

Home and Community Based Services Lead Agency Review Program Summary Measure

The program summary is a 38-page document, which compares each lead agency to similarly sized agencies and statewide averages for select performance and operational indicators gathered from various DHS systems. The data is run approximately 30 days prior to the site visit, and the program summary is compiled roughly 20 days before the HCBS Lead Agency Review Team goes on site. Many lead agencies welcome getting concrete data on how well their programs support independence and person-centered outcomes as well as how sustainable their programs are. In addition, the program summary also includes information on their waitlists and allocations. We use the program summary as a starting point in the entry meeting to get a better understanding of what could be happening behind the numbers.