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
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 SEIN
- 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 of communication to include improvements to the DSDP 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 DSDP

VISION for UTAH System Transformation

- Shared understanding of, commitment to, and embracing 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 DSDP
- Equity of choice and risk
- Focus on community inclusion, skill development, and continuance 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 DSDP 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, InfoBank
- Workstreaming IT system
- Clear expectations and accountability for the expectations
- Meaningful, responsive person-centered planning
- Consistency in policy and practice
- Structured EPF workforce
  - Adequate compensation and benefits
  - Education and training
  - More predictable working conditions
- Consistent, clear, 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)
- Collaboration 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 lists
- Fear and distrust, confusion, lack of understanding about the big picture and intent of all 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-up, slow response times
- Options being taken away
- Rigidity and inflexibility
- Conflict and contention (between providers and DSDP, between families and providers, between SCs 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,” overemphasizes on compliance
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
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## 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
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