

Example of Organization-Wide Planning

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Implementing Multi-Tiered Systems of Support

Positive Behavior Support

Tertiary Stage

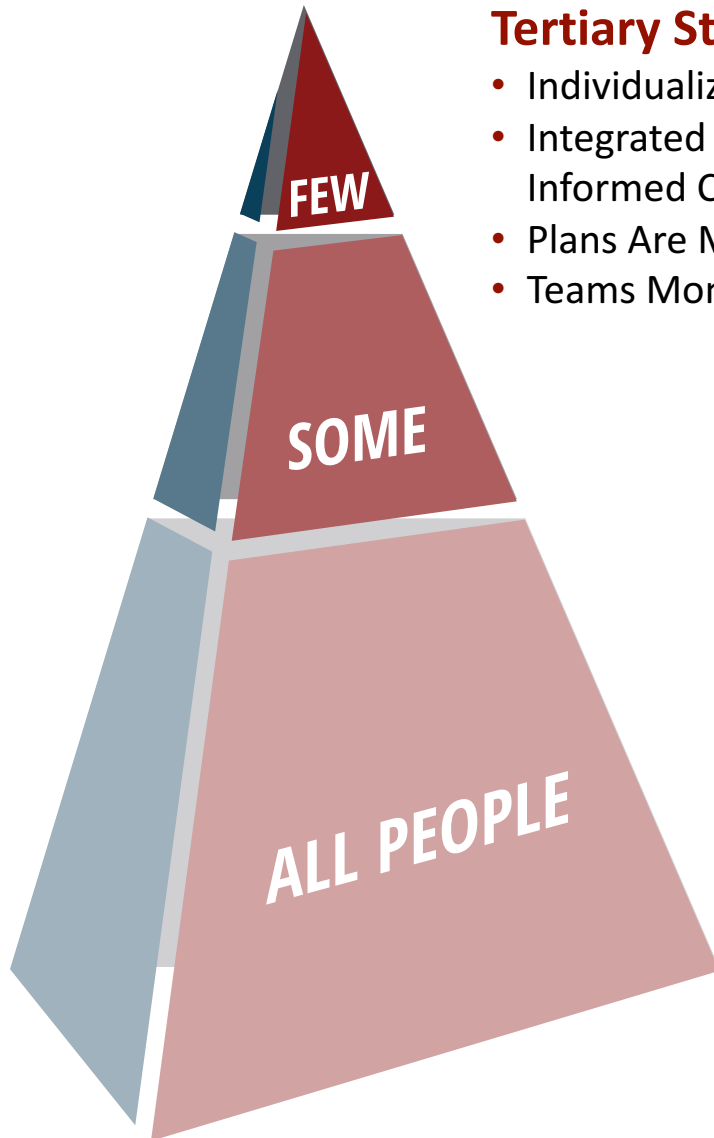
- Individualized PBS Plans
- Integrated with Other Positive Supports (PCP, Trauma-Informed Care, DBT, Etc.)
- Plans Are Monitored- Data-Based Decision Making
- Teams Monitor Progress of Each Person

Secondary Stage

- Early Intervention and Data Monitoring
- Additional Supports for Key Social Skills
- Function-Based Decisions
- Simple Interventions
- Mental Health and Wellness Interventions

Universal Stage

- Teach and Encourage Communication
- Predictable and Proactive Settings
- Encourage and Reinforce Social Skills
- Consensus-Based Team Focus
- Emphasis on Using Data For Decisions



Positive Behavior Support

Person-Centered Practices
& Planning

Organizational Workforce

Implementing Multi-Tiered Systems of Support

Person-Centered Practices & Planning

Tertiary Stage

- In Depth Person-Centered Plans
- Integrated Plans (PCP, PBS, Trauma-informed Therapy)
- Teams Monitor Plan Progress

Secondary Stage

- Monitor PCT Action Plans
- Additional Quality of Life Strategies
- Increase Strategies for Supporting Independence and Community Involvement
- Mental Health and Wellness Interventions

