

HAWAII -- 2001 Real Choice Systems Change Grant

Identified Problems with the States' Long-Term Care System

- Long-term care service system is complex and fragmented.
- System is institutionally biased.
- Lack of capacity for critical services (numerous persons unaware of services and supports).
- Difficulty maximizing federal funding for programs for special needs supports and services.
- High housing costs and shortage of low-cost, subsidized housing options in the state leads to unnecessary institutionalization.
- Lack of agency awareness concerning available long-term care services.
- Shortage of adequately trained direct support workers, especially in rural areas.

Perceived Strengths

- The State already has a policy in place for self-determination and self-directed supports.
- A number of family support training and advocacy programs have already been implemented.
- Cross-disability consensus on the need for systems change as well as agreement on self-direction and self-determination as the foundation for systems change.
- Existing DD/MR HCBS Medicaid waiver has already been revised to strengthen HCB services and supports and make them more consumer-driven and community integrated.
- System has a core set of principles which are consumer-focused.

Primary Focus of Grant Activities

- Develop and implement cross-agency, cross disability, web-based single entry point (SEP) to enhance access to long-term care services, promote consumer choice and self-determination, and improve service quality.
- Analyze information gathered through the web-based SEP to identify barriers experienced by consumers and agency personnel and gaps in resources and services.

Goals, Objectives, and Activities

Overall Goal. To significantly improve access to long-term care services by developing a cross-agency cross-disability web-based SEP and to support consumer choice and self determination.

Goal. To involve all stakeholder groups and maximize consumer participation in a collaborative systems change process.

Objectives/Activities

- Establish Governing Council, with consumers and consumer advocates comprising 51 percent of the membership, and workgroups with broad stakeholder representation of primary and secondary consumers and consumer advocates.
- Develop guiding values and common visions for Governing Council and workgroups to foster long-term systems change.
- Develop and submit background and language for legislation and program guidelines.

Goal. To enhance access to long-term care services, promote consumer choice and self-determination and improve service quality.

Objectives/Activities

- Develop and implement a cross-agency, cross-disability web-based SEP.
- Develop and implement training and technical assistance activities to provide primary and secondary consumers and agency personnel with essential skills and knowledge for achieving increased consumer choice and self-determination through use of web-based SEP.
- Conduct evaluation of effectiveness of training and technical assistance activities.

Goal. To provide consumers and agency personnel with skills and information necessary for achieving increased consumer choice.

Objectives/Activities

- Assess training needs of stakeholder groups using focus groups and a continuous improvement follow-up and feedback process built into the SEP.
- Develop and implement training and technical assistance activities.
- Conduct quarterly process evaluation activities to assess timely implementation and satisfaction with progress.
- Assess the quality, availability of, and access to of long-term care services and supports through the use of a continuous feedback loop structured within the SEP.

Key Activities and Products

- Establish Governing Council and workgroups to address key issues.
- Develop a web-based SEP.
- Develop and implement training and technical assistance activities and programs on web-based SEP for primary and secondary consumers and agency personnel.
- Conduct evaluation of effectiveness of training and technical assistance activities.
- Identify barriers experienced by consumers and agency personnel and gaps in resources and services.
- Conduct a process evaluation.

Consumer Partners and Consumer Involvement in Planning Activities

Early drafts of proposal were circulated to stakeholder groups and consumer members of the Olmstead Committee (many of whom will serve on Governing Council) for review and comment. This group also provided input into the design for the proposal, the focus the proposal would take, the vision for the project, and the goals, objectives, and activities to bring about the proposed vision. Consumer participation was ensured through regular meetings, individual personal interviews, and the use of Olmstead Committee planning data and information.

Consumer Partners and Consumer Involvement in Implementation Activities

- Consumers and consumer advocates from organizations such as the ARC, the Hawaii Independent Living Centers, Mental Health Association of Hawaii, Easter Seals, and AARP comprise at least 51 percent of membership for the Governing Council.
- They will participate in the development of all aspects of the SEP, working through a workgroup structure with project staff and the contractor responsible for the technical development and set-up of the SEP. In addition, consumers and consumer representatives will participate in the field test of the SEP, identification and development of training activities related to the use of the SEP, and the ongoing operation of a continuous system improvement process.

Public Partners

- Department of Human Services.
- Department of Health.
- Executive Office on Aging.
- Developmental Disabilities Division of DHS.
- Adult Mental Health Division.
- Executive Office on Aging.

Private Partners and Subcontractors

- University of Hawaii at Manoa Center on Disability Studies.
- AssistGuide Inc.
- Associations which represent providers, professionals, and consumers, such as Hawaii Association for Home Care, the Hawaii Long-Term Care Association, Hawaii Pacific Gerontology Association, Child and Family Services, Catholic Charities, Goodwill, and Salvation Army will also serve as partners through an invitation to be part of the Governing Council.

Public and Private Partnership Development/Involvement in the Planning Phase

Public Partners

DHS, DOH, EOA are all represented on the governing council and provided input to the planning phase. As a team, they provided input to the project proposal. They directly assisted in planning and structuring all components of the proposal (vision for the future, goals, objectives, and activities, including the specific use of terminology) and reviewed and gave final input to the proposal. Several planning meetings were held with the public partners and numerous interviews were conducted with key members of the group.

Private Partners

Consumer advocates from groups such as the Child and Family Services, Catholic Charities, Goodwill, and Salvation Army will serve on the Governing Council. Private partners participated with all other partners as a team to provide input and structure persons writing the proposal. They participated in several planning meetings held in conjunction with public partners to discuss the vision, goals, objectives, and activities of the project. They also reviewed and gave final input to the proposal. In addition, individual agency interviews were held with private partners.

Public and Private Partnership Development/Involvement in Implementation

Public Partners

The University of Hawaii at Manoa Center of Disability Studies will assist stakeholders in developing strategic action plans to achieve shared visions.

Private Partners

As subcontractor, AssistGuide will be responsible for developing, operating, and supporting the technical portions of the SEP.

Existing Partnerships that will be used to Leverage or Support Project Activities

DHS has a report entitled Hawaii Legislative Bureau Report #8 which mandates the state to develop a unified SEP. This will be used to generate support from public agencies. The project will also draw on work done by the partners involved on the state's Olmstead Committee to garner support for the project activities.

Oversight/Advisory Committee

The Governing Council, whose membership is 51 percent consumers or consumer advocates, will serve as the decision making authority for the project. It will also determine priority issues and create workgroups to address them, and will be responsible for providing a vision and guidelines for use of the web-based SEP.

Formative Learning and Evaluation Activities

- Reports on consumer and agency feedback on the usefulness of the SEP.
- Project evaluation reports.

- Quarterly progress reports detailing both progress and barriers to achieving project goals.
- Database containing information on the status of activities structured by goals and activities.

Evidence of Enduring Change/Sustainability

- Revision of laws, policies, procedures so that systemic changes are possible.
- Web-based SEP which will enhance consumer access, choice, and self-determination beyond the grant period.
- Training and technical assistance programs to increase consumer knowledge.
- Improved quality services and quality assurance system through the development of a web-based SEP.

Geographic Focus

Statewide.