

## **Training Material: Home and Community-Based Services (HCBS) Compliance Guidelines**

### Admission Process:

#### **1. Admission/Intake Checklist:**

- Document that you have asked:
  1. Have you looked at other programs/homes?
  2. Is this the program/home you chose?
- Use a matching tool for roommates and staff preferences.
- Explain the trial process for someone interested in the program or home.

#### **2. Residential Agreement:**

- Explain the guidelines for decorating bedrooms and common areas.
- Have an open visitor policy without specified hours, notice, background checks, or approval.
- Allow access to the kitchen and food at any time.
- Note that there are locks on bedroom doors and explain the policy for lost keys.
- Define how someone changes which staff supports them.
- Explain the eviction and appeals policy and timelines.
- Explain the restraint policy.
- Explain how roommates are chosen and how someone can change rooms or roommates.
- Explain the transportation support you provide.
- Explain how residents can request accommodations or changes to the home.
- Explain how you offer employment support.
- Outline money policies with no restrictions for someone to use their own personal money.
- Explain how someone can express they are not happy with the home, program, support, etc.

- Allow residents to drink alcohol unless a medical professional provides written documentation for a specific resident.
- Ensure that the residential agreement is a legally enforceable agreement that provides similar protections against potential eviction as those provided under landlord/tenant law.

### **3. Daily Notes:**

- Document how you provide choices to each person and how you know their preferences.

### **4. Staff Training:**

- Document HCBS staff training.

### **5. Community Engagement:**

- Schedules and calendars must show community-based activities.
- Offer daily community-based activities based on individual preferences.
- Do not use activities as a punishment or reward.
- Provide multiple transportation options.
- Document resident requests in the daily notes.
- Offer employment opportunities based on a person's interest.

### **6. Modifications:**

- Modifications are made based on team decisions, with input from behavior and/or medical experts.
- Modifications must be reassessed or looked at with the team every three – six months.
- Document attempts of less restrictive options.
- Include modifications in Individual Service Plans (ISP) and Individual Program Plans (IPP).

### **7. Privacy:**

- Use cameras/video surveillance only outside or justified in common areas with resident permission.
- Install locks on bedroom and bathroom doors with only appropriate staff having keys to doors. Bedroom doors should be lockable from the inside and outside by the individual.
- Conduct ISP, IPP, and other confidential meetings in private areas.

- Keep medical information private and confidential.
- Ensure space for private phone and in-person conversations.
- Avoid alarms on bedroom doors unless specified for health and safety.

#### **8. Accessibility:**

- Eliminate tripping hazards.
- Ensure doors, doorways, etc., are accessible for all residents.
- Provide accessible door entry buttons.
- Allow movement throughout the home and yard with minimal restrictions.

#### **9. Choice:**

- Promote choice in home, program, employment, daily schedule, roommate, staff, meals, and activities.
- Allow alternative meal options and flexibility for mealtimes.
- Encourage each person to control their schedules and activities and make sure schedules are flexible as the person desires.
- Ensure residents can access their belongings at any time without restrictions.
- Residents are not required to be out of the home during the day. They do not have to attend a day program.

#### **10. House Values:**

- Create house values or guidelines with residents.
- Think about what unspoken rules there might be and think about who they benefit. House guidelines and values should benefit the residents, not the staff.
- Do not have blanket restrictions.

#### **HCBS Compliance:**

To be in compliance with HCBS requirements, ensure the following:

##### **1. Partnerships and Community Access:**

- Establish partnerships with other providers and use available community resources.
- Use existing community transportation options.
- Develop policies for full community access.

## **2. Restraints:**

- Make sure your policies are in line with approved waivers.
- Follow safeguard procedures to ensure there is not misuse of restraints or medication.

## **3. Privacy and Dignity:**

- Protect residents' rights.
- Remove undignified wording from plans and documentation.

## **4. Resident Choices:**

- Ensure a choice of setting.
- Protect residents' privacy, including during remote conversations and meetings.
- Allow residents to decide who is allowed in their bedrooms.

## **5. Training and Employment:**

- Provide consistent and ongoing training on HCBS requirements.
- Let all program participants or residents know that they have the choice for competitive employment working alongside people with and without disabilities.

## **6. Financial Control:**

- Allow individuals to control how they spend their money.

## **7. Health Information and Privacy:**

- Protect residents' health information.
- Ensure private phone conversations.

## **8. Modifications and Individual Needs:**

- Make sure modifications are made based on individual assessments.
- Document modifications in ISP and IPP.

## **9. Meal Choices and Flexibility:**

- Offer options and flexibility in meal choices and mealtimes.

## **10. Community Integration:**

- Use person-centered planning for each person to decide what they want to do in the community and with whom.

- Discourage practices not aligned with choice, such as court-ordered placements.

Remember, the principles of person-centered planning apply to all residents, including those with complex needs. Regular training and reinforcement of HCBS regulatory criteria are essential for maintaining compliance.