

Organizational Implementation of Person-Centered and Positive Support Practices

Day 2-Team Training Focus on Person-Centered Practices



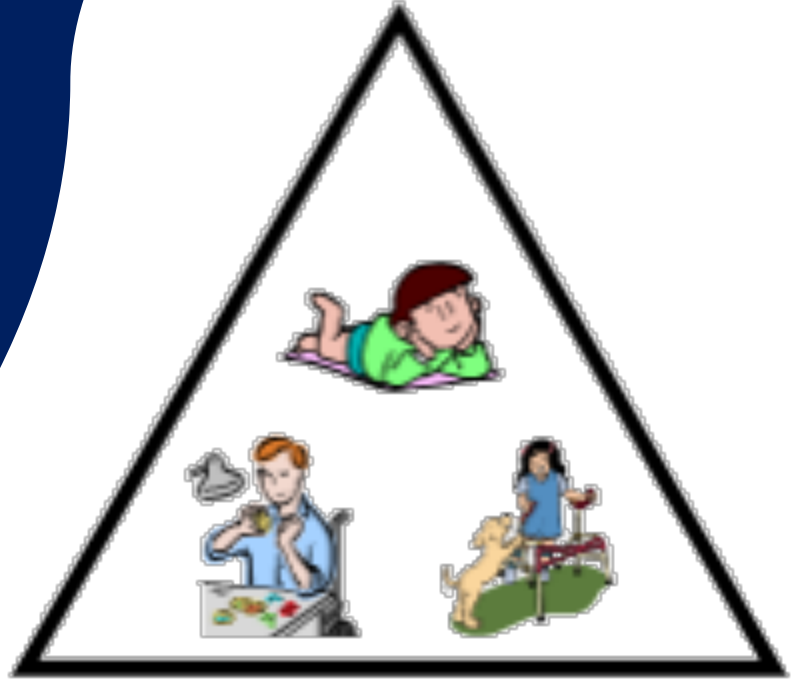
Minnesota Department of Human Services
Research and Training Center on Community Living
Institute on Community Integration

AGENDA

1. Review of Person-Centered Principles/Contexts
2. Developing a long-range vision
3. Identifying specific outcomes and selecting priorities
4. Developing ultimate, 3 year and 1 year outcome statements for those priority areas
5. Drafting action plan items
6. Completing person-centered practices fidelity assessment



Critical Boundary



“Person-Centered Planning”

The term “Person-Centered Planning” refers to:

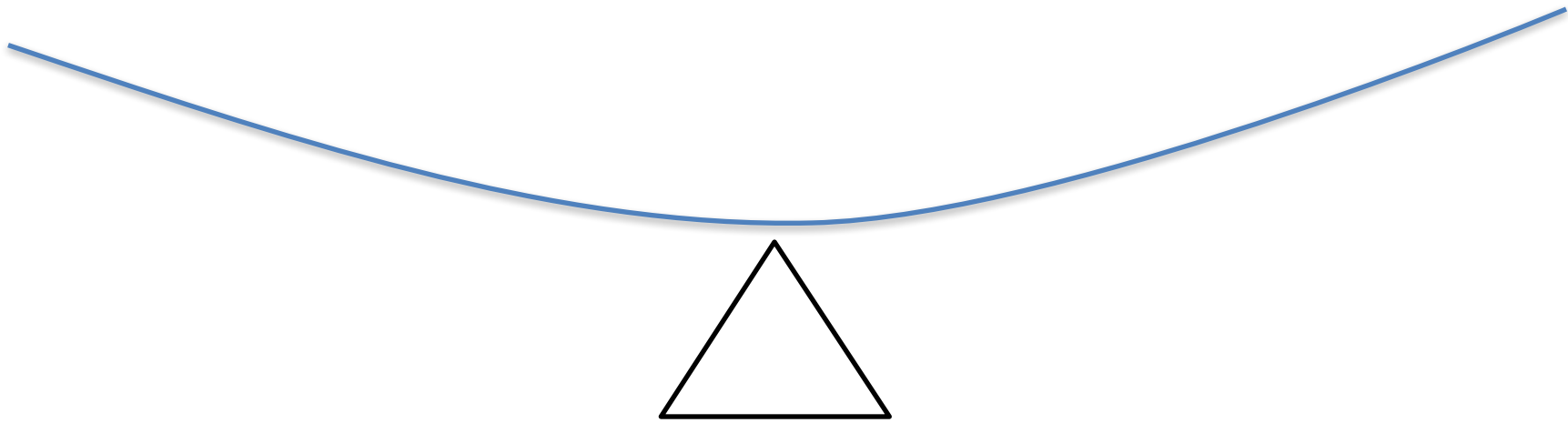
A family of approaches

to organizing and guiding community change

in alliance with people with disabilities

and their families and friends

- O'Brien & Lovett, 1998



FRAMEWORK for ACCOMPLISHMENT

FRAMEWORK

1. The supporting frame of a building or other construction
2. The basic structure (of an idea, treaty, etc.)

ACCOMPLISHMENT

1. Worthy performance
2. Results that give meaning to activity

The Purposes of Human Services for People Who Require Long Term Support

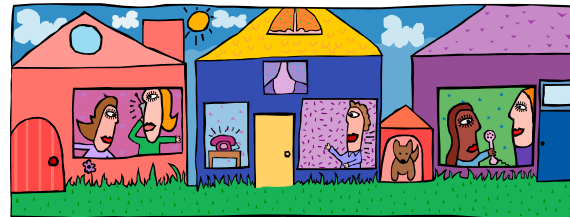
To help people discover and move toward a desirable personal future:

- Discovering a vision
- Creating opportunities
- Delivering support



To offer needed help in ways that protect and promote valued experiences now:

- Growing in personal relationships
- Sharing ordinary community places and activities
- Contributing
- Making choices
- Being treated with respect and having a valued social role



To offer needed help in ways that support and strengthen community competence:

- Supporting family and friends who care
- Strengthening links to community networks
- Expanding memberships in community associations
- Increasing the openness of the local economy
- Improving the effectiveness and inclusiveness of services and benefits to all local citizens