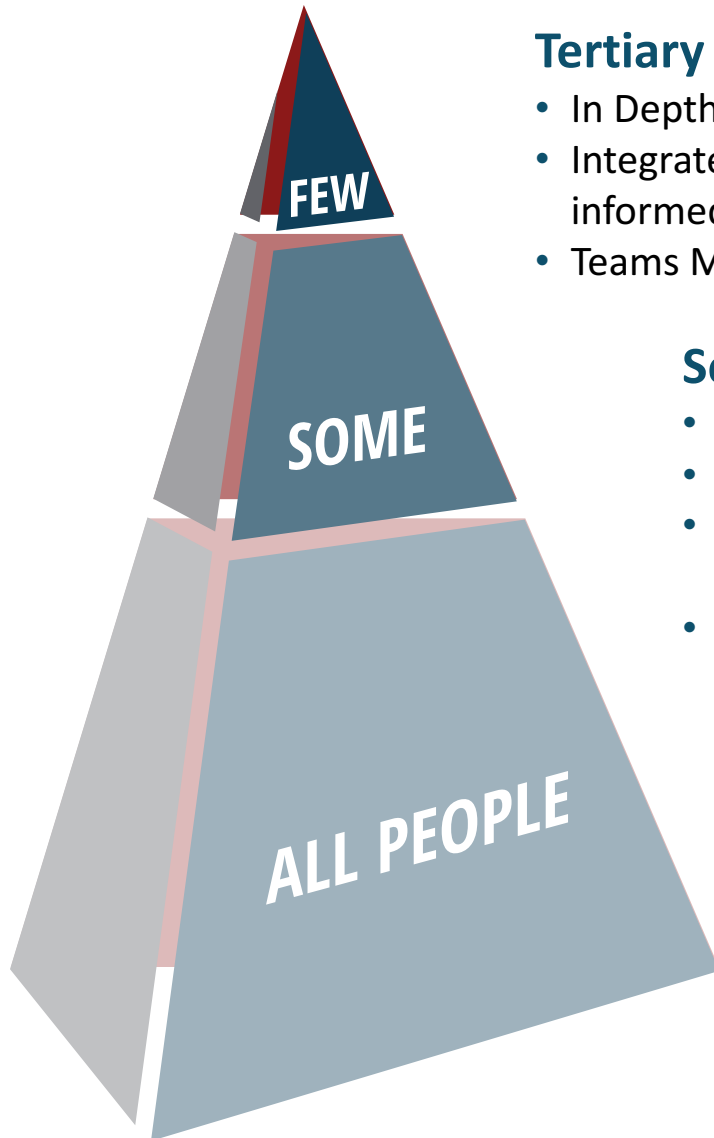
Primary Stage

- Universal Person-Centered Strategies
- Encourage Self Expression
- Self-Determination and Choice Making
- Meaningful Participation in the Community

