Study Background

Center for Rehabilitation Outcomes Research at Shirley Ryan AbilityLab (CROR) receives five-year grant for Home and Community-Based Services (HCBS) Rehabilitation Research and Training Center (RRTC)

: National Institute on Disability, Independent Living, and Rehabilitation Research (US Department of Health and Human Services)

The Shirley Ryan AbilityLab Team

Allen Heinemann, PhD, Project Director

Research Projects

- Develop and test person-centered outcome measures (non-medical) for HCBS
- Identify best practices and specific service-delivery skills for HCBS
- Develop and test training that improves the skills of providers who deliver HCBS

Project 2:
Competencies for a Skilled HCBS Workforce

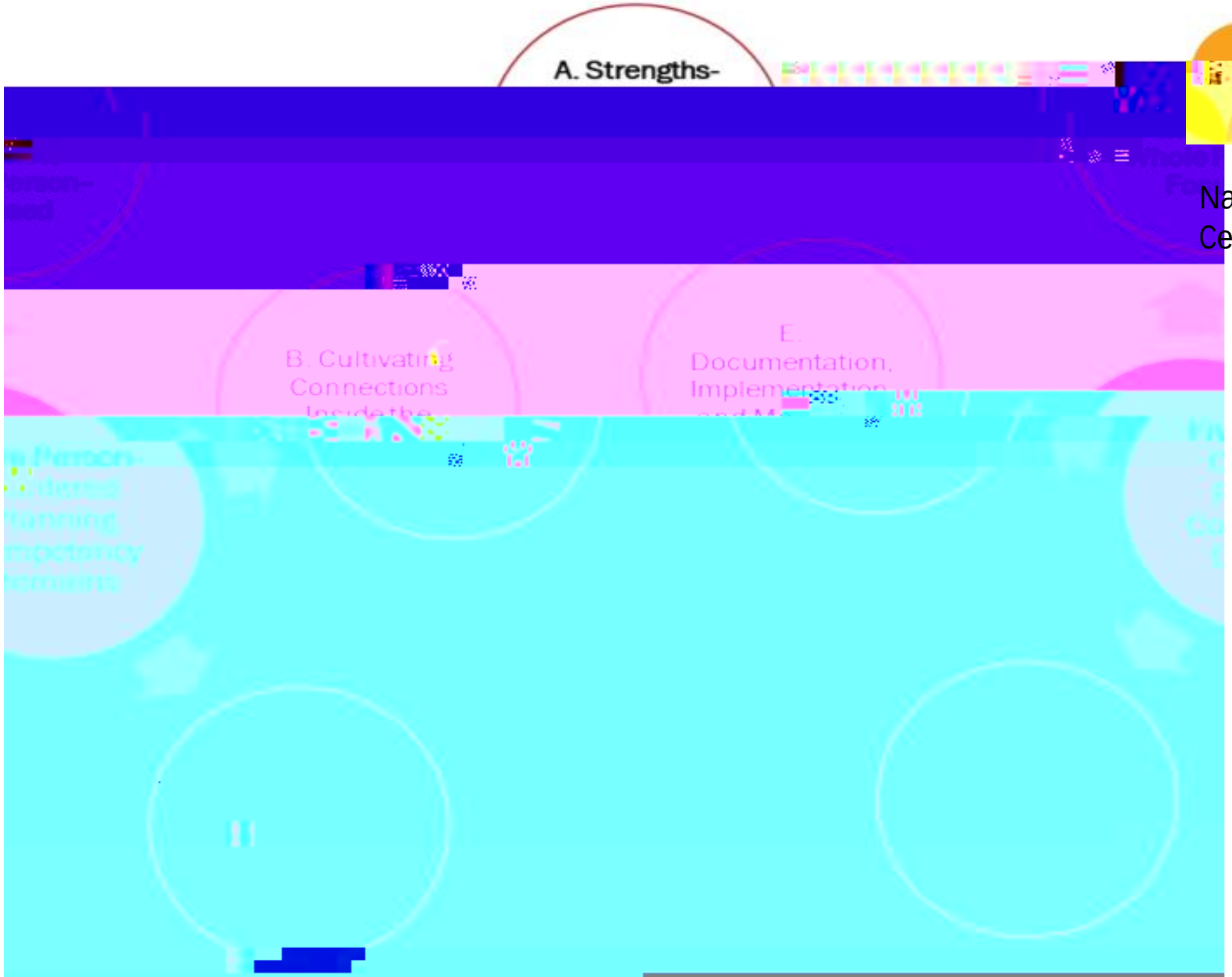
What are best practices in providing quality HCBS from literature and research?

: What specific service skills are needed to provide quality home and community-based services based on lived experience?

- Scanned the Peer-Reviewed Literature
- Included 43 articles
- Inclusion criteria:
  - Best practices
  - Competencies
  - Other HCBS/LTSS practices
  - Among people with disabilities

- Scanned Policy & Practice Literature
- Included 26 articles
- Example sources:
  - Government papers
  - Program evaluations, training
  - Programs/guides
  - Policy/issue briefs
  - Resource guides

- Interviewed people who use or provide HCBS
- Included 49 interviews
  - 22 HCBS users
  - 27 HCBS providers
- HCBS provider interviews included
  - State waiver personnel
  - Training coordinators
  - Direct service providers