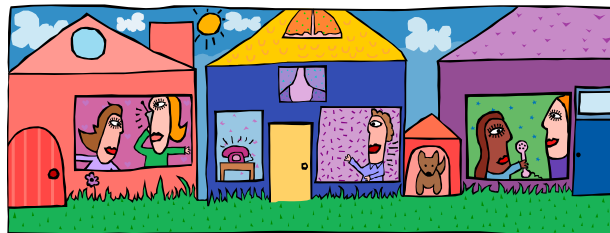
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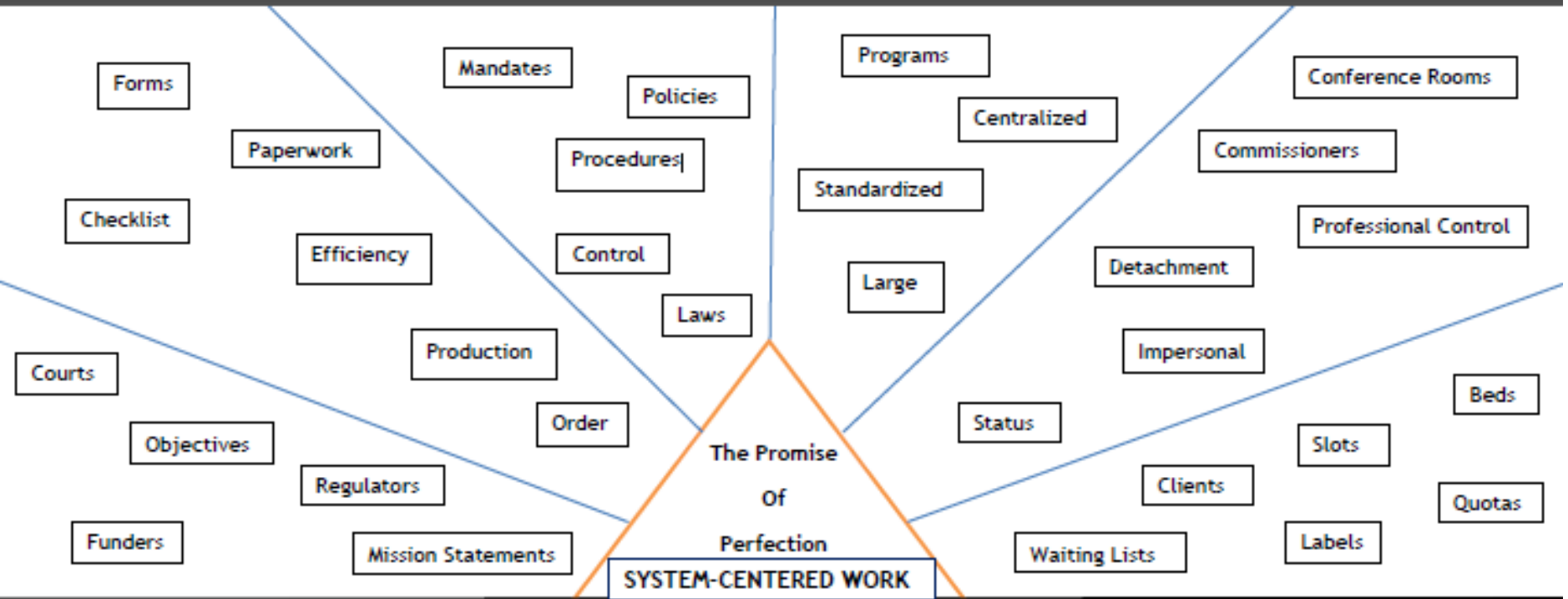
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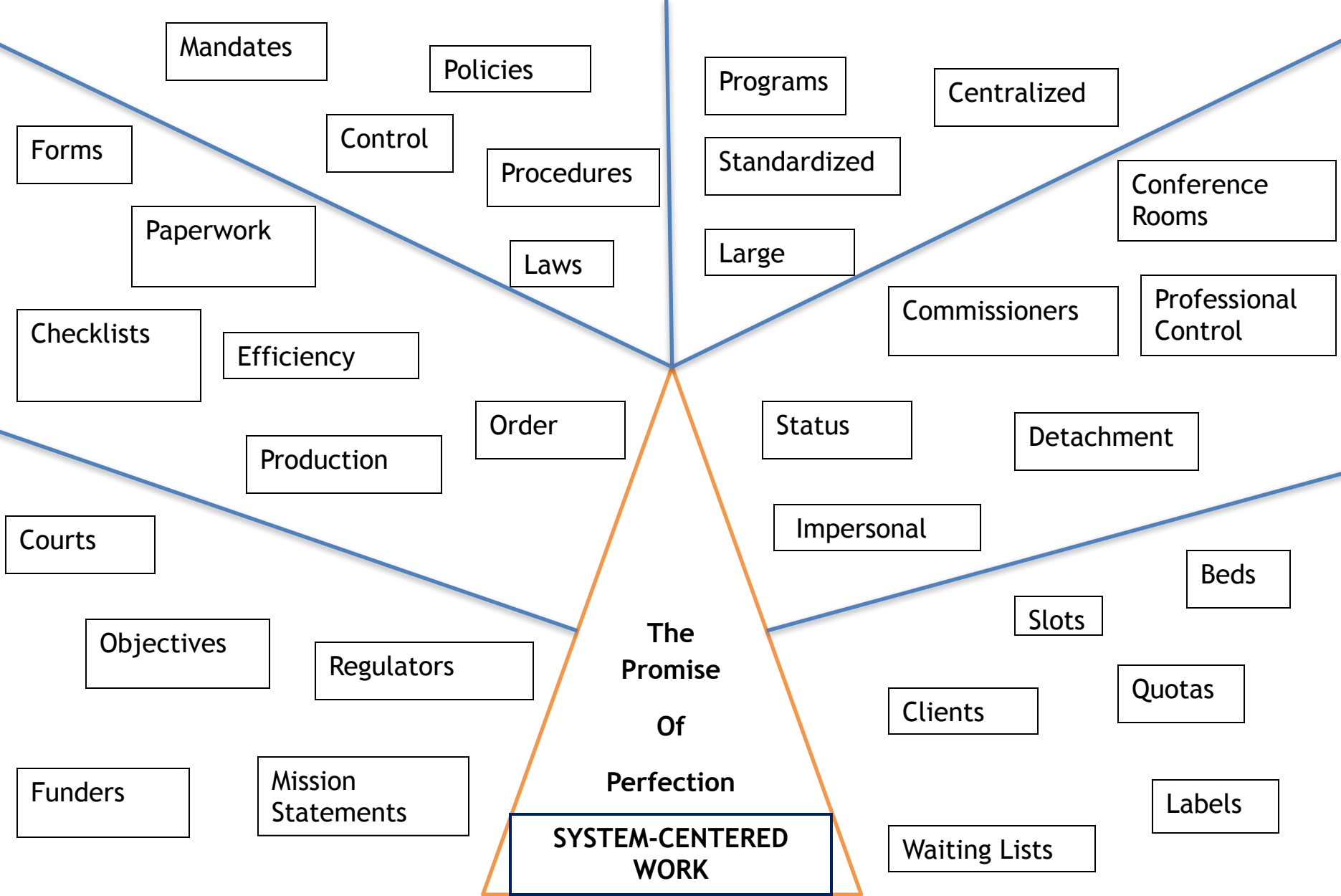
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CONTRASTING REALITIES: NO WONDER THERE IS TENSION!

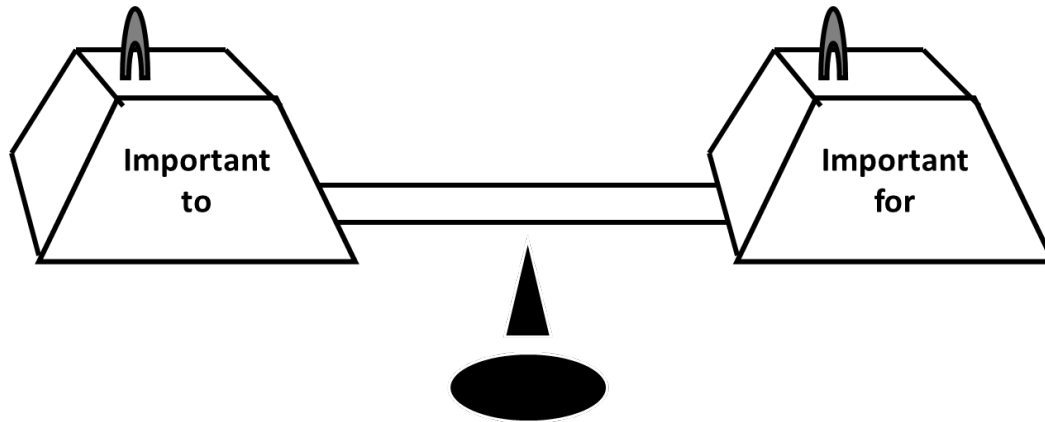




CONTRASTING REALITIES: NO WONDER THERE IS TENSION!

Core Concept

- Important to **and**
- Important for



Important to –

Those things in life which help us be *satisfied, content, comforted and happy.*

This includes:

- People to be with/relationships
- Things to do/Places to go
- Status and Control
- Rituals or routines
- Rhythm or pace of life
- Things to have

Important to –

- What is important to a person includes what people are “saying”
 - with their words
 - with their behavior
- When words and behavior are in conflict, *listen to the behavior*

Important to –

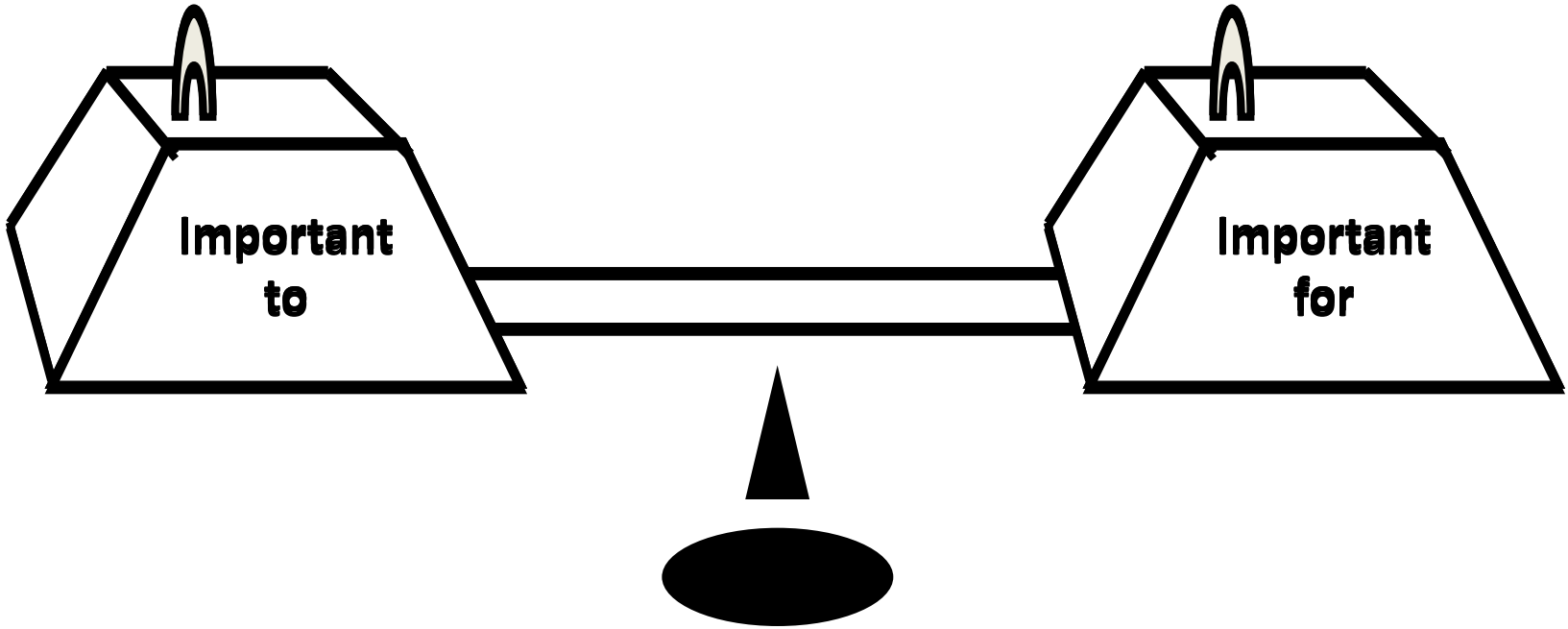
Includes what matters the most to the person – their own definition of quality of life