Positive Behavior Support

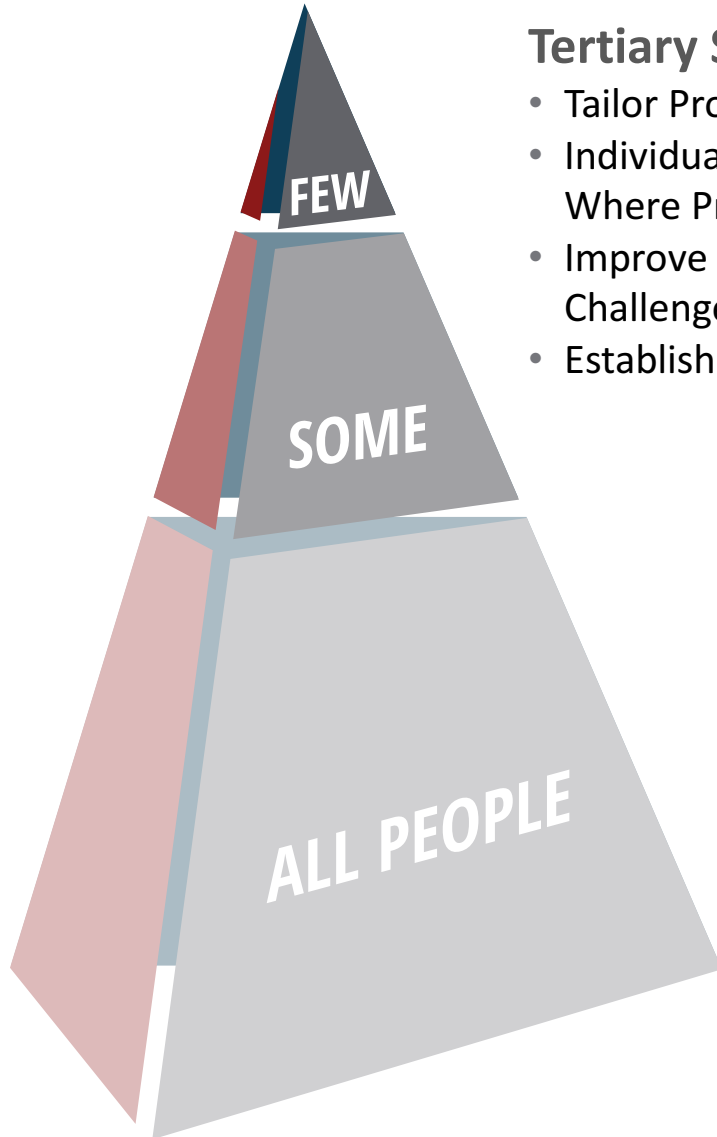
Person-Centered Practices
& Planning

Organizational Workforce



Implementing Multi-Tiered Systems of Support

Organizational Workforce Development



Tertiary Stage

- Tailor Problem Solving for Specific Problematic Situations
- Individualize Training and Mentoring to Address Unique Settings Where Problems Occur
- Improve Supervision and Mentoring for Locations Experiencing Challenges
- Establish Matching/Hiring Tailored to Individualized Plans

Secondary Stage

- Monitoring and Early Intervention
- Training Targeted for Groups
- Targeted Strategies to Improve Specific Settings
- Simple Problem Solving for Challenging Situations That Occur in More Than One Situation

