HCBS 20 Outcomes
The Foundation

Presented By:
Susan Seehase

This material is designed and intended for general informational purposes only. The user is responsible for determining the applicability and legality of this information and for determining the most recent law, statute or regulation(s) that may be applicable to the user’s particular situation. The Iowa Association of Community Providers assumes no responsibility for the accuracy or legality of the information contained herein.

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

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
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.

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

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
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.

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

- 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.
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.

Outcome Activity Notes

Expectations:

Implementation Procedures:
Outcome Activity Notes

Measurements:

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!

Thank you!