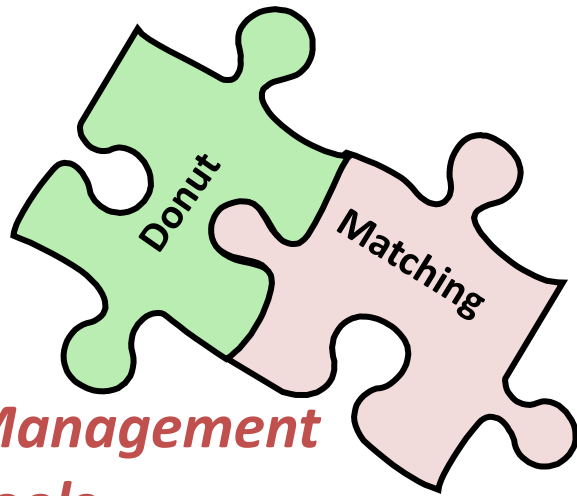
Important for –

This includes only those things that we need to keep in mind regarding:

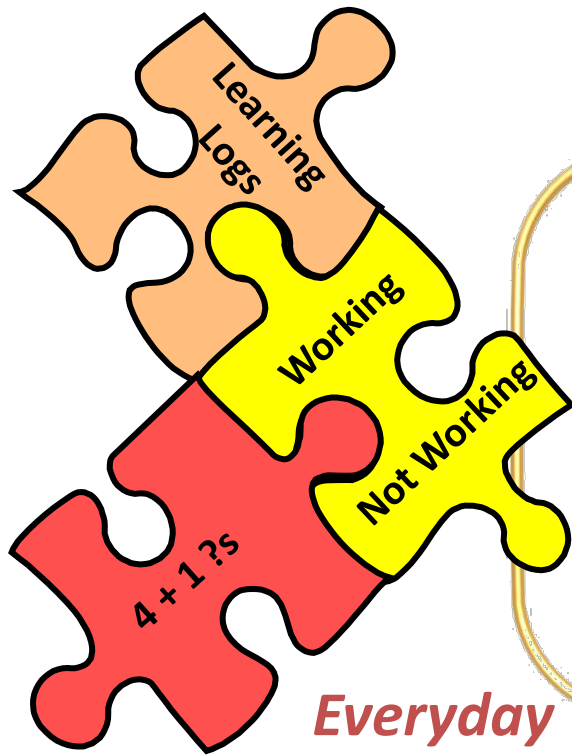
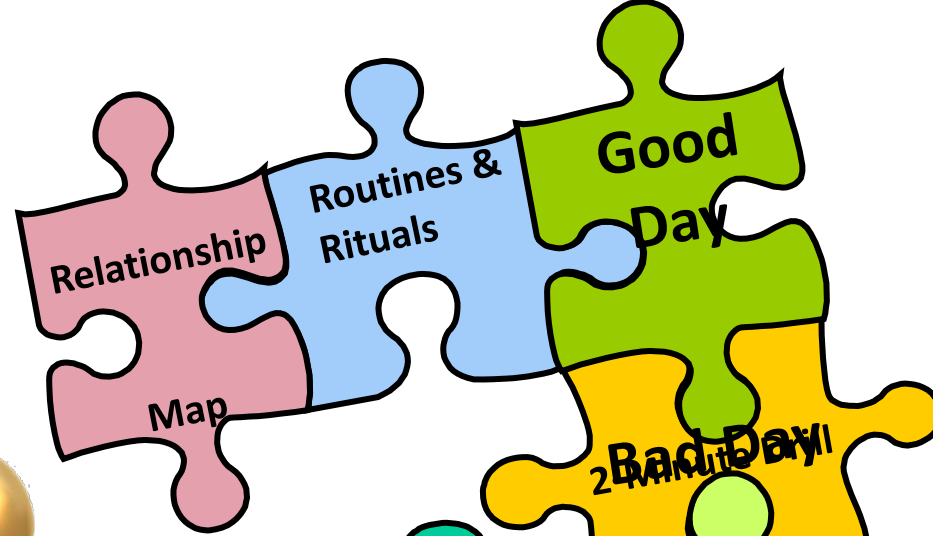
1. Issues of health or safety
 - Physical health and safety, including wellness and prevention
 - Emotional health and safety, including support needed
2. What others see as important to help the person be a valued member of their community

**All Choices
Health and Safety
Balance
No Responsibility
Dictate Lifestyle**





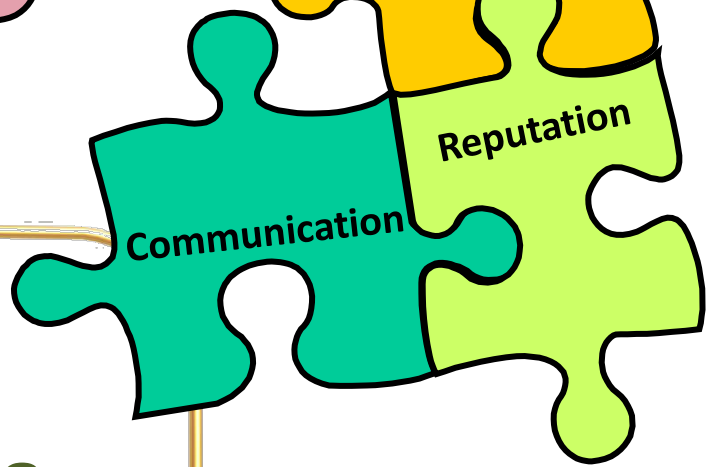
Management Tools



Everyday Learning Tools



**Important To
Important For &
The Balance
Between**



*Discovery/
Listening Tools*

7 Questions

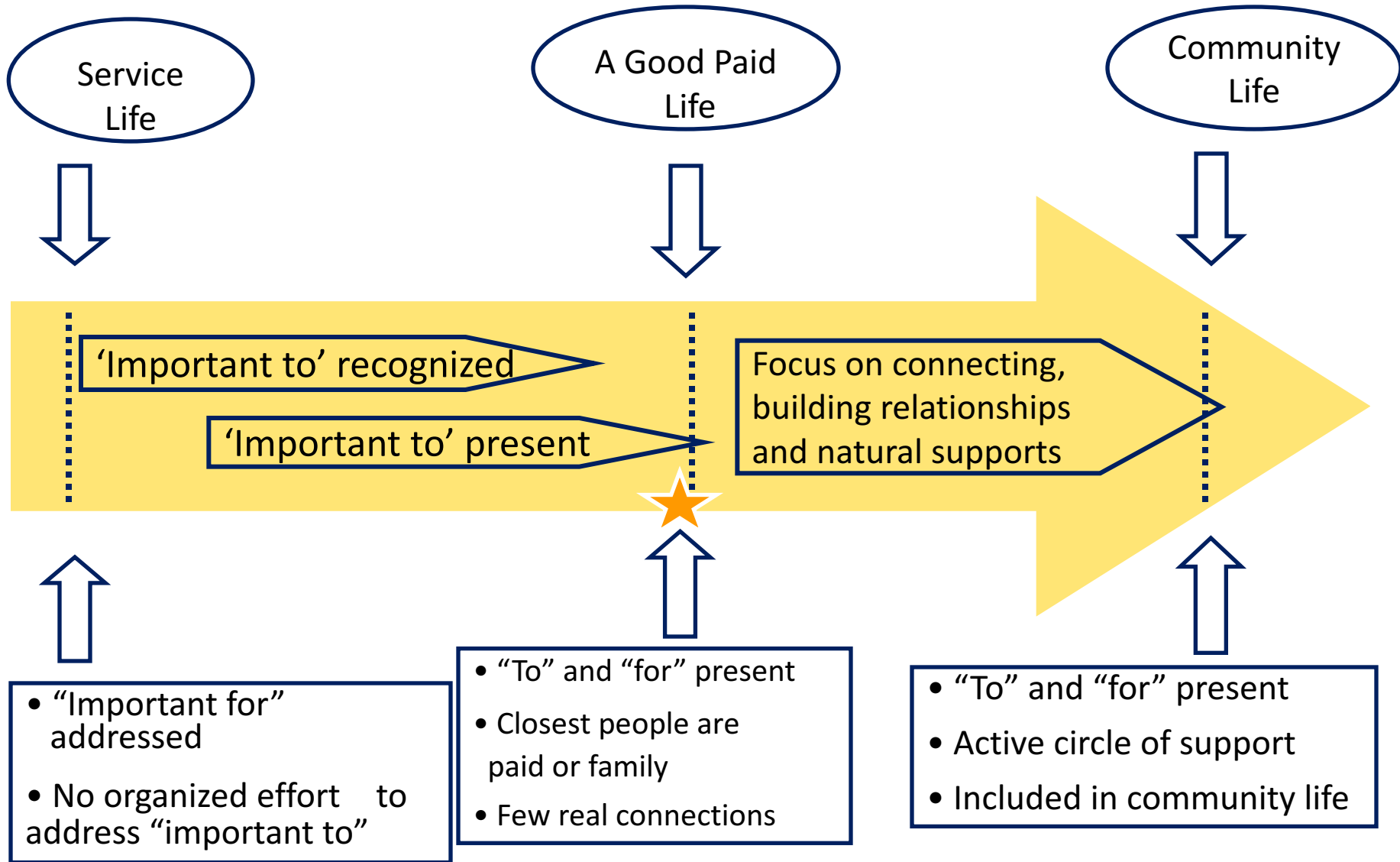
Questions you should be able to answer for each person you support:

