

**DDD HCBS  
Community Integration  
Final Rule**



**BEST PRACTICES**



*for PROVIDERS*

# DDD Provider Best Practices: HCBS Compliant Person-Centered Services

Hawaii DOH, Developmental Disabilities Division

March 3, 2021

# Today's Agenda

Introductions

HCBS Settings Final Rule: Expectations and Reminders

Sharon Lewis, Health Management Associates

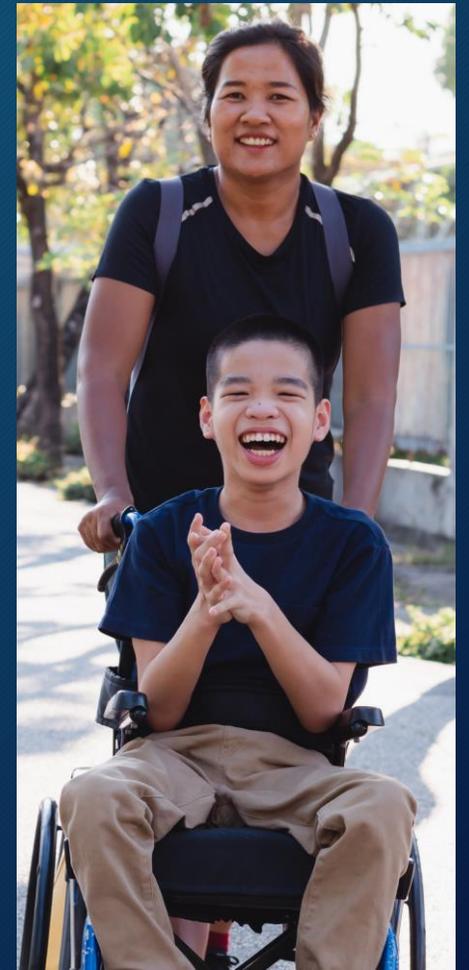
Provider Best Practices: Real Life, from the field

Lynne Seagle, Hope House

Anne Hvizdak, Easter Seals Hawaii

Marian Frattarola-Saulino, Values Into Action

Questions and Answers



# HCBS Settings Final Rule: What is it, again?

- The rule identifies what is considered home and community-based - and what is not
- The goal of the rule is to make sure people receiving HCBS can live and work and spend time in the greater community in the ways they want, including with people who are not involved in services
- Each person's experience, and their opportunity for community integration and participation is very important

# Specifically, the rule requires settings to:

- Be integrated in and support access to the greater community
- Provide opportunities to seek employment and work in competitive integrated settings, engage in community life, and control personal resources
- Ensure the individual receives services in the community to the same degree of access as individuals not receiving Medicaid home and community-based services
- Be selected by the individual from among setting options, including non-disability specific settings and an option for a private unit in a residential setting
- Ensure an individual's rights of privacy, dignity, respect, and freedom from coercion and restraint
- Optimize individual initiative, autonomy, and independence in making life choices
- Facilitates individual choice regarding services and supports, and who provides them

# How do we get there?

**2015-2017:  
Validations & Findings**  
Statewide effort - MCMW  
Review teams on-site  
Participant interviews

**NOW:  
Evidence & Remediation**  
"Re-set" and establish  
baseline  
Work with providers -  
evidence  
Opportunity to learn and  
grow

**Ongoing:**  
Participant experience  
Annual Certification visits  
Annual provider  
monitoring, including  
evidence updates

# Timeline

- Provider Evidence Template Webinars: January 12 and January 14, 2021
- Provider “Open House” technical assistance: Jan. 26, Jan. 28, Feb. 2, March 5
- Provider “Best Practices” Webinar: March 3
- Provider Agency Evidence Templates Completed, to DDD: March 15, 2021
- Caregiver/Independent Contractor Templates due on rolling basis throughout 2021, based upon certification/licensure review date - all complete by October 2021
- Remediation Activities: March - December 2021
- Full compliance by January 1, 2022

# Lynne Seagle, Hope House



Under Lynne's leadership, Hope House has become internationally known for its innovative, person-centered approach. One of her proudest accomplishments was guiding the organization through a transition from group homes to supporting people in their own apartments.