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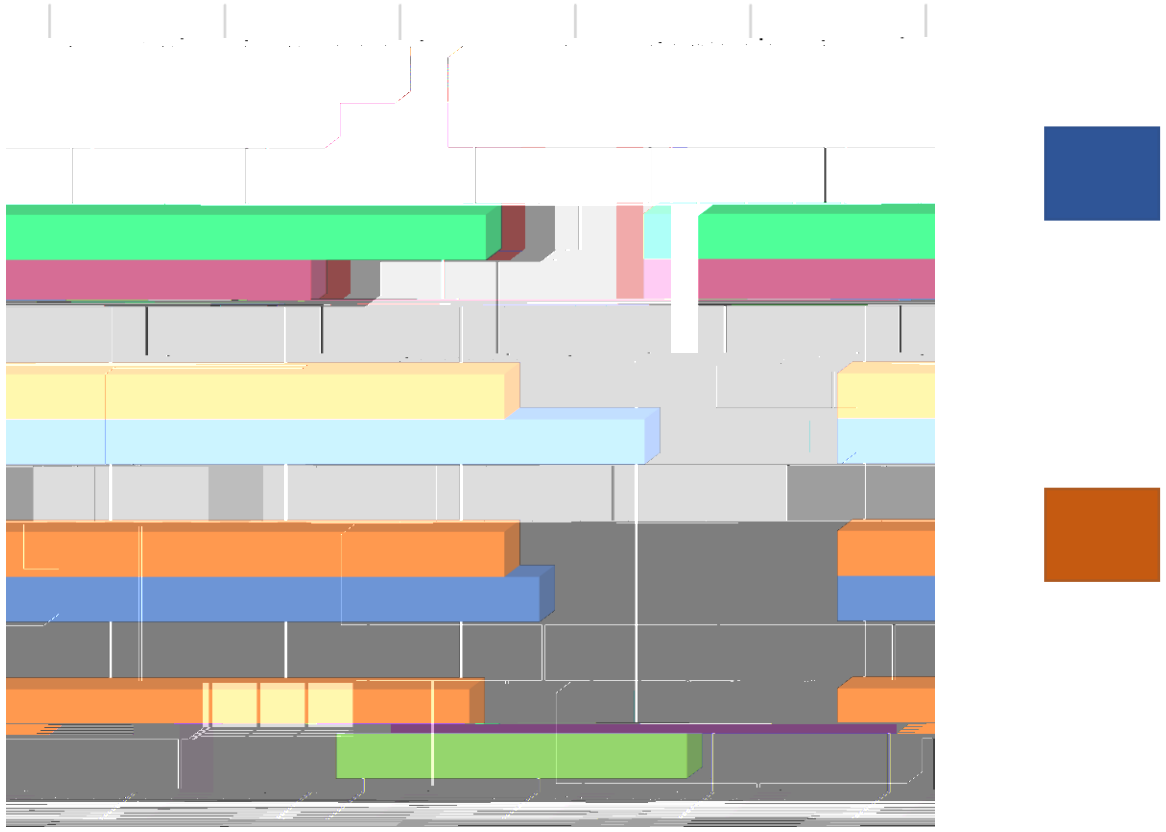
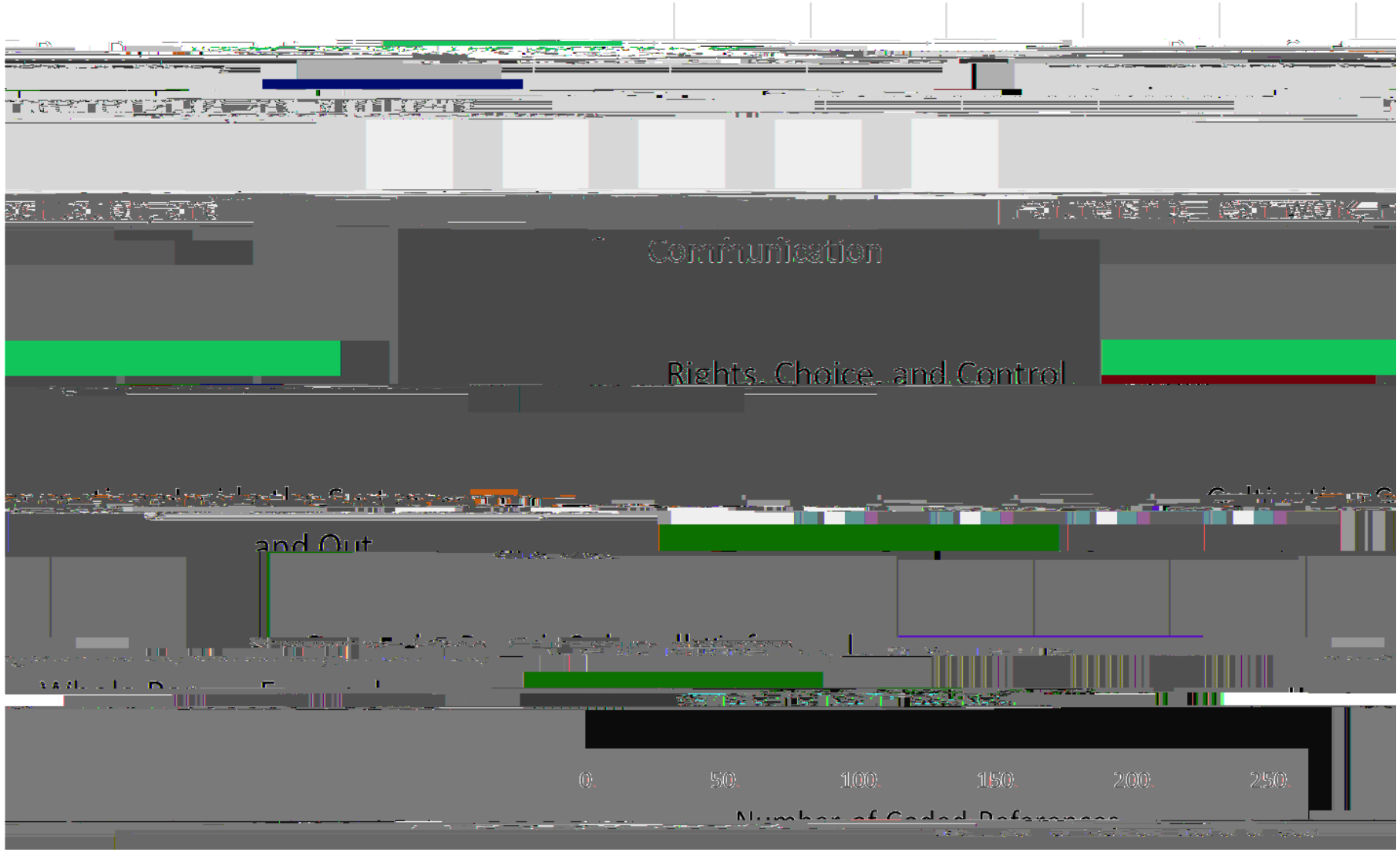
Competencies Identified in Literature