Universal Stage

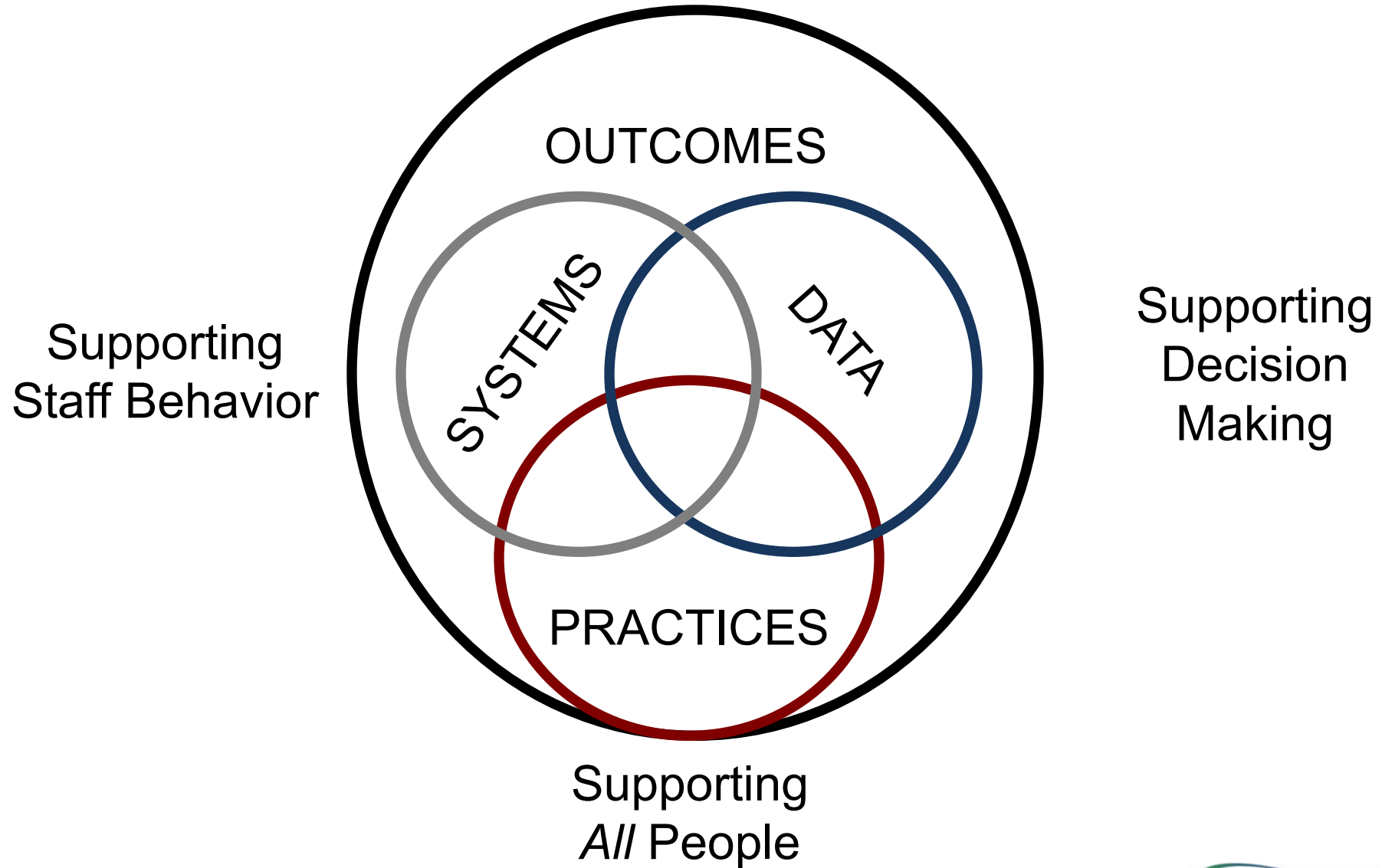
- Align Policies to Person-Centered Practices
- Revise Job Descriptions, and Performance Evaluations
- Integrate Person-Centered Practices and PBS With New Orientation and Ongoing Instruction
- Use Data for Decision Making