1. What is important to the person?
2. What is important for the person?
3. Is important for addressed in the context of what is important to?
4. Is there a “good” balance between important to and important for?
5. What does the person want to learn, what do we need to learn?

If the person is to get the balance described and we are to learn:

6. What needs to stay the same (be maintained or enhanced)?
7. What needs to change?

Moving from Service Life to Community Life

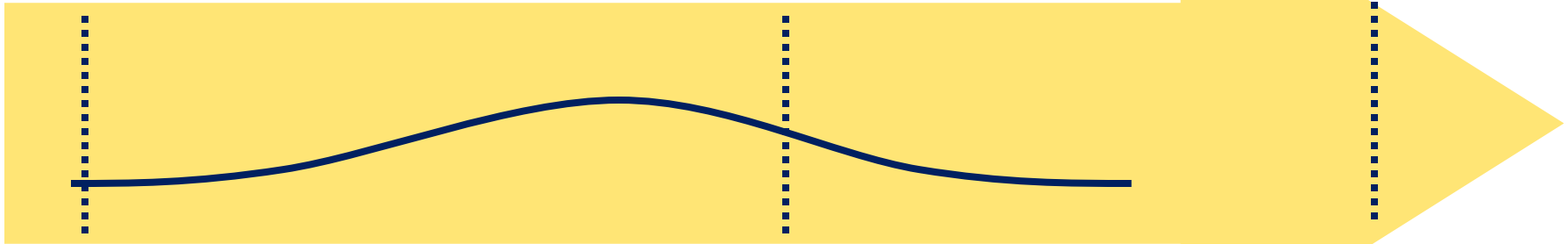


Moving from Service Life to Community Life

Service Life

A Good Paid Life

Community Life



- “Important for” addressed
- No organized effort to address “important to”

- “To” and “for” present
- Closest people are paid or family
- Few real connections

- “To” and “for” present
- Active circle of support
- Included in community life

Levels of Change

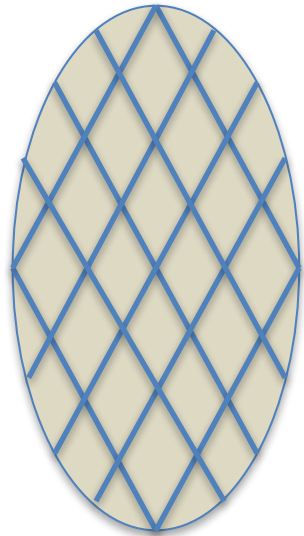
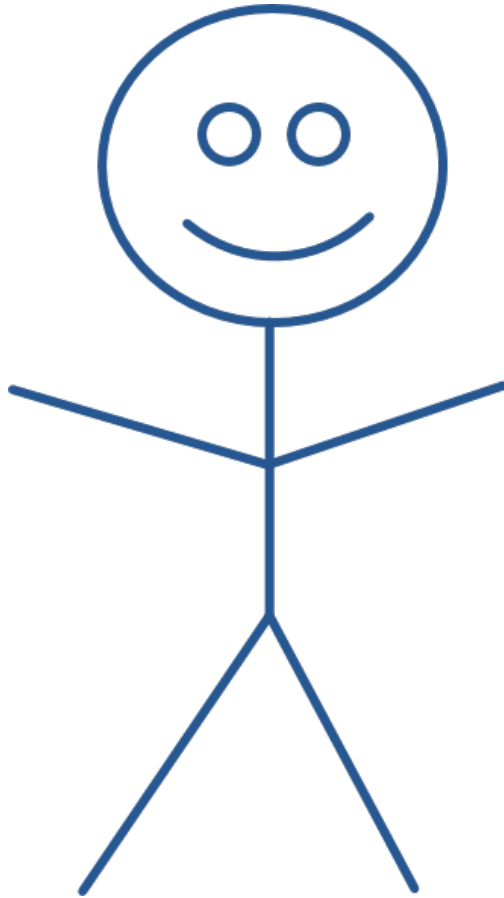
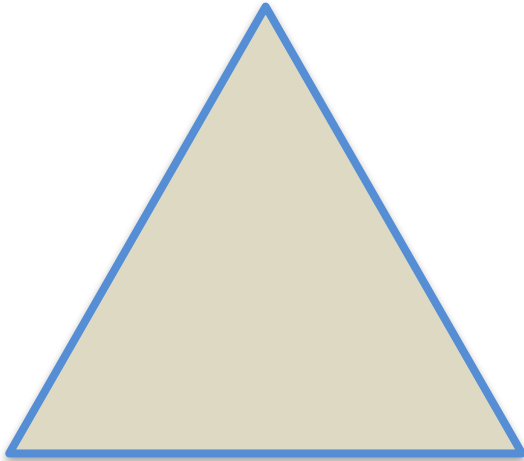
- **Level One:** Any changes that results in a positive difference in the lives of people who use services or in your own work life.
- **Level Two:** Any changes an organization makes to its practices, structure or rules that result in positive differences in the lives of people.
- **Level Three:** Any change in practice, structure and rules made at the system level. These changes have an effect on many organizations, and therefore many peoples' lives.

