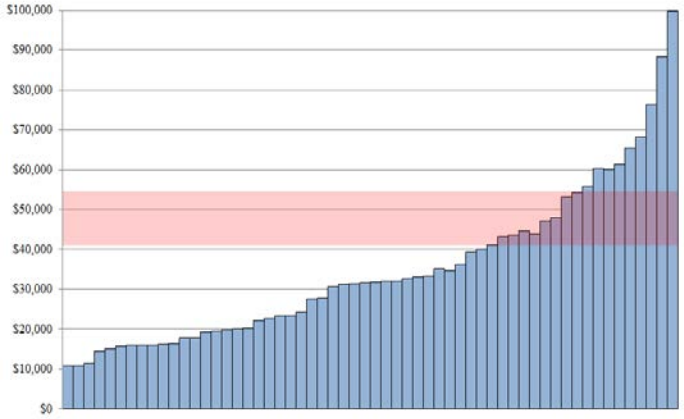
ALL PHASE IN CHANGES ARE BASED ON ISP DATE

Year 4 (July 1, 2020 – June 30, 2021)

Cohort	Cohort 1	Cohort 2	Cohort 3
SUG or Budget?	Budget	Budget	Budget
SIS	SIS assessment remains valid	SIS assessment remains valid	SIS assessment remains valid

Developing Supports Budgets

- Supports budgets considered current service usage of most individuals



- Example (Living at Home, Outside of the Big Island, Level 2)
- Blue bars represent actual services
- Pink band is the assigned ISB
- Most individuals use less than the ISB

Initial Review of Utilization Changes

- Individuals were largely transitioned to 'new' services in fiscal year 2018
  - Cohort 1 transitioning to ISBs in fiscal year 2019
- Review of utilization data indicates that these changes are NOT resulting in individuals losing services

Initial Review of Utilization Changes (cont.)

- For individuals who do not live in licensed/ certified homes
  - 55% used more service hours after converting to new services
  - 45% used fewer service hours
    - Most of these individuals are within 10% of previous use
    - Changes largely due to typical year-to-year fluctuations rather than reductions in authorizations

Initial Review of Utilization Changes (cont.)

- Analysis complicated for individuals in licensed/ certified homes
  - 'Bundling' of support into ResHab; replacing PAB
  - If we assume that the primary caregiver provides 40 hours of support per week, 99% of individuals are funded for more hours than they previously used

Exceptions and Appeals

- Option 1: Participants have the option to request an exceptions review when they believe that the amount of base services in their individual supports budget or service utilization guidelines are not sufficient to meet their needs

  *Note: Participants have a right to request an appeal if their request is denied

- Option 2: Request an informal review or an appeal

Request by Cohort

- *Q1 = 23*
- *Q2 = 37*
- *Q3 = 36*
- *Total = 96*

Getting to the Results

As We've Discussed…

- ☑ Advance the supports planning process
- ☑ Understand participants' support needs using the Supports Intensity Scale (SIS)
- ☑ Increase flexibility and choice with supports budgets

Expand and improve the types of services available

- Added Community Learning Service for both individual and group supports
- Restored Residential Habilitation (ResHab)
- Created higher rates for services provided by registered behavior technicians
- Added Discovery and Career Planning, and Benefits Planning

Adjust Provider Payment Rates

- Updated payment rates based on a rate study aligned with federal requirements
- Includes 'tiered' rates based on individual needs for certain services, and higher rates for services on the Big Island
- Overall, rates increased significantly
  - FY 2018-2019 biennium added $7.1 million ($4.4 million GF)
  - FY 2020 budget requests another $16.6 million ($7.7 million GF)

Move Towards Data-Informed Practices

- Improve collection and use of participant's information to support planning and supports
- Evidence-based clinical work
- Management decisions

Embrace Innovation

- Design Thinking
- Leadership Works
- Charting the LifeCourse/ Redesign of the ISP process
- INSPIRE

