



Human Services
Research Institute



JULY 2026

Personas: Made-up Examples of Typical People Who Use HCBS

HCBS Definition Project

Introduction

Personas or example profiles to help to describe home- and community-based services and supports (HCBS) from the perspective of different people, payers, and support providers. These profiles can be used to “test” whether the definition works across a range of HCBS users, payers, and providers.

The *Descriptions* and *Examples of Supports* are made up and are simply offered as typical **examples**. The *Personal Narratives* were created based on what we have heard from key informants and others with lived experience of accessing HCBS. Delivery of services and supports must be grounded in person-centered approaches that take into consideration a person’s needs, desires and personal characteristics related to race, class, culture, language, and other social determinants of health.

Persona 1: Older adult returning home after hospitalization and rehabilitation stay

Description: An older adult returning home from a hospitalization and short stay in rehab after a hip fracture uses HCBS to regain independence and avoid long-term institutional care.

Personal Narrative: “When I came home from the hospital, I was very disoriented and had to relearn some skills and have more help at home.”

Examples of Supports:

- Home health
- Homemaker supports
- Transportation
- Personal care
- Home modifications (e.g., grab bars, bathroom modifications)
- Enabling technologies
- Service coordination
- Occupational therapy
- Meal delivery

Persona 2: Grandparent living with dementia who wants to remain at home

Description: A grandparent with dementia receives support to remain safely at home while staying connected to family and community. A long-time partner lives with them.

Personal Narrative: “My mother was fearful of going into a nursing home and wanted to stay in surroundings that were familiar and welcoming.”

Examples of Supports:

- Medication reminders
- Homemaker supports
- Personal care
- Transportation
- Home modifications
- Enabling (assistive) technologies
- Caregiver supports
- Service coordination
- Meal delivery

Persona 3: Child with complex medical needs requiring skilled care to remain at home with family

Description: A child with complex medical needs receives skilled nursing and monitoring at home, along with other supports, helping the family maintain stability and exercise choice and control in how services are delivered.

Personal Narrative: “My daughter has a feeding tube and a respirator and needs significant nursing support and we’re lucky that her needs can be met outside of a hospital and surrounded by her family. It benefits the whole family, not just her. As her mom, obviously, I love having her home, and her brother loves having his sister around too.”

Examples of Supports:

- Nursing level care for health monitoring and maintenance at home
- Physical therapy
- Occupational therapy
- Speech therapy
- Respite
- Medical equipment management
- Care coordination
- Home modifications
- Mobility and positioning equipment
- Enabling technologies to support augmentative and alternative communication (AAC)

Persona 4: Adult with an intellectual/developmental disability (I/DD) living in their own apartment

Description: A working-age adult with I/DD who lives in their own apartment uses HCBS to secure employment, build life skills, and engage fully in the community, reflecting shared values of opportunity, autonomy, self-determination, and community membership.

Personal Narrative: “The supports that I get make it possible for me to keep my job, find welcoming places in my community, and make new friends. The ability to direct the course of your own life is important.”

Examples of Supports:

- Supported employment, including
- job coaching
- Community integration supports
- Life skills training
- Behavioral health supports
- Transportation
- Service coordination, including benefits counseling
- Enabling (assistive) technologies
- Money management

Persona 5: Adult with significant behavioral health support needs - maintaining a stable life in the community

Description: An adult with significant behavioral health needs uses HCBS to maintain stable housing, employment, and relationships, supported by approaches that emphasize connection, and personal agency.

Personal Narrative: “The wraparound services I get have made me feel more in control and my life more stable and helped me connect with other people.”

Examples of Supports:

- Assertive community treatment
 - Peer support
 - Counseling
 - Crisis stabilization supports
 - Behavioral health supports
 - Medication management
 - Community integration supports
 - Transportation
 - Addiction treatment
 - Service coordination
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Persona 6: Family caregiver supporting a loved one at home

Description: A family caregiver relies on HCBS to support a loved one with a physical disability while managing work and personal responsibilities, maintaining connection to family and natural community connections.

Personal Narrative: “Before I was able to get help, I was beginning to burn out as a caregiver – the supports I get now has relieved my anxiety and improved my wellbeing. Now I don’t have to rush home.”

Examples of Supports:

- Respite care
- Adult day supports
- Home health
- Caregiver training
- Navigation supports
- Home modifications
- Enabling technologies

Persona 7: Veteran with physical disabilities living and working independently

Description: A working-age veteran with physical disabilities and a history of brain injury uses HCBS to maintain independence, work part time, and continue to maintain self-determination through choice and control in daily life.

Personal Narrative: “When I came home, I thought that the life I knew before my injury was over, but through the supports that I receive I have regained a sense of control over my life going forward. Its great knowing that I will be able to leave the house when I want to, because somebody has shown up consistently to help me put my shoes on.”

Examples of Supports:

- Personal care
- Mobility assistance
- Cognitive rehabilitation supports
- Life skills training
- Workplace accommodation supports
- Enabling (assistive) technology
- Transportation
- Home modifications
- Enabling technologies
- Service coordination