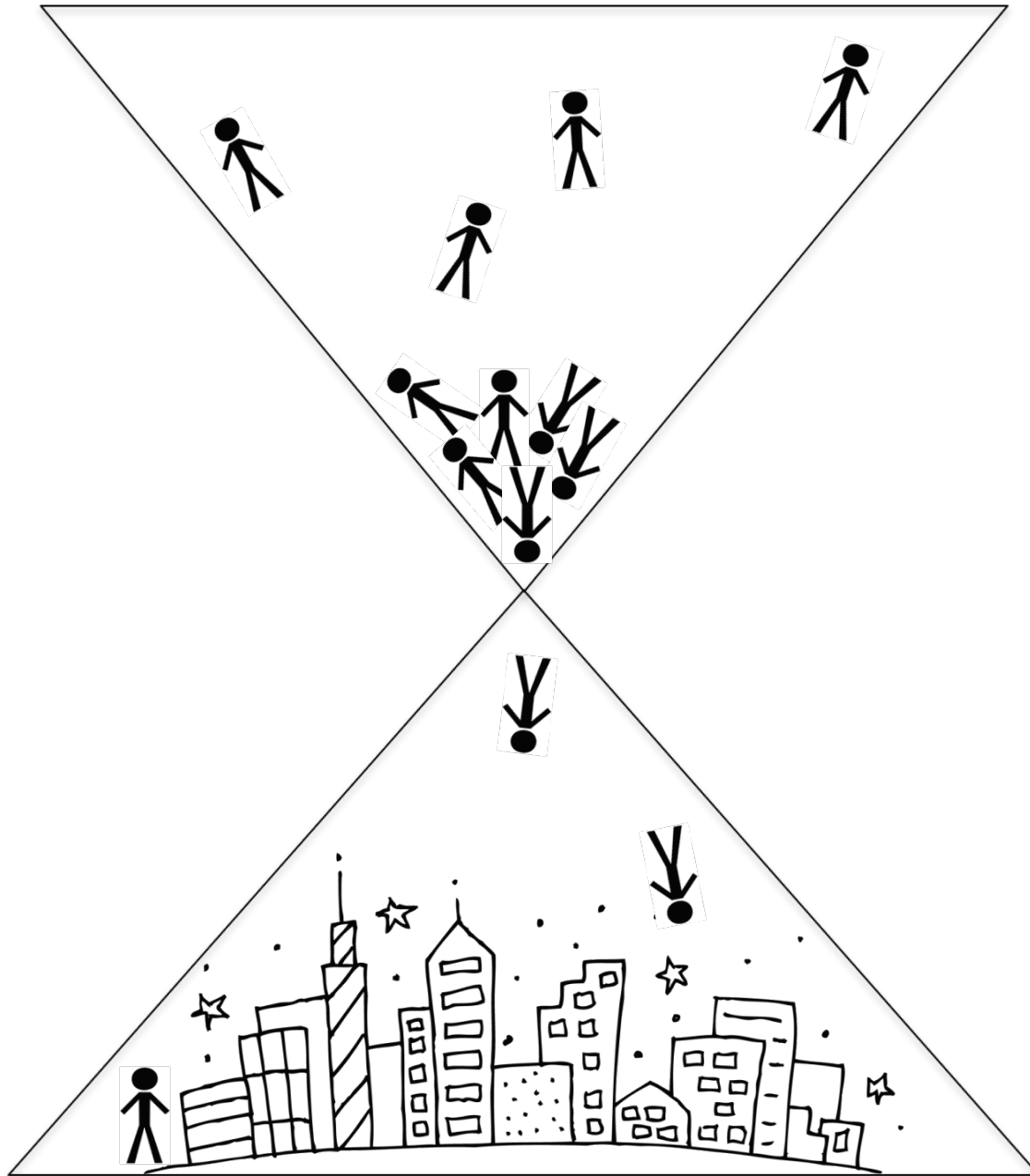
Exercise 1

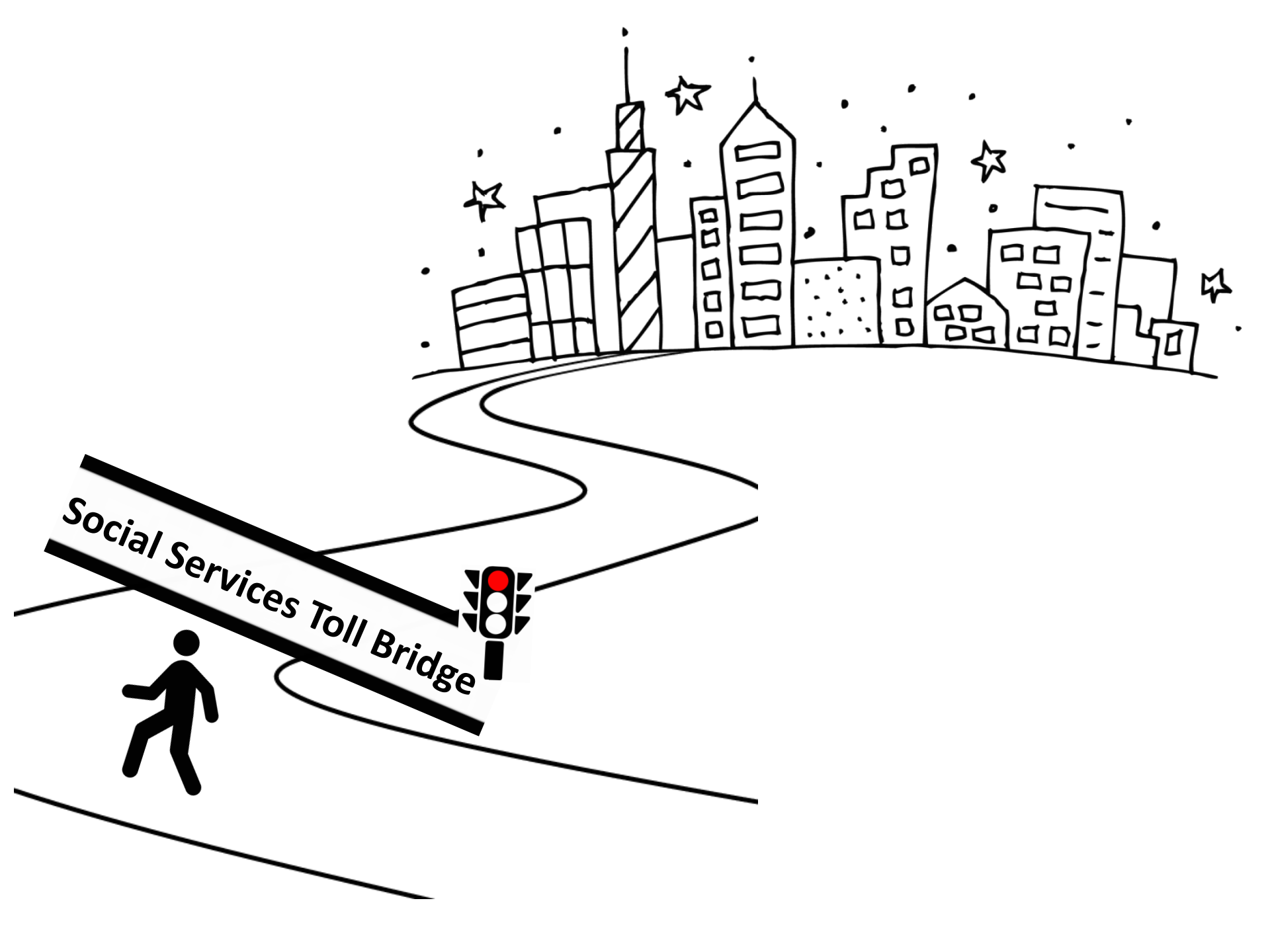
- What's your vision?
- Where are things now?