* Numbers add to more than 71 articles because some articles covered multiple themes


Communication
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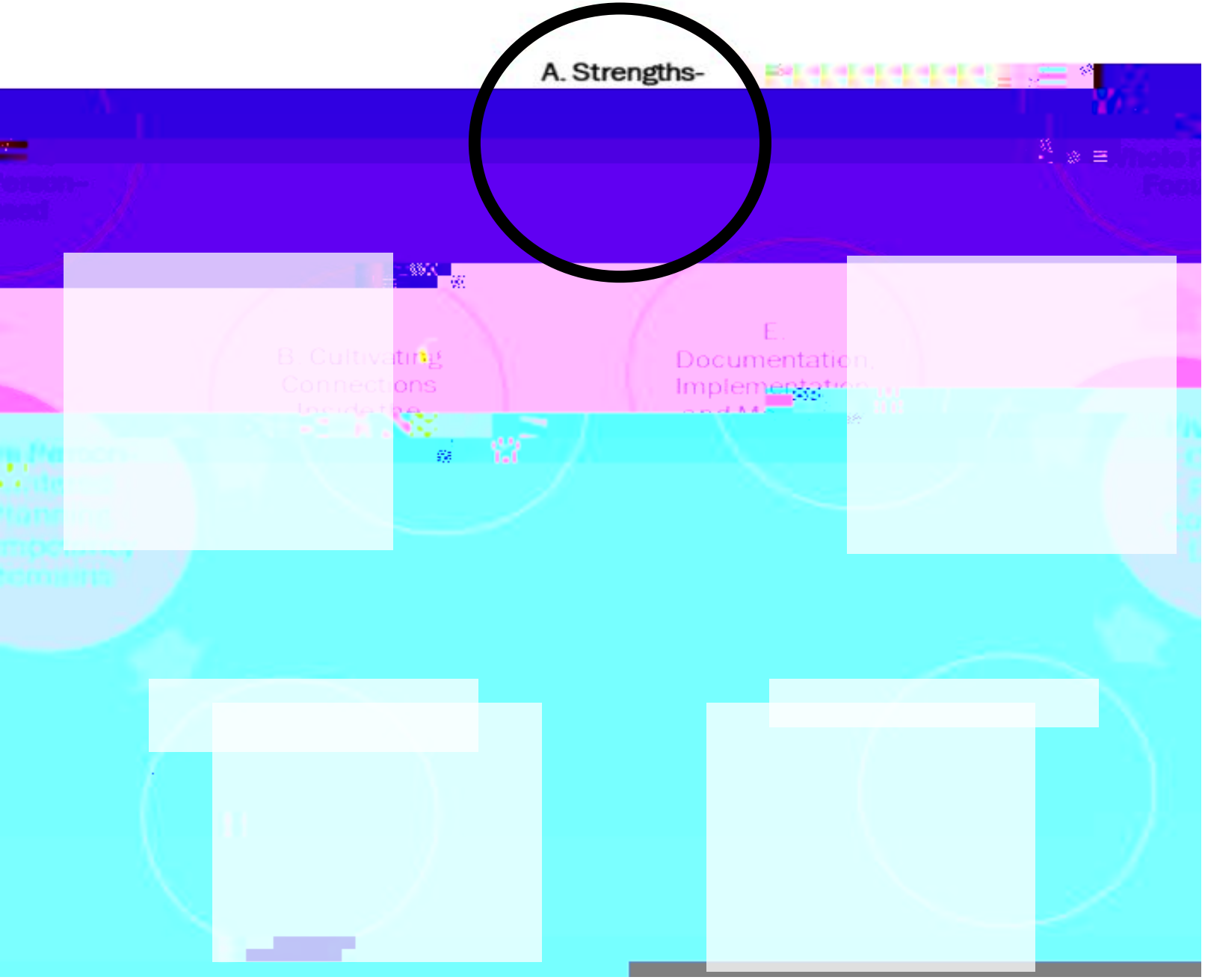

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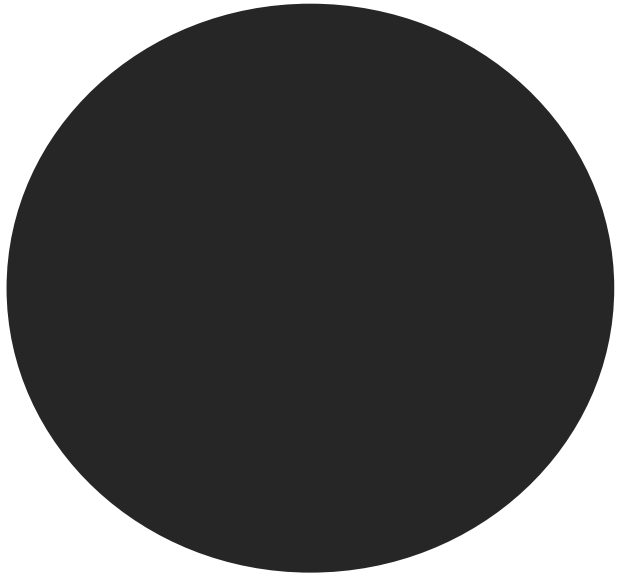