[www.hope-house.org](http://www.hope-house.org)



# Marian Frattarola-Saulino, Values into Action



Marian Frattarola-Saulino's work spans over 25 years and includes a range of perspectives and opportunities, from advocate and support worker, to administrator and social entrepreneur. Since 2005, Marian has served as the CEO of Values Into Action, a network of innovative nonprofit service organizations supporting people with intellectual and developmental disabilities.

<http://www.valuesintoaction.org/>



# The Provider of the Future Is Now

**Marian Frattarola-Saulino, MSW**

**Hawaii DDD Final Rule Best Practices for Providers**

**3 March 2021**



**THE ALLIANCE**  
FOR  
CITIZEN DIRECTED SUPPORTS

KEEP CALM<sup>AND</sup>  
CARRY ON?

NO THANKS.

I'D  
RATHER

RAISE HELL

&

CHANGE<sup>THE</sup>  
WORLD

# Values into Action

**Offers** individualized support to people with disabilities and their families, exclusively in their own homes and communities.

**Believes** that a person's strengths and aspirations defines who they are and that every human being has the right to self determination

**Demonstrates** that the more complex and significant one's support needs, the more compelling the reason to direct one's own services, and hence their lifecourse

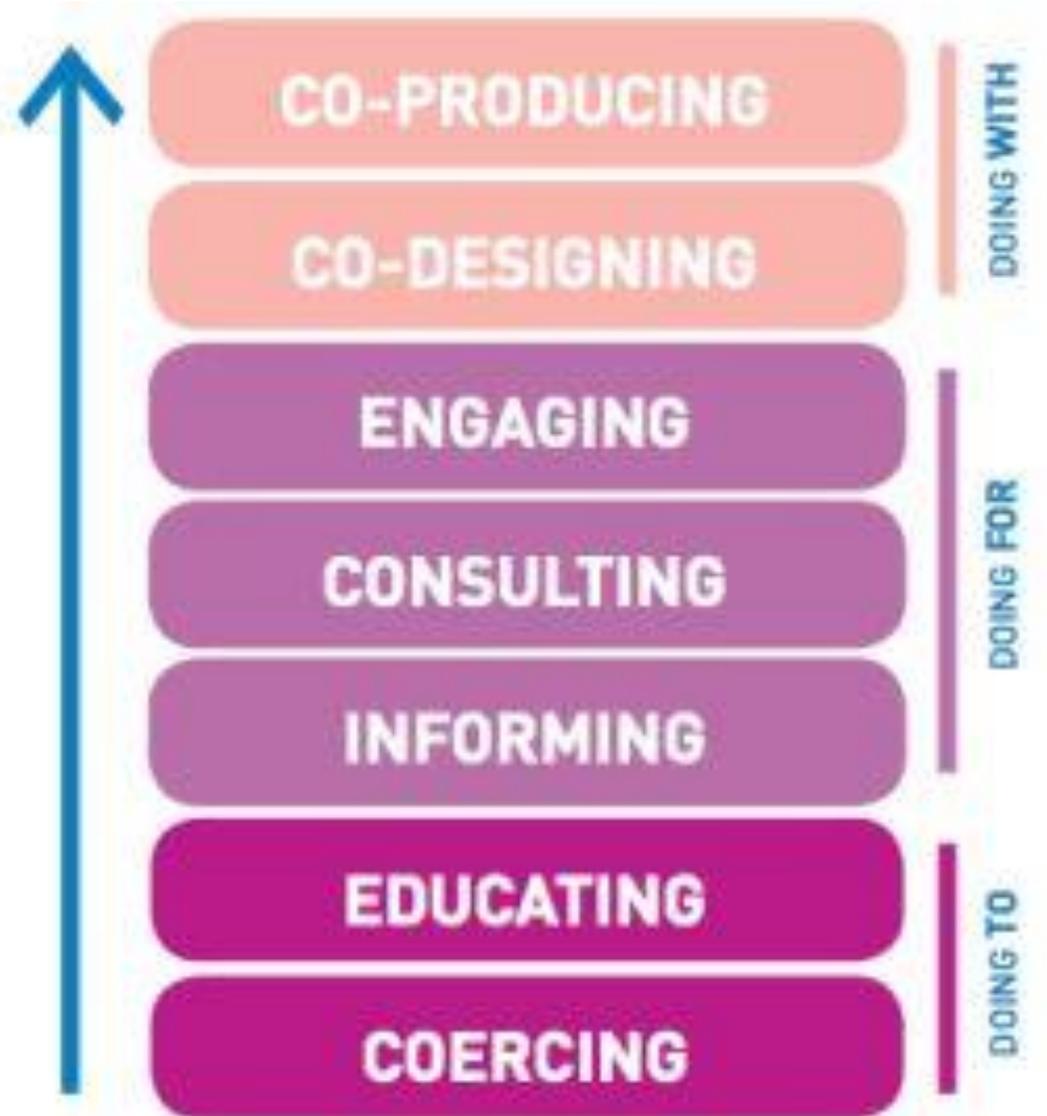
## OUR VISION

Aligned with the United Nations Convention on the Rights of Persons with Disabilities | **All citizens are respected for their inherent dignity and have the full and equal enjoyment of all human rights and fundamental freedoms.**

## OUR MISSION

Advancing citizen-direction through global collaboration.





Source: *new economics foundation*

# Making YOU Happen

Our values and beliefs underpin everything we do by:

**Adapting with YOU** to live your life, your way

**Respecting YOU** and your choices

**Dedicated** to **YOU** and your ambitions

**Kind** to **YOU** without exception

**Transforming** services with **YOU**

**Open** minded to **YOU**

**Accountable** to **YOU** and yours

# Report Card Results

Our values being put into action

For the people we support	Value	For staff
<ul style="list-style-type: none"> <li>We are flexible in our schedule and our work</li> <li>Ensuring your right to access your community and to be a contributing member of it</li> <li>We are honored to have been selected by you</li> </ul>	<b>Adapting</b>	<ul style="list-style-type: none"> <li>We accommodate each others personal commitments to make our schedules work</li> <li>We believe everyone's opinion counts</li> <li>We wear our work with pride</li> </ul>