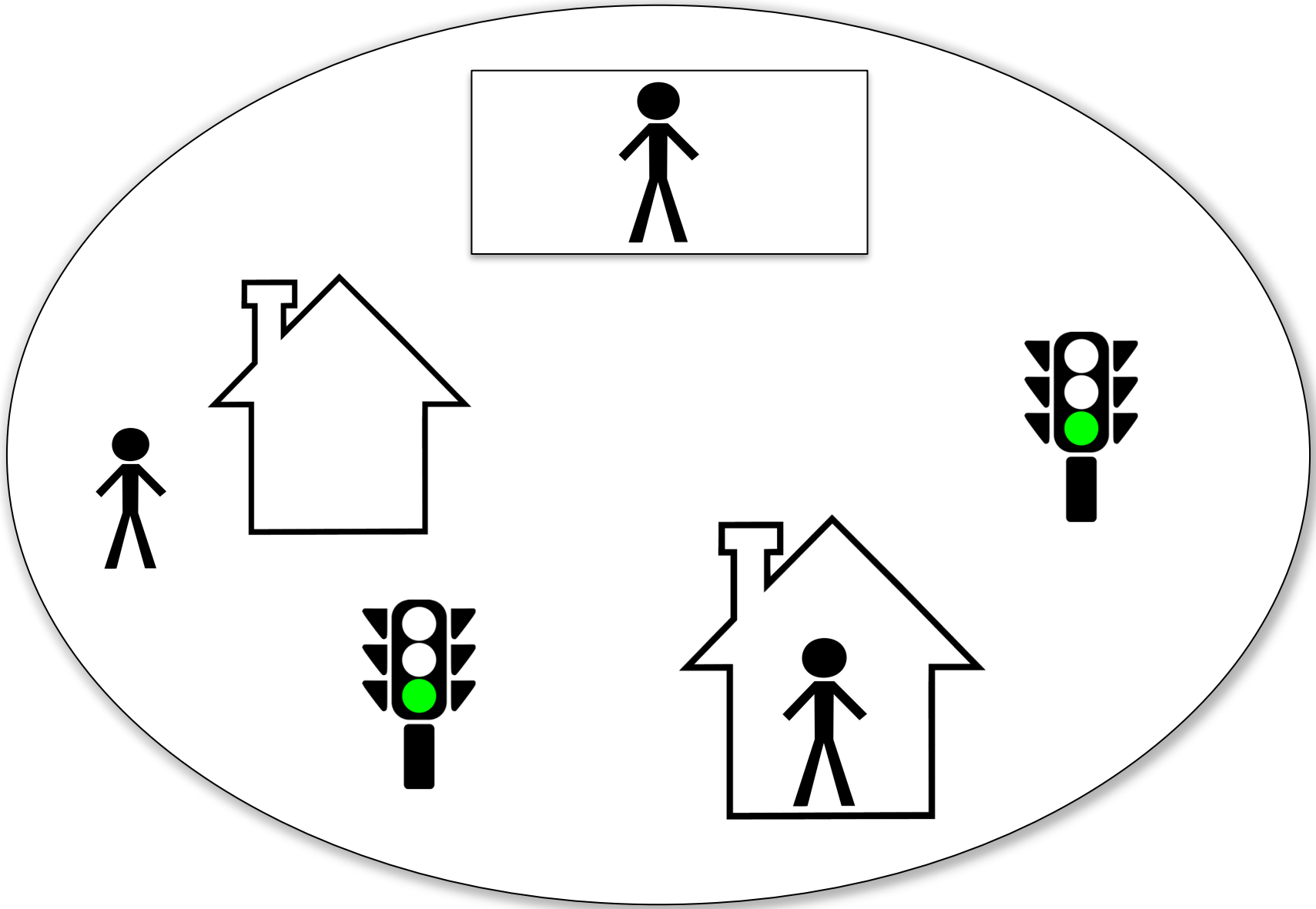


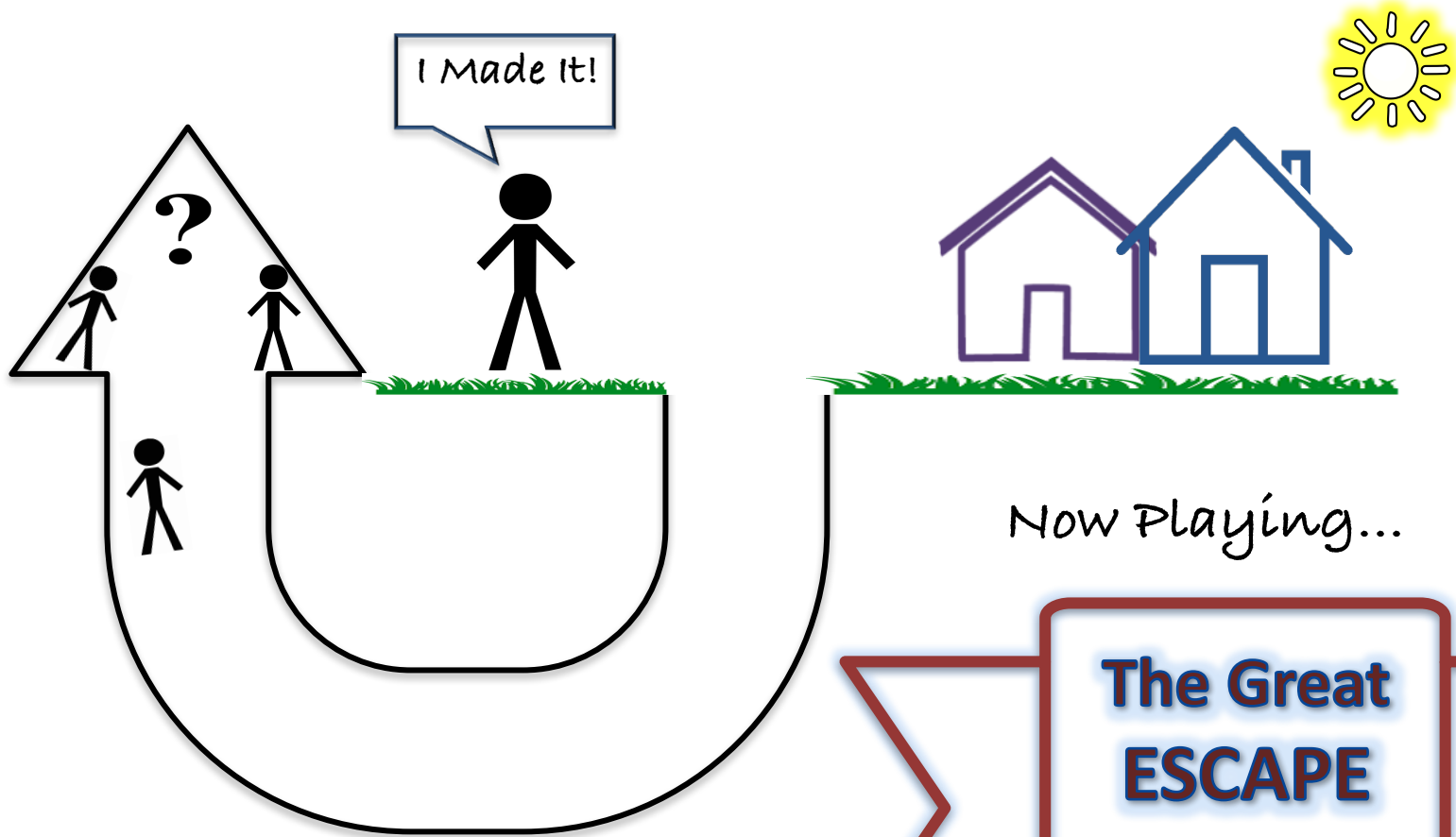
DANIEL CARDLE 2003









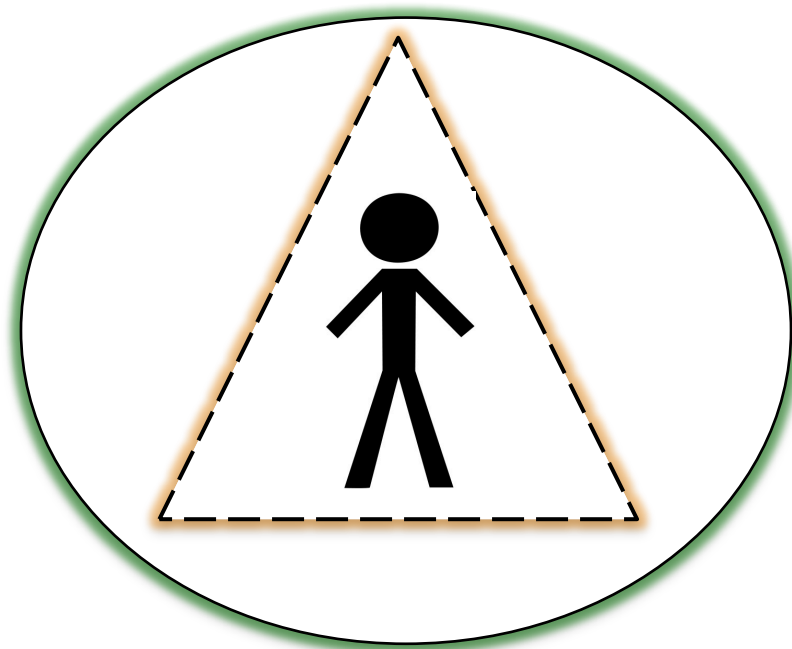


Now Playing...

**The Great
ESCAPE**

Featuring...

Our All Star Cast

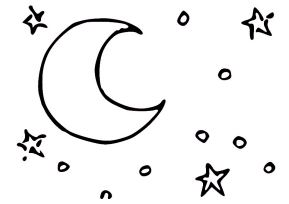
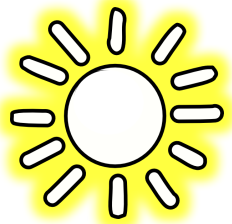


*Coming
Soon...*



Featuring...

*Our all-star cast and our **HOMETOWN!!!***



Schools



Homes



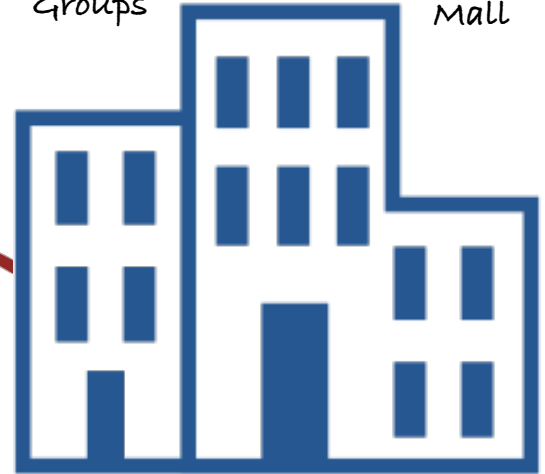
Businesses



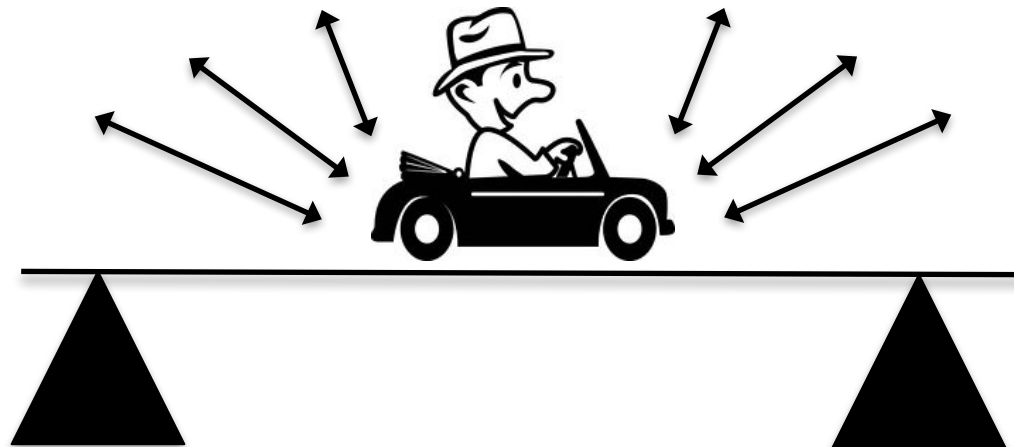
Churches



Community Groups



Mega Mall



Choice!

