

Foundational Principles

DHS developed the HCBS Lead Agency Review process to see how these programs are operating and meeting the needs of the people they serve. This evaluation process helps DHS assure compliance by counties and tribes in the administration of HCBS programs, share performance on key measures and outcomes, identify best practices to promote collaboration between lead agencies, and obtain feedback about DHS resources to prompt state improvements. During the review process, Lead Agency Review team adheres to the following foundational principles to guide our work:

Support lead agencies by providing technical assistance and other resources or data whenever possible.

Encourage collaboration amongst lead agencies and the sharing of ideas to allow lead agencies to more easily learn from one another and gain efficiencies.

Seek out and highlighting best practices for HCBS waiver services within each lead agency.

Gather, share and interpret quantitative and qualitative data to develop a deep understanding of the context of each individual agency and help guide decisions.

Advance lead agencies use of managing by performance and ongoing monitoring by aligning efforts with outcomes.

Use a review process that is constructive, allowing lead agencies to learn about their performance, ask questions, and problem solve.

Assure compliance with the HCBS waiver requirements as outlined in statute, rule, or federally approved waiver plans.

Engage lead agencies in the advancement of directions and initiatives that improve outcomes for participants and ensure sustainability.

Listen to lead agencies' suggestions to improve State performance in administering HCBS waiver programs, streamline processes, and remove barriers for lead agencies.

Acknowledge the shared accountability of DHS and lead agencies to ensure HCBS programs are well managed, sustainable for future citizens, and promote a high quality of life.