<ul style="list-style-type: none"> <li>We listen carefully</li> <li>Respect peoples boundaries and privacy</li> <li>We are sincere in our conversations and actions</li> </ul>	<b>Respectful</b>	<ul style="list-style-type: none"> <li>Always respect each others opinions</li> <li>Of everyone's beliefs</li> <li>We are equally in service to each other as we are to those we support</li> </ul>
<ul style="list-style-type: none"> <li>We show up on time</li> <li>We have a positive attitude</li> <li>We are consistent and we respect the person's choices and routines</li> </ul>	<b>Dedicated</b>	<ul style="list-style-type: none"> <li>We share the responsibilities of our work</li> <li>We communicate</li> <li>We are all team players</li> <li>To educating our workforce with the development and training needed to do their job well</li> </ul>
<ul style="list-style-type: none"> <li>We don't take things personally</li> <li>We are mindful of feelings</li> <li>We do with, not for</li> </ul>	<b>Kind</b>	<ul style="list-style-type: none"> <li>We show our appreciation and understanding for each other</li> <li>We are welcoming to new team members</li> </ul>
<ul style="list-style-type: none"> <li>We consider your ideas first</li> <li>We consider people we support our equals</li> <li>We support people to access services to meet all their well being needs</li> <li>We help people to break through barriers</li> </ul>	<b>Transforming</b>	<ul style="list-style-type: none"> <li>Constantly try new ways of delivering support and designing new solutions with the people we support</li> <li>Encouraging ideas and input to address challenges</li> </ul>
<ul style="list-style-type: none"> <li>We are available for each other when needed</li> <li>Embrace diversity and individuality of those who accept our support</li> </ul>	<b>Open</b>	<ul style="list-style-type: none"> <li>We are honest with each other accepting advice and criticism</li> <li>Acknowledge and learn if we get it wrong</li> <li>We are available to each other beyond working hours</li> <li>Embrace individuality and diversity of staff</li> </ul>
<ul style="list-style-type: none"> <li>Following through on our commitment to individual's preferences and needs</li> <li>To the individual budget and service plan</li> </ul>	<b>Accountable</b>	<ul style="list-style-type: none"> <li>We are open with each other about how we use our work time</li> <li>We hand over between each other to make sure nothing is missed</li> <li>Will always explain and answer questions</li> <li>Respond to each other in a timely manner</li> </ul>

