

Getting Adult BH HCBS off the Ground: 5 Tips

1. Choose to provide HCBS services that are aligned with your organization's mission. This is essential for buy-in and prevents overextension.
2. Develop a business plan to help you make informed decisions about planning and implementation, including which services to offer, how to staff HCBS and where to provide services. It is better to have a conservative model than an overambitious one.
3. Involve a wide variety of departments or roles in the planning and implementation process. You will need expertise in the following areas:
 - Agency Leadership
 - Operations/Programs
 - Human Resources
 - IT/EHR
 - Finance
 - Quality Improvement & Compliance
 - Legal
 - Communications & Marketing
 - Training
 - Facilities/Work Space
4. Provide training broadly.
 - HCBS staff need to be trained in:
 - Services they are delivering (how to provide it and what is reimbursable)
 - Recovery-oriented, trauma-informed, person-centered practice
 - CMHA/Plan of Care workflow
 - Others in the agency, like Technology and Finance, will need to be familiar with the HCBS manual
 - Everyone else in the agency needs to know enough about HCBS to give a great elevator speech!
5. Market, Market, Market: Flyers, Presentations, In-reach, Outreach - Do it All!
 - To Managed Care Organizations
 - To Health Homes/Care Management Agencies
 - To your organization's various programs and services
 - To other colleague organizations that may not cover the same HCBS offerings
 - To HARP members
 - To the communities you serve