

Settings Rule & Person Centered Practices Updates



- Final STP has been approved by CMS
- Currently we are working through the provider remediation activities phase
 - Completing additional review onsite visits through the end of October
 - Settings Work group will reconvene to review summaries of site visits and discuss solutions to common concerns in November

State Transition Plan

Heightened Scrutiny

- Submissions to CMS for heightened scrutiny will start July 1, 2020 through Oct. 31, 2020
- Settings determined compliant by that date will not be submitted unless overwhelming public comment recommends a CMS review
- Private residences will not be submitted as they are presumed compliant
 - They will be included in the ongoing monitoring process

- Ensure that individuals receiving services and supports through HCBS programs have:
 - Full access to the benefits of community living
 - The opportunity to live and receive services in the most integrated, non-institutional setting appropriate
 - Ensure the protection of the rights of HCBS participants

Intent of the Settings Rule

Person Centered Planning

- Document the preferences, needs, services, and life choices of an individual to demonstrate their desired access to the community
 - Utilizing Charting the Life Course or other tools helps enhance knowledge of the persons desired life
- Document any restrictions to individual rights - called Modifications
- Document informed choice of services and who provides them

Provider Conference Feedback



Charting the LifeCourse: Initiative Specific Visioning

What has been completed already that will support/lead to UT's Vision

- Receiving TA support from national experts from NCAPPS and SELN
- Developed a communication strategy to include quarterly meetings and regular communication on change efforts
- Focus groups offered on multiple topics for input on service design from all stakeholders

What needs to be completed to further the work towards the vision:

- Continual improvement of and broadening modes of communication to include improvements to the DSPD website
- Developing self-advocate group to inform our services and processes effectively
- Reviewing our processes to improve the experience of all stakeholders in 'touch points' with DSPD

VISION for UTAH System Transformation

- Shared understanding of, commitment to, and messaging of person-centered practices and the "why" (intentions of the state are clear, transparent, and communicated)
- Strong advocacy and self-advocacy, that includes strategies to facilitate a strong voice for self-advocates
- Information about and access to a wide array of resources
- Trust, mutual respect, strong communication, and continual/consistent dialogue between and among service users, families, providers
- Thoughtful, intentional change accompanied by learning and dialogue (drawing from the wisdom of community stakeholders)
- Integration between and among providers and DSPD
- Dignity of choice and risk
- Focus on community inclusion, skill development, and continual learning
- People are treated with respect
- Adequate funding for a full continuum of services, including services for people with intensive needs
- Trusting and collaborative relationships between DSPD and providers, among providers, between families and providers, etc.
- Innovations around incentivizing quality services
- Equity and linguistic competence
- Flexible, streamlined, and expedited service processes: including service codes/definitions, assessments, RFS, Intake
- Well-functioning IT system
- Clear expectations and accountability for the expectations
- Meaningful, responsive person-centered planning
- Consistency in policy and procedure
- Strong DSP workforce
 - Adequate compensation and benefits
 - Education and training
 - More desirable working conditions
- Consistent, clear, regular, accessible, timely, multimodal information
- Supports for families, such as navigation and training
- Centralized source of information so more people have access to information
- Proactive (early) outreach to people and families in collaboration with community partners (schools, doctors, community organizations)
- Coordination with other systems (education, vocational rehab)
- Services to support daily living, especially socialization, participation in civic life, and transportation

WHAT WE DON'T WANT

- Service users who are bored, feel useless, and are unable to live the life they choose
- Waiting list
- Fear and distrust, confusion, lack of understanding about the big picture and intent of changes
- Contradictory and confusing policies, processes, and guidance
- Person-centered plans that can't be implemented
- Cookie-cutter plans, stagnant plans
- Higher expectations but no money (or support) to make those expectations a reality
- Inconsistent, confusing information
- Lack of follow-through, slow response times
- Options being taken away
- Rigidity and inflexibility
- Conflict and contention (between providers and DSPD, between families and providers, between SCEs and providers, etc.)
- Individuals and families lack control over services and budgets
- Restrictions on rights
- Redundancy and duplication
- Adversarial and hostile relationships
- Messaging that "we have to do this because the federal government requires it" rather than "we're doing this because it's the right thing to do"; overemphasis on compliance

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NCAPPS Goals for 2019-2020

- Finalize Asset Maps and Communication strategy to be post on the DSPD website
- Draft informational material for informational meetings with all stakeholders on the Settings Rule and Person Centered Planning
- Developing the Charting the Life Course and other tools in USTEPS software for digital use
- Developing a user guide for all stakeholders for the person centered planning process and software on each platform

PCSP Work group progress

- Restarted meetings after a summer break
- Reviewed progress on software development
- Discussed plan for moving forward to include:
 - Modifications
 - Employment
 - Training and roll out of new software
 - Provided input on the development of the user guides
- Meeting once a month with subgroups meeting more frequently