# *Accountability* in Action

## **For those accepting support:**

**You and your family's needs before regulations and rules**

## **For those providing support:**

**Your concerns are responded to in a timely manner**

# *Open* in Action

**For those accepting our support:**

**You can change your mind and decision, even before  
your next annual planning meeting!**

**For those providing support:**

**You are learning to give and accept constructive feedback  
about our performance**

# *Transforming* in Action

**For those accepting our support:**

**You are the expert of your own life, and your decisions are honored**

**For those providing support:**

**Your expertise and experiences in supporting others is shared through forums, networks and policy advocacy**

# *Kindness* in Action

**For those accepting support:**

**Your behavior is respected as communication, always**

**For those providing support:**

**Opportunities are created to show our appreciation  
and understanding for each other**

# *Dedicated* in Action

**For those accepting our support:**

**You are encouraged and supported to express your aspirations**

**For those providing the support:**

**We are trusted to explore options with people and encouraged to  
make mistakes, at least once  
(we don't like making the same mistake twice!)**

# *Respecting* in Action

**For those accepting our support:**

**You have the right and the support to make your own decisions while being challenged to broaden experiences and consider alternatives**

**For those providing the support:**

**Those of us making the least amount of salary are considered first for bonuses and increases**

# *Adapting* in Action

## **For those accepting our support:**

**Your decisions about your routines and your support drive our work –  
this includes how we assist you with recruiting, interviewing,  
selecting, orienting and managing your staff**