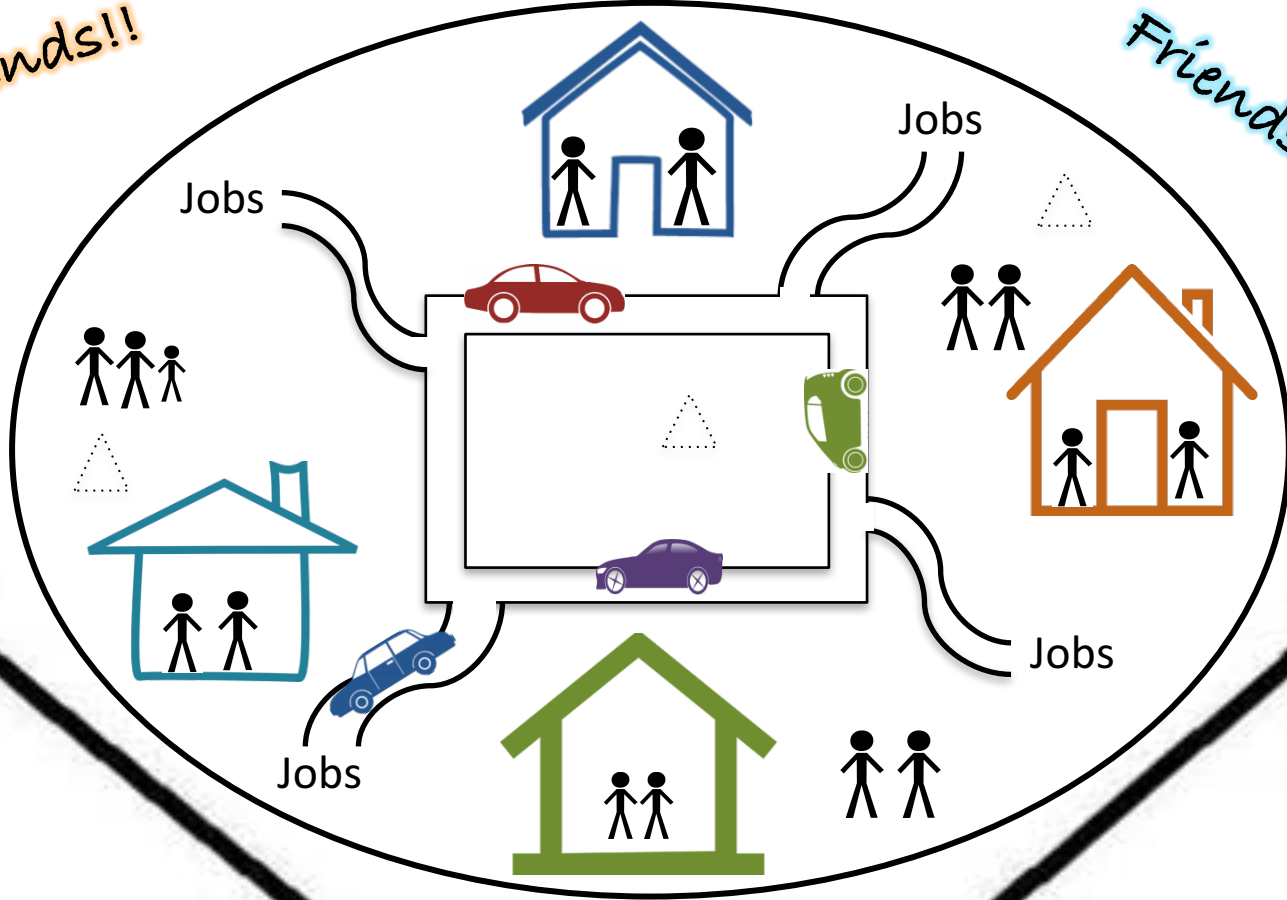
Relationships!!

Friends!!

Friends!

Inclusion!

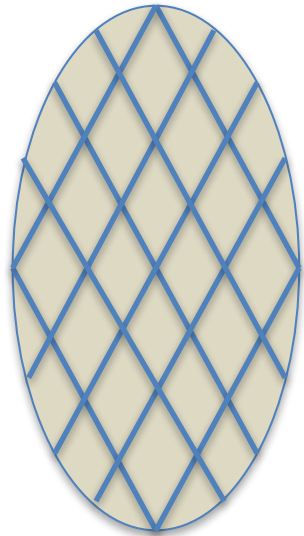
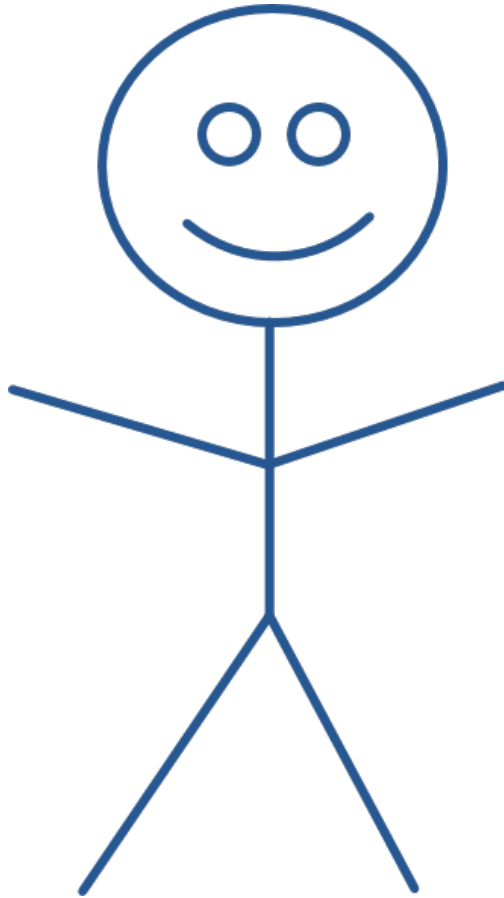
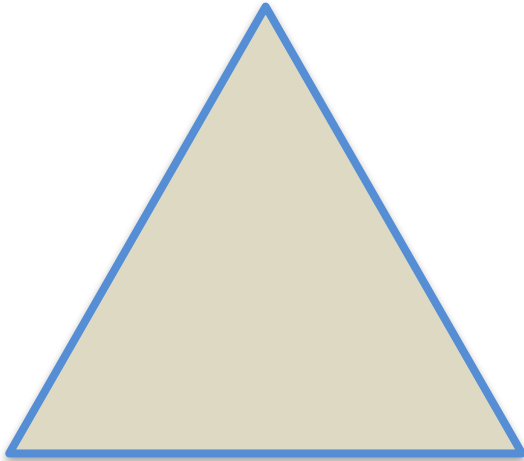
Support!!



"FUTURE"

Where's Waldo?

Our clear vision: by the year 2020



Sharing Your Posters!

Write up a brief summary description of your posters

1. What's the vision?

- people who receive services
- employees/staff
- organization
- community

2. Where are things now?

Exercise 2: Future outcome statements

Standing in the future, looking around, what does it look like? (If ... Then ...)

- We are ...

(Some level of detail)



DANIEL CARDLE 2003

What's YOUR vision?

If your agency were a person-centered organization, what would be happening for:

1. The people who receive services
 - where would they be living, working?
 - what people would be in their lives?
 - how would they be getting support?
 - etc.

Write concrete sentences reflecting how things are, in the future:

Standing in the future, looking around, what
does it look like? (If ... then ...)

- People are

Take 10 minutes – write up on flip chart paper

What's YOUR vision?

If your agency were a person-centered organization, what would be happening for:
(If .. Then ...)

2. The people who deliver services and who support people (all employees, staff, managers):

Take 10 minutes – write up on flip chart paper

Write concrete sentences reflecting how things are, in the future:

Standing in the future, looking around, what
does it look like?

- Our staff are...
- Our managers are ...
- Leadership is ...

- Take 10 minutes – write up on flip chart paper

What's YOUR vision?

If your agency were a person-centered organization, what would be happening for:
(If ... Then ...)

3. The community ... is ...
Community members are

Take 10 minutes – write up on flip chart paper

What's YOUR vision?

