



## **Understanding and Addressing Unmet Needs in HCBS Through the Lens of Person-Centered Practices**

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Summary of a webinar from March 31, 2022

### Introduction

This webinar is about home and community-based services and unmet needs. The webinar includes what was learned from a self-reported study.

Natalie talks about the study. They wanted to learn about unmet needs. And key outcomes like healthy living and community living. They used information from the National Core Indicators – Aging & Disability (NCI-AD) survey. This survey is done with older adults and people with disabilities that use long term services. The NCI-AD is used in many states.

Here are a few things they found:

- The most common unmet need was assistive technology.
- The second most common unmet need was for home modifications.
- Those who had unmet needs were more likely to:
  - Be younger
  - Be non-white
  - Live at home or in senior living
  - Live alone
  - Have poor health
- Those who had an unmet transportation need had the lowest likelihood of being active in the community or interacting with friends and family.

Jennifer talks about person-centered planning. Person-centered planning should not be based on a system or a menu of services available. She talks about how the service system has limits. She says people, “Can’t get a good life from a service system.” It can provide supports, but it can’t provide relationships. Jennifer says it’s best to use person-centered tools first. Then see how services fit in.

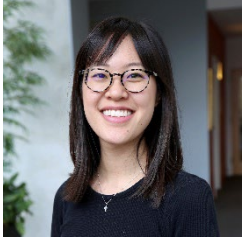
She says it is important for people to have others who can help them navigate the system. And help them get the supports they need.



NCAPPS

National Center on Advancing  
Person-Centered Practices and Systems

The speakers on this webinar were:



**Natalie Chong** is a doctoral candidate at Brandeis University's Heller School for Social Policy and Management where she studies health policy and health services research. Her research interests include aging and health policy issues that impact older adults. She is also a research assistant at the Lurie Institute for Disability Policy, contributing to research on the quality and outcomes of home and community-based services for people with disabilities.



**E. Jennifer Brown** founded Eiros Group in 2017 with the mission of bringing people back to the center of planning so that they can create lives where the focus is on their hopes and dreams. Eiros specializes in supports brokerage, a waiver service that helps people self-direct their services including support staff and housing, while connecting them to their community. Brown has been serving people with disabilities in NJ for over 20 years. Brown graduated from Penn State University and in 2007 graduated from Partners in Policymaking.