Positive Behavior Support

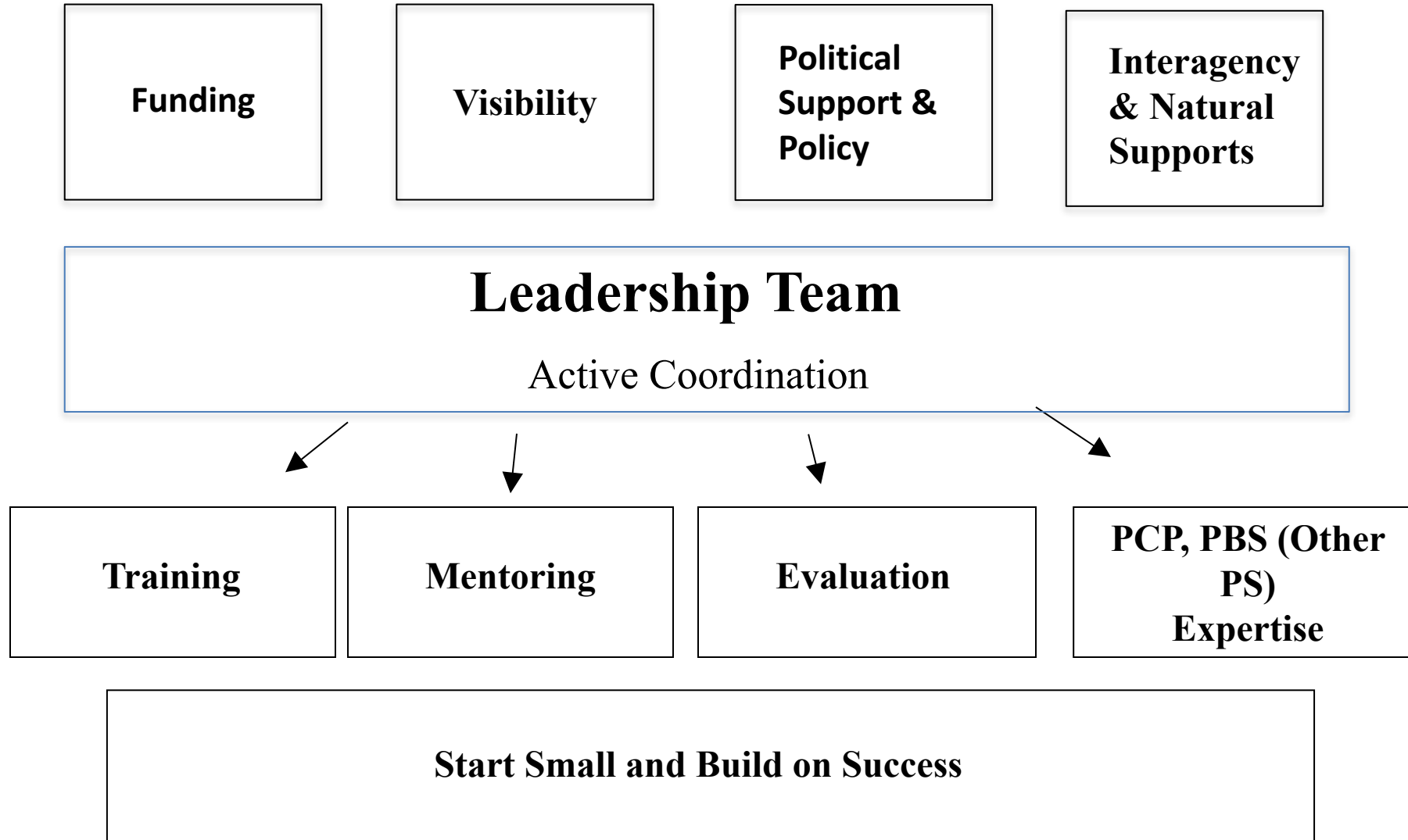
Person-Centered Practices
& Planning

Organizational Workforce

Improving Quality of Life



Organization and County Model for Planning



Person-Centered Practices & PBS

Institute on Community Integration

(<https://mnpsp.org/training-materials/>)

- Team-Based Action Planning & Data Systems
- PBS Multi-Tiered Curriculum
- Key Contact Training
- Person-Centered Planning & PBS Facilitator Training
- Regional Trainer Mentoring

Support Development Associates (SDA)

(<http://sdaus.com/resources>)

- Universal Person-Centered Practices
- Coaches Training System
- Person-Centered Thinking Training
- Picture of a Life Planning Training

Team-Based Decision Making: Getting Started

- Form an Organization-wide Team That Represents All Stakeholders
- Assess Readiness and Buy in
- Complete a Self-Assessment
- Create an Action Plan
- Use Data for Decision Making
- Make Changes to Improve Outcomes

Main Universal Activities – Year 1

Person-Centered Practices

- Self-Assessment/Action Plan Items
- Vision – Now and In Future
- Outcome Statements
 - People Supported
 - Employees
 - Organization
 - Community
- 3-Year Backward Planning
- History Map
- Applied Coach Activities



Positive Behavior Support

- Self-Assessment/Action Plan
- Consensus-Based Sharing and Problem Solving
- Social Skills Matrix
- Strategies for Reinforcing Social Skills
- Observations of Implementation
 - Person-Centered
 - Social Skills and Engagement
- Introduction to Data-Based Decision Making

Person-Centered and PBS Self-Assessment and Action Planning

Public Health Team Example

Team Roles

