

# Person-centeredness in Home & Community-based services (HCBS)

## What Organizations That Get it Right are Doing

Person-centered HCBS puts the person first. This means people have real choice and control over:



Where they live



Who they spend time with



The support they choose

### We wanted to know:

1. What is needed for really excellent person-centered HCBS?
2. How can these ideas help HCBS providers do even better at providing person-centered services?

To find out, we asked people who provide HCBS to tell us about organizations they think provide excellent person-centered services.

### Who we Talked to

We talked with people at four of the organizations. We spoke with people in charge of the organizations, their staff, and the the people they serve.

### What we Heard

Staff and leaders said these things help person-centered care:



Staff get good pay, benefits, recognition and training.



Staff can make choices, work together and be flexible.



Everyone listens to feedback.



Honest, two-way communication.



Help people take risks and try meaningful things.



Focus on people's abilities and interests.



Everyone is involved in disability advocacy.



Enjoy a real relationship with people they support.

## Communication is Most Important Thing

Good communication is key to person-centered HCBS. Good communication looks like:



## What Can YOU do to Communicate Better?



- Lead with clear, kind communication.
- Support your team and listen actively.
- Make sure people are seen, heard and supported in ways that matter to them.

That's the heart of person-centered HCBS.