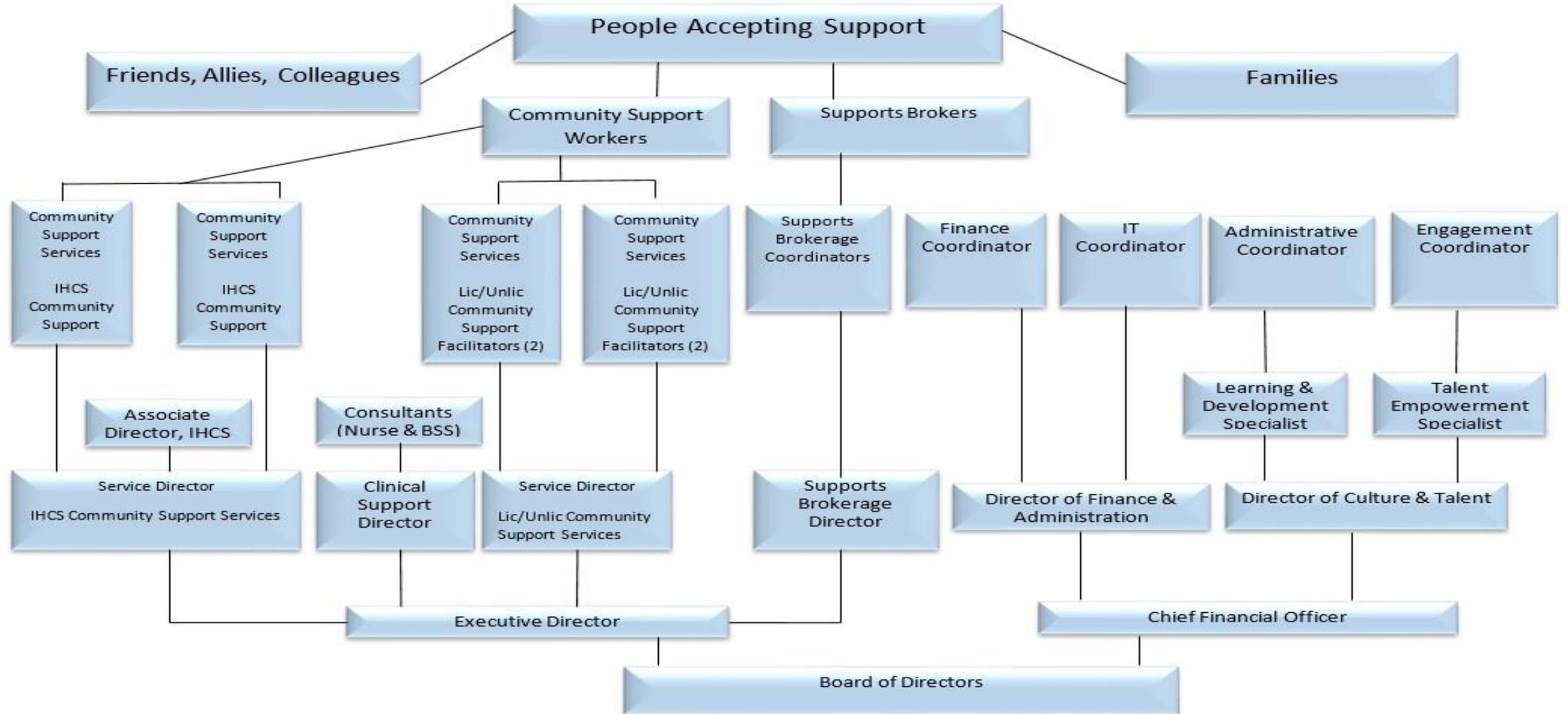
## **For those providing the support:**

**Everyone affected or potentially affected by a change is expected to  
participate in decision making through surveys, forums and webinars**

# Pennsylvania



values into action



Our experience with 2+2=4

**Values+Expectations+Infrastructure+Fearlessness**

**=**

**Person Directed Services**

**=**

**People Leading Lives of their Choosing**

**#Possible #Sustainable #Measurable**

# Resource Guide

- <https://spark.adobe.com/page/blwU0ofXv3HMx/>

“THE SECRET OF  
CHANGE IS TO FOCUS  
ALL OF YOUR ENERGY,  
NOT ON FIGHTING THE  
OLD, BUT ON BUILDING  
THE NEW.”

— *SOCRATES*



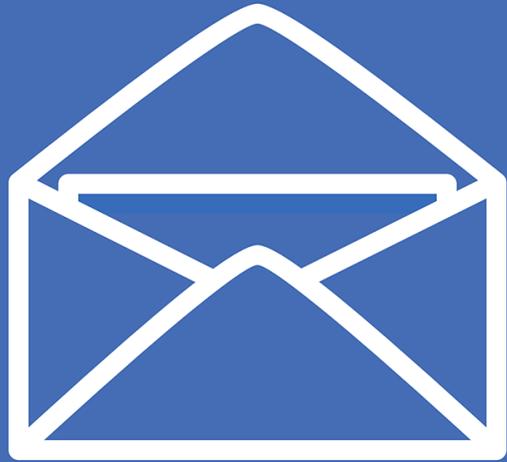
**THE ALLIANCE**  
FOR  
CITIZEN DIRECTED SUPPORTS

**v a l u e s *i n t o* a c t i o n**

-thank you-

Marian Frattarola-Saulino

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**Any questions?**

**Email:**

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