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HCBS 20 Outcomes The Foundation

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The Foundation for Quality Service Delivery

- Expectations of the 20 Outcomes (ironically relatively unchanged)
- Implementation Process for the 20 Outcomes Process (what to have in place)
- The Measurements of 20 Outcomes (what has been achieved)



LET'S GET STARTED



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441-77.37(1) – HCBS ID Waiver Services 441-77.39(1) HCBS BI Waiver Services

- **The Good News**
 - ❖ The expectations are the same for both the ID Waiver and BI Waiver
 - ❖ The section of code has been fairly consistent since ID Waiver and BI Waiver services began
 - ❖ The code will guide our time together today
 - ❖ The group will work together to identify potential best practices being used by providers




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Organizational Standards (Outcome 1)

- ✓ Demonstrate the provision & oversight of high-quality supports & services
- ✓ Demonstrate a defined mission commensurate with consumer's needs, desires, and abilities
- ✓ Establish & maintain fiscal accountability
- ✓ Has qualified staff commensurate with the needs of the consumers they serve. These staff demonstrate competency in performing duties & in all interactions with clients.



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Organizational Standards (Outcome 1) continued...

- ✓ Provides needed training & supports to its staff with providing these trainings as a minimum:
 - ❑ Consumer Rights
 - ❑ Confidentiality
 - ❑ Provision of Consumer Medication
 - ❑ Identification & reporting of Child and Dependent Adult Abuse
 - ❑ Individual Consumer Support Needs



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Organizational Standards (Outcome 1) continued...

- ✓ Has a systematic, organization wide, planned approach to designing, measuring, evaluating and improving the level of performance.
 - ❑ Measures & assesses organizational activities and services annually
 - ❑ Gathers information from consumers, family members & staff
 - ❑ Conducts an internal review of consumer service records, including all major & minor incident reports according with 77.37(8).
 - ❑ Tracks incident data & analyzes trends annually to assess the health & safety of consumers served by the organization
 - ❑ Identifies areas in need of improvement
 - ❑ Develops a plan to address the areas in need of improvement
 - ❑ Implements the plan & documents the results



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Organizational Standards (Outcome 1) continued...

- ✓ Consumers & their legal representatives have the right to appeal the provider's implementation of the 20 outcomes, or staff or contractual person's action which affects the consumer.
- ✓ The provider shall have written policies & procedures & staff training program for the identification and reporting of child & dependent adult abuse to the department pursuant to 441-Chapter 175 & 176
- ✓ The governing body has an active role in the administration of the agency.
- ✓ The governing body receives & uses input from a wide range of local community interests & consumer representation & provides oversight that ensures the provision of high-quality supports & services to consumers.




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**441-77.37(2) HCBS ID Waiver Services
441-77.39(2) HCBS BI Waiver Services**

- ✓ **Outcome 2-** Consumers are valued
- ✓ **Outcome 3-** Consumers live in positive environments
- ✓ **Outcome 4-** Consumers work in positive environments
- ✓ **Outcome 5-** Consumers exercise their rights & responsibilities
- ✓ **Outcome 6-** Consumers have privacy
- ✓ **Outcome 7-** When there is a need, consumers have support to exercise & safeguard their rights




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**441-77.37(2) HCBS ID Waiver Services
441-77.39(2) HCBS BI Waiver Services**

- ✓ **Outcome 8-** Consumers decide which personal information is shared & with whom.
- ✓ **Outcome 9-** Consumers make informed choices about where they work.
- ✓ **Outcome 10-** Consumers make informed choices on how they spend their free time.
- ✓ **Outcome 11-** Consumers make informed choices about where & with whom they live.
- ✓ **Outcome 12-** Consumers choose their daily routine.
- ✓ **Outcome 13-** Consumers are part of community life & perform varied social roles.




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441-77.37(2) HCBS ID Waiver Services
441-77.39(2) HCBS BI Waiver Services

- ✓ **Outcome 14-** Consumers have a social network & varied relationships
- ✓ **Outcome 15-** Consumers develop & accomplish personal goals.
- ✓ **Outcome 16-** Management of consumers' money is addressed on an individualized basis.
- ✓ **Outcome 17-** Consumers maintain good health.
- ✓ **Outcome 18-** The consumer's living environment is reasonably safe in the consumer's home & community.
- ✓ **Outcome 19-** The consumer's desire for intimacy is respected and supported.
- ✓ **Outcome 20-** Consumers have an impact on the services they receive.

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Outcome Activity Notes

Expectations:

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Outcome Activity Notes

Implementation Procedures:

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Outcome Activity Notes

Measurements:



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HCBS ID Waiver & BI Waiver 20 Outcomes

Keys to Success:

- Policies & procedures are well written and understood by staff at all levels.
- Policies & procedures are alive and operationalized daily.
- Staff are well trained on individuals served and their individual needs.
- Services are transparent – strengths are celebrated & need areas are addressed.
- Focus is on the individual person.
- DOCUMENTATION verifies it all!



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Thank you!