If your agency were a person-centered organization, what would be happening for:

4. The organization which supports people, as a whole

Consider:

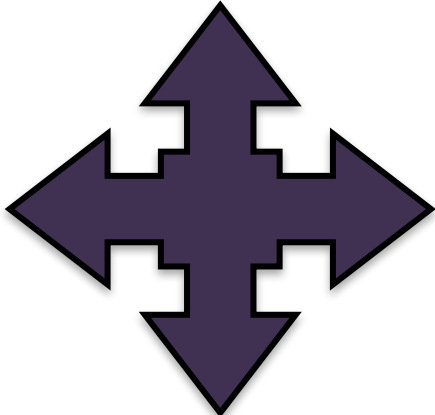
Processes – internal & external

Relationship with the community

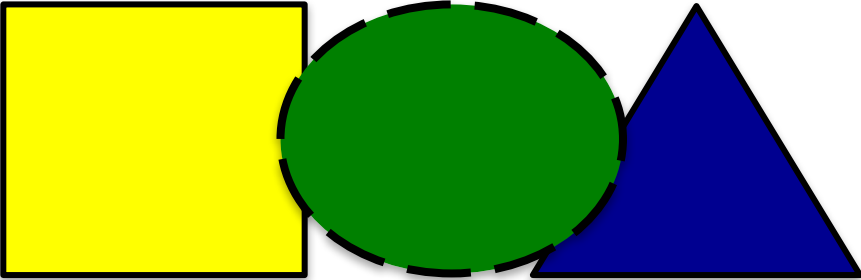
Families

Take 10 minutes – write up on flip chart paper

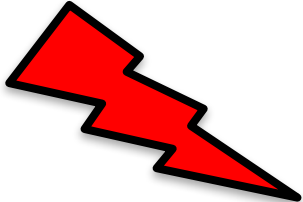
What We Want



What We Have

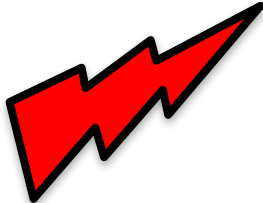


Vision



Tension

Situation



Selecting Priorities

In each of the 4 areas, each person gets 2 dots
to vote on their top 2 topics

8 dots total!

SUCCESSFUL CHANGE EFFORTS

- Vision
- Skills
- Incentives
- Resources
- Action Plans

Exercise 3: Backward Planning/ Outcome Statements

- For each of the 8 topics you selected, write outcome statements (on posters or worksheets)
 1. What is the ultimate desired outcome?
 2. Where do we want to be in 3 years?
 3. Where do we want to be a year from now?

Exercise 4: Action Planning

- Use the blank Annual Action Plan to draft possible actions for this year
- Review samples for ideas – county and provider
- This will be finalized end of Day 3

Organization-wide Annual Action Plan (Provider Agency Examples)

Date: May 10, 2016

Team Members: Alice, Amy, Jane, Steve, Bella, Joe

For the People We Support	Who	By When	Status Update
1. Learn about each individual by using person-centered thinking tools	Coach	10/1/16	
2. With each person, create a one-page profile	Coach	10/1/16	
3. Create one meaningful personal connection based on gifts, talents and interests	Coach, person & circle of support	3/1/17	In progress Sept 2016
4. Have all staff attend PCT training	Brandon		
5. Review/Revise person-centered plans	Patty, Nicole	Oct 1, 2016	
6. Develop internal/external educational materials (website, brochures, team materials)	Patty, Claire	Dec 31, 2016	Not Yet Completed
For Employees	Who	By When	Status Update
1. All employees in leadership and administrative roles trained in Person-Centered Thinking 2 day	Steve	October, 2016	Completed
2. Assign a coach/leader as a mentor to employees who have completed PCT 2-day training - Monitor as more people are trained	Jane/Team	Sept, 2016	Completed
3. Identify at least 2 PCT tools with partners that you want to use	Coaches/Leaders	August 15, 2016	In Progress
4. Practice using the PCT tools identified	Coaches, leaders and partners assigned	November 30, 2016	In Progress
5. Assess what is working and not working in efforts to use PCT tools	Coaches, leaders & partners assigned	May 26, 2016	In Progress
6. Schedule event in the fall to share planning and gather advice with larger stakeholder group	Alice and Andy	Scheduled by July 31, 2016	Not Yet Started
7. Use PCP tools to learn about each other – 2 tools per quarter Regionally assign coaches & leaders to all programs	Brandon, Kayla & Nicole	July 31, 2016	Not Yet Started

Organization-wide Annual Action Plan (County/Public Health Examples)

Date: May 10, 2016

Team Members: Alice, Amy, Jane, Steve, Bella, Joe

FOR THE PEOPLE WE SUPPORT	Who	By When	Status Update
1. Develop a one page description for all persons for whom the Jensen settlement applies. Ensure the plan is used in the on-going planning for the person	Ed S – lead	9/1/16	Achieved
2. Develop a one page description for all persons supported by the provider agencies in this project. Ensure the plan is used in the ongoing planning for the person.	Mike K - -lead	10/1/16	Achieved
3. Develop a one page description for all persons for whom the county has been appointed guardian. Ensure the plan will be used in the ongoing planning for the person.	Mike K – lead	10/1/16	In progress Sept 2016
4. PCT coaches and trainers will model a person-centered discussion with the people we support at a monthly all staff meeting	Mike H – leader; coaches & trainers	10/1/16	Monthly
5. Supervisors will shadow each assessment staff one time per year as a way to model, support, & provide feedback around PCT	Louella – lead	12/31/2016	June, 2016
6. Develop internal/external educational materials (website, brochures, team materials)	Patty, Claire	Dec 31, 2016	Not Yet Completed
FOR EMPLOYEES	Who	By When	Status Update
1. All employees in leadership and administrative roles trained in Person-Centered Thinking 2 day	Steve	October, 2016	Completed
2. Supervisors and coaches will use the PCT tools and principles with the staff they support/supervise. Coaches and Leaders will use the Learning Log and will share in our meetings to gain experience and share learnings.	Jane/Team	Sept, 2016	Completed
3. A “focused PCT question of the month” will be developed for each supervisor to include in their monthly unit meeting.	Coaches/Leaders	August 15, 2016	In Progress
4. Attending PCT training will be included in the training plans for new hires.	Coaches, leaders and partners assigned	November 30, 2016	In Progress
5. Assess what is working and not working in efforts to use PCT tools	Coaches, leaders & partners assigned	May 26, 2016	In Progress
6. Schedule event in the fall to share planning and gather advice with larger stakeholder group	Alice and Andy	Scheduled by July 31, 2016	Not Yet Started

Exercise 5: Person-Centered Practices Fidelity Assessment

Minnesota Team Implementation Checklist: *Person-centered Practices Subscale*

Organization: _____

Date: _____

Region: _____

County: _____

INSTRUCTIONS: The organization-wide team should complete checklists quarterly to monitor activities for implementation of positive supports selected by the organization.

Please complete as a team and submit quarterly to: _____

Team Members: _____

Person(s) Completing Report: _____

Agency Checklist #1: Start Up Activity			
	<i>Put an "X" in the column that fits where the team is in the planning process for each numbered item on the checklist.</i>		
	Not Started (0 points)	In Progress (1 point)	Achieved (2 points)
Person Centered Practices Self Assessment			
1. Team completes Part 1 of self-assessment for issues to address in implementing person-centered practices (e.g., Person-Centered Organizational Assessment Tool, other methods). This includes: <ul style="list-style-type: none"> • Policy and mission/vision alignment with practices and principles, • Staff development and performance approaches, and • Whether person-centered policies and practices are in place across all areas within the organization. 			
2. Team completes Part 2 of self-assessment by completing development of vision statements for being a person-centered organization and identifying gap areas.			
3. (If applicable) Team identifies pilot area of where key focus of efforts will start with person-centered practices <ul style="list-style-type: none"> • Organizational area or department (employment, residential support, family support, etc.), • Region where coaches and policy work will begin, • Number of staff that coaches can support as part of the job, and • Number of people served. 			
4. Results of self-assessment for person-centered practices are shared with all staff involved in implementation.			

Minnesota Gathering!

- September 14-15
 - Sept 14: Coaches and PCT Trainers
 - Sept 15: Open to all
- Minnesota Landscape Arboretum in Chanhassen

www.rtc.umn.edu/gathering

Bring to Day 3

- Vision posters
- Outcome statements
- Draft action plan statements
- Person-centered practices fidelity assessment

Like, Learn, Change

- What did you like about today?
- What did you learn today?
- What would you change about today?



Preparation of this [presentation/report] was supported, in part, by cooperative agreement JPK%50470 from the Minnesota Department of Human Services. The University of Minnesota undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore necessarily represent official MN DHS policy.