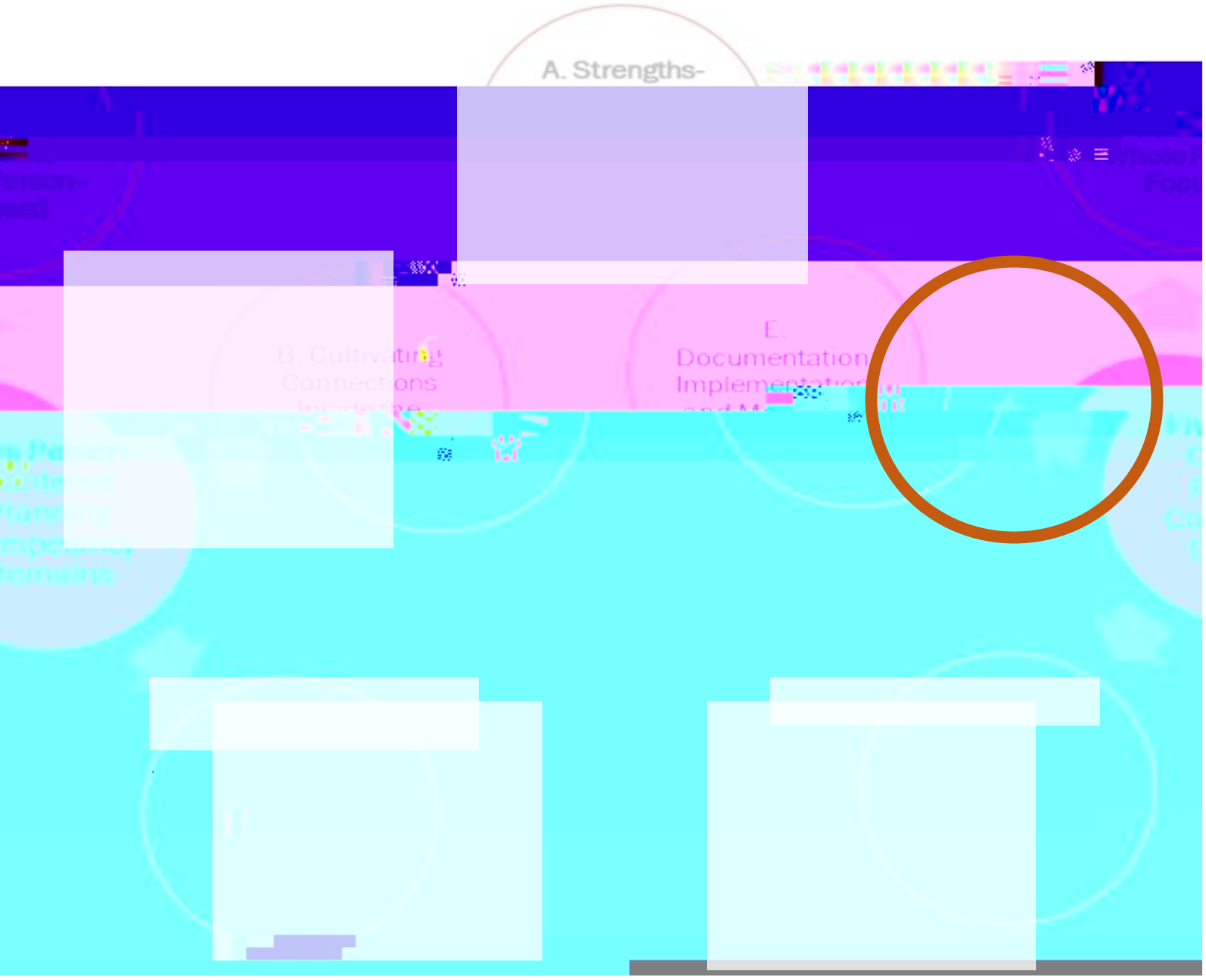

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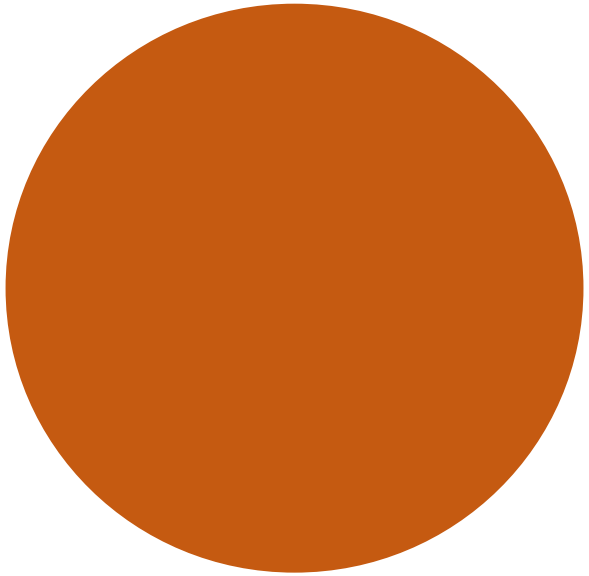