Invest in Staff, Providers, and Families

- Trainings
  - Support to Families: Charting the LifeCourse
  - Supporting Behavior with David Pitonyak
- Person-Centered Organizations
- Future Trainings: Case Managers, Families & Self Advocates, Providers
- “Job Aid” Tools- promote consistency

My Person Centered Plan
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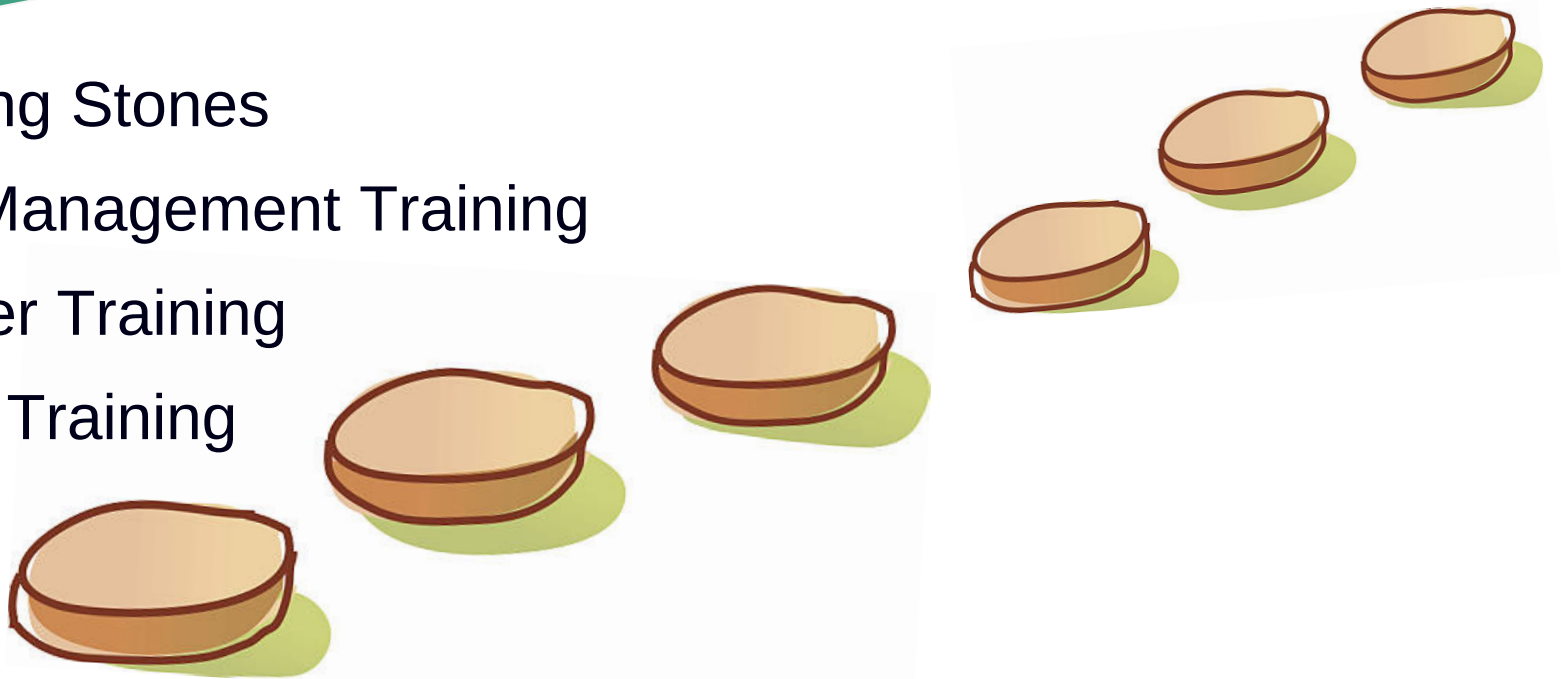
Summary

- Improving the conversations we have
- New strengths based strategies
- Better understanding of each individual
- Vision driven vs. compliance driven systems
- Infrastructure supports the process

Immediate Next Steps

- Stepping Stones
- Case Management Training
- Provider Training
- Family Training