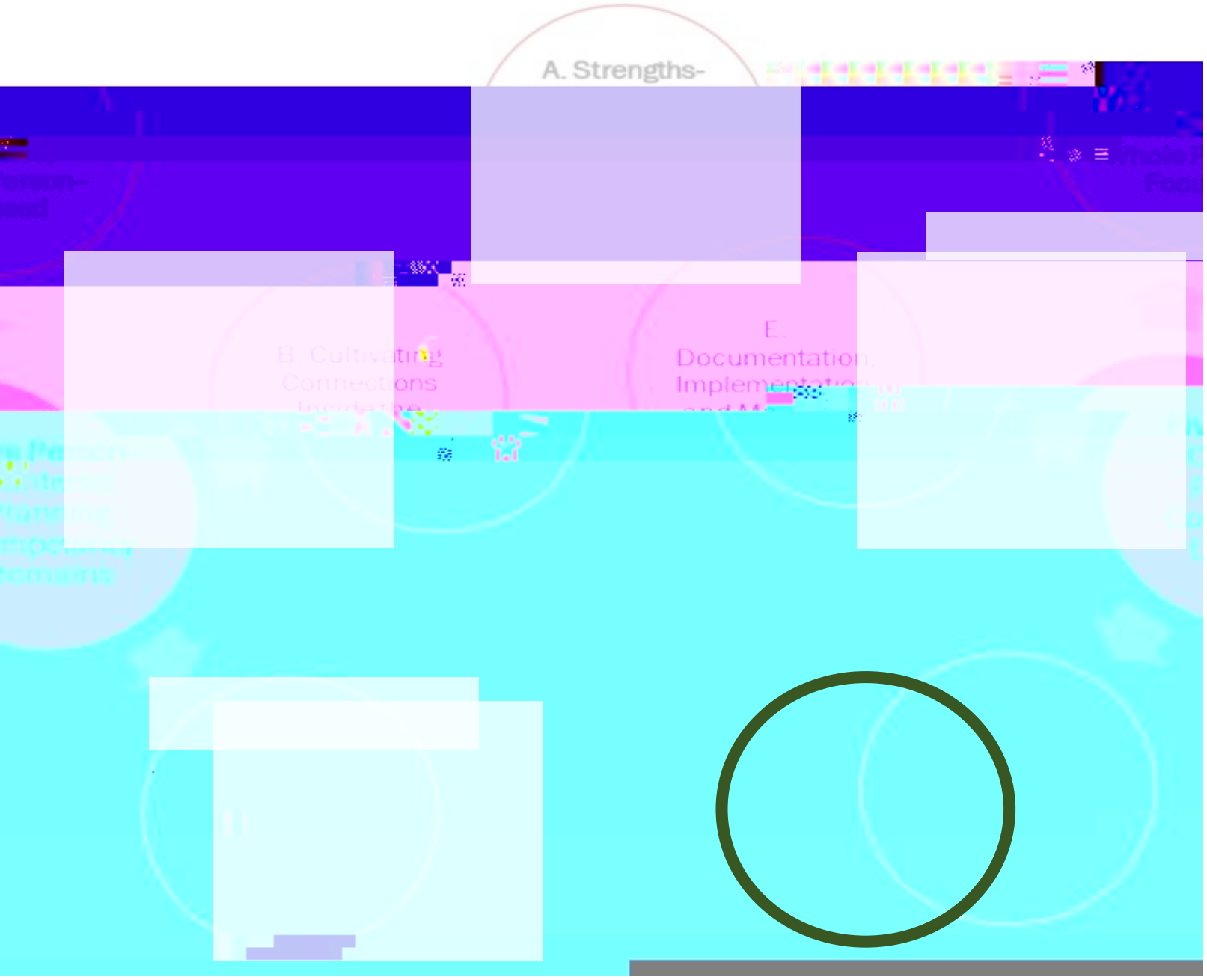

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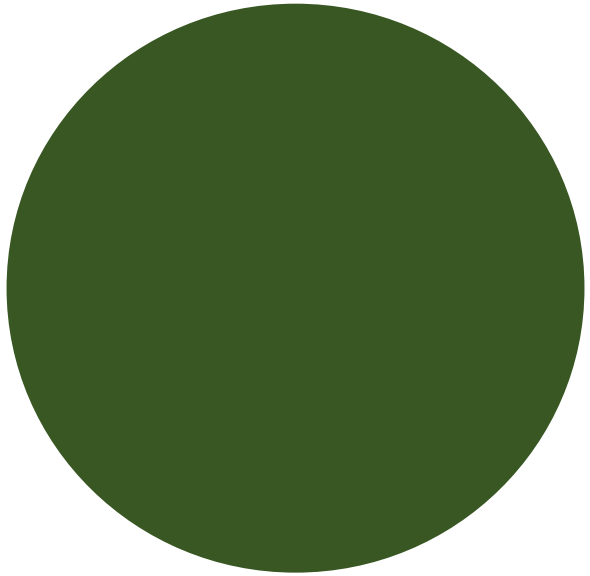

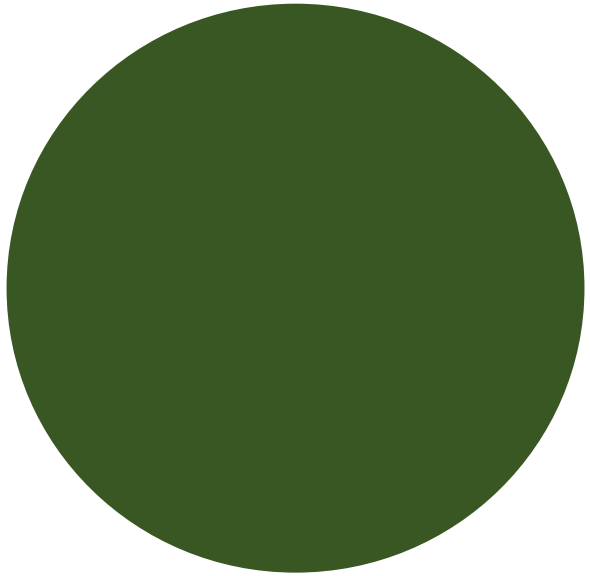

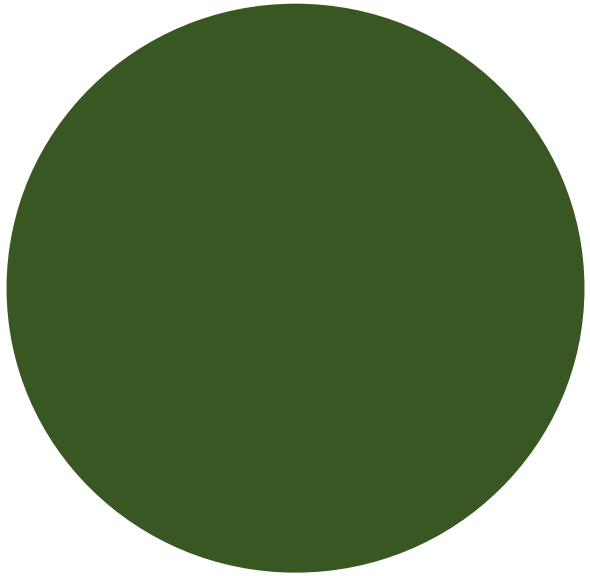

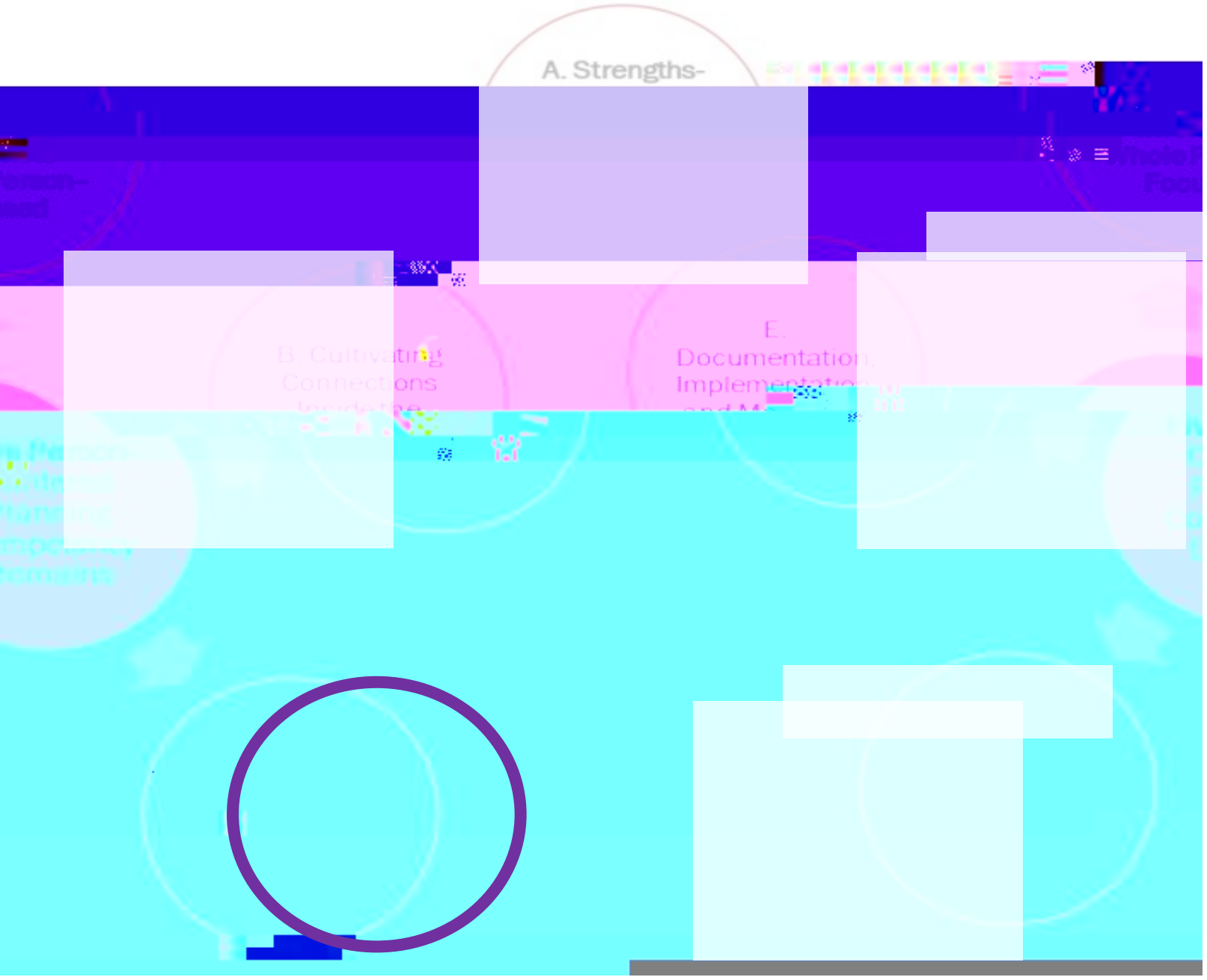

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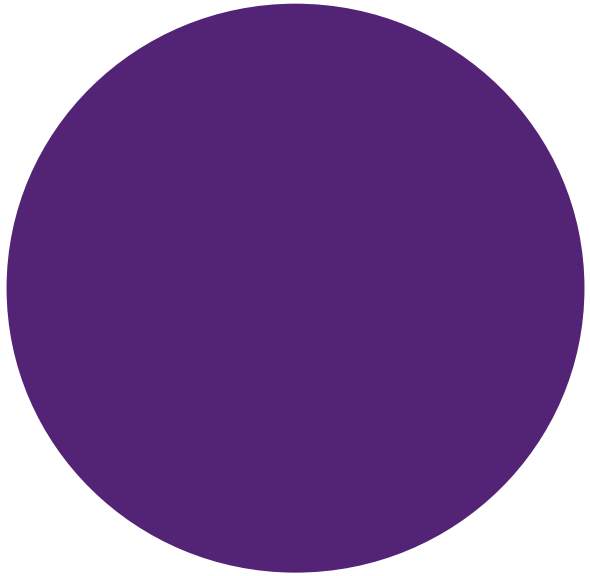

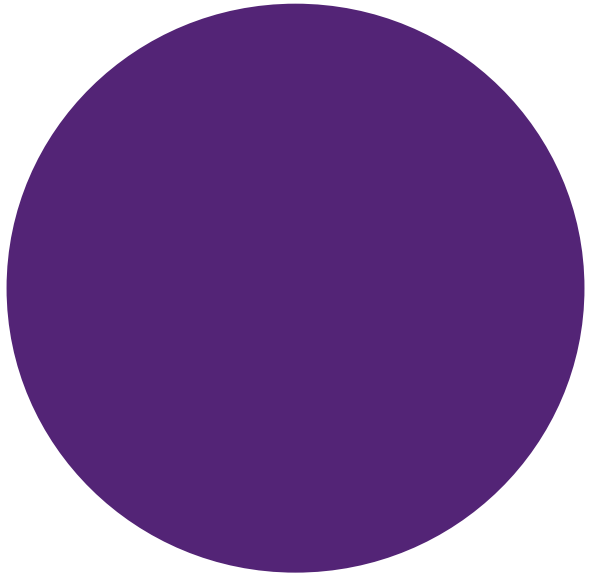

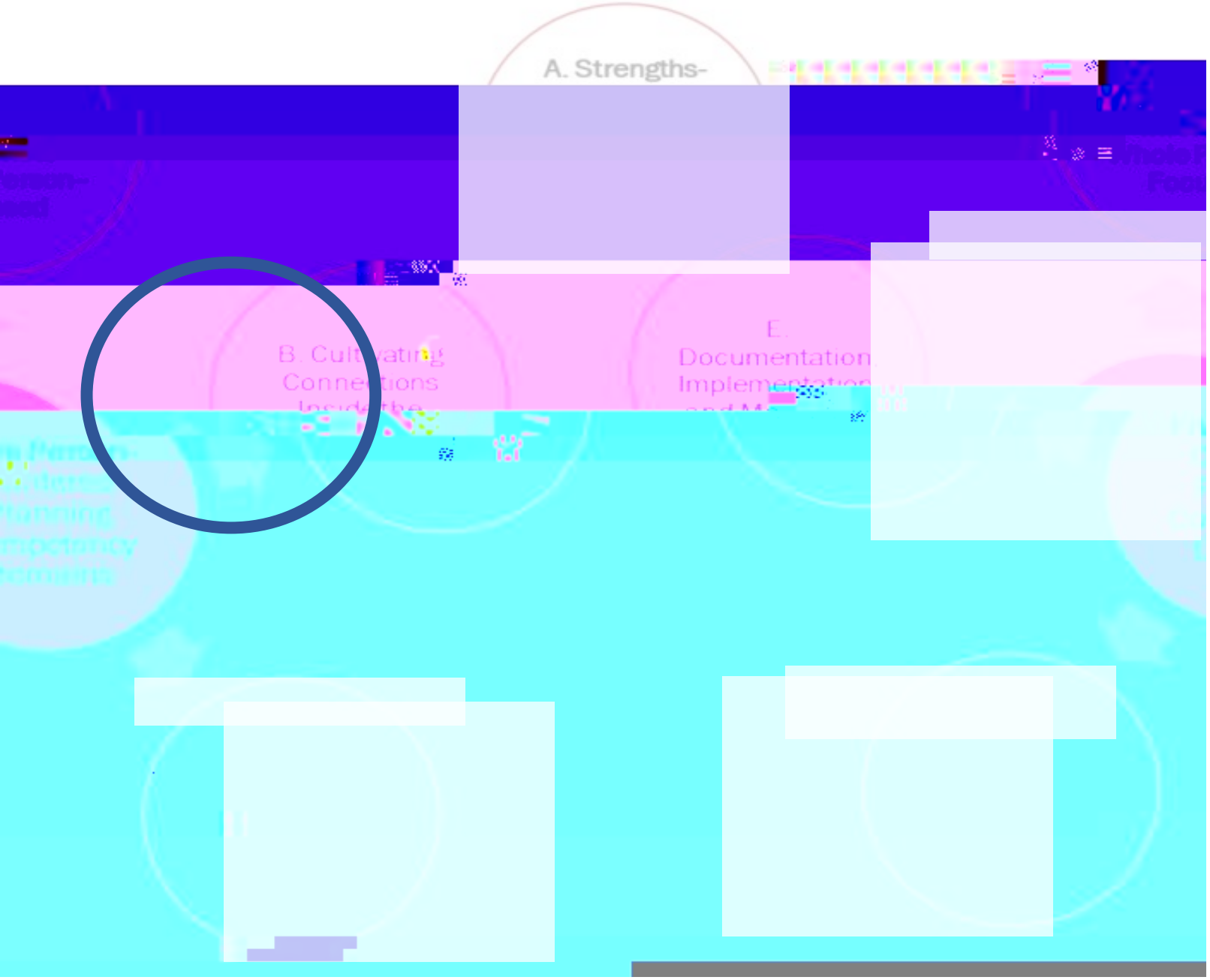

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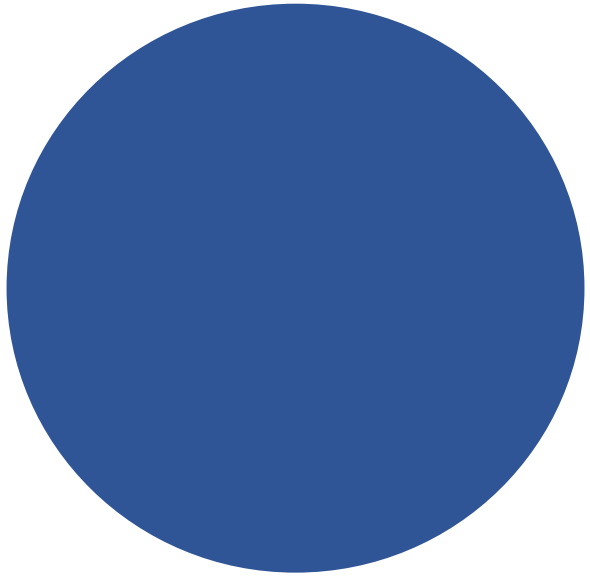

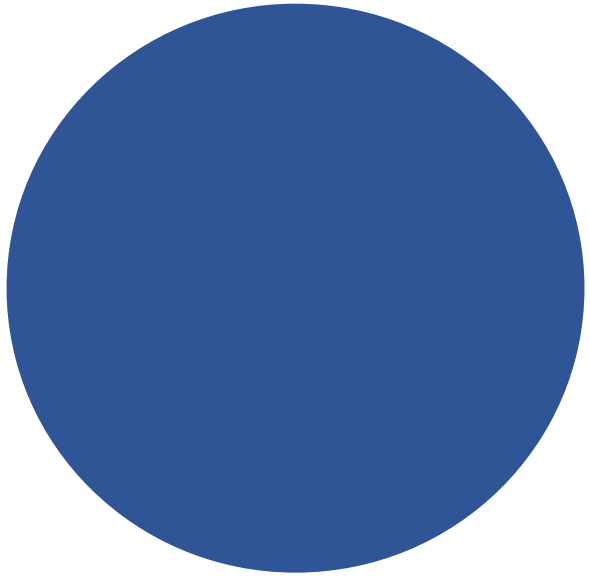

Systematic Review

- Professionalism
- General aging knowledge
- Financial support
- Safety
- Assistive technology

Grey Literature Review

- Health and safety
- Crisis-

Barriers to Competencies

- Lack of training, time, resources (workload) and support
- Informational exchange barriers
- Varied state training requirements
- Poor continuity in records
- Deficient trauma-informed framework (training, resources, and supports)
- Measurement and monitoring of person-centered outcomes

Facilitators to Competencies

- Focus on individual preference
- Standardized administrative frameworks and training
- Staff incentivized competency skill and attainment
- Certification programs for career mobility
- Training:
  - Soft skills: empathy, motivational interviewing
  - Impacts of historical trauma experienced by Native people
- National workforce data collection system

Training & Supports for Staff

Resources & Workforce Crisis

Outcome Measurement

Shirley Ryan

Abilitylab

Center for Rehabilitation

Highlight organizations that are delivering PCP well

Goal: Provide examples of organizations that do an exemplary job of PCP, the challenges they encountered, and how they succeeded

- Developing training
  - Combines PCP with Motivational Interviewing
  - Working with Support Development Associates
  - Include positions at all levels of the organization
  - In the development stage
  - Provide training to organizations to gain feedback for improvement (next spring)

Developing measures of outcomes for individuals

Identified and defined 9 measure concepts using guidance from participant council

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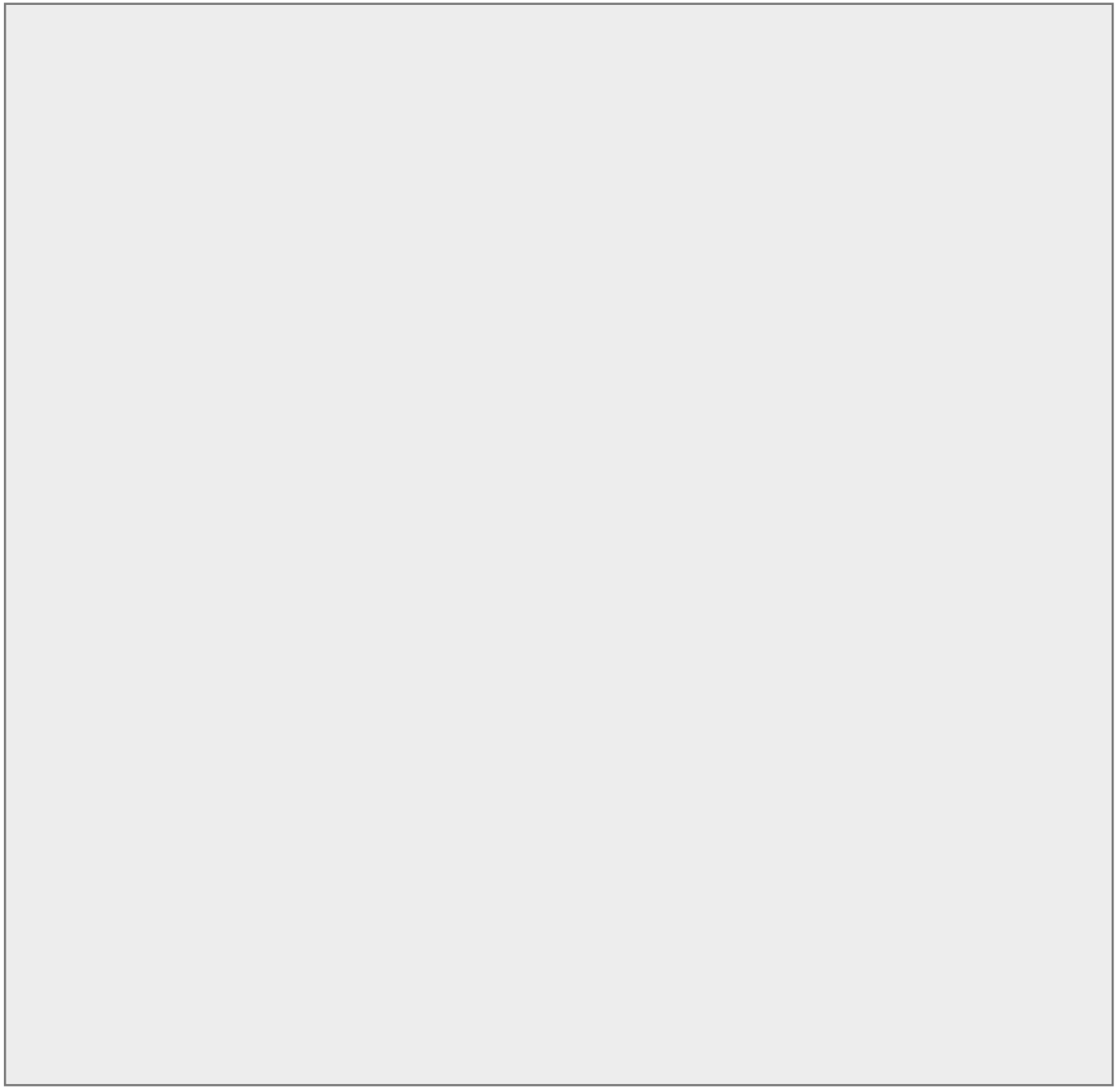
Cognitive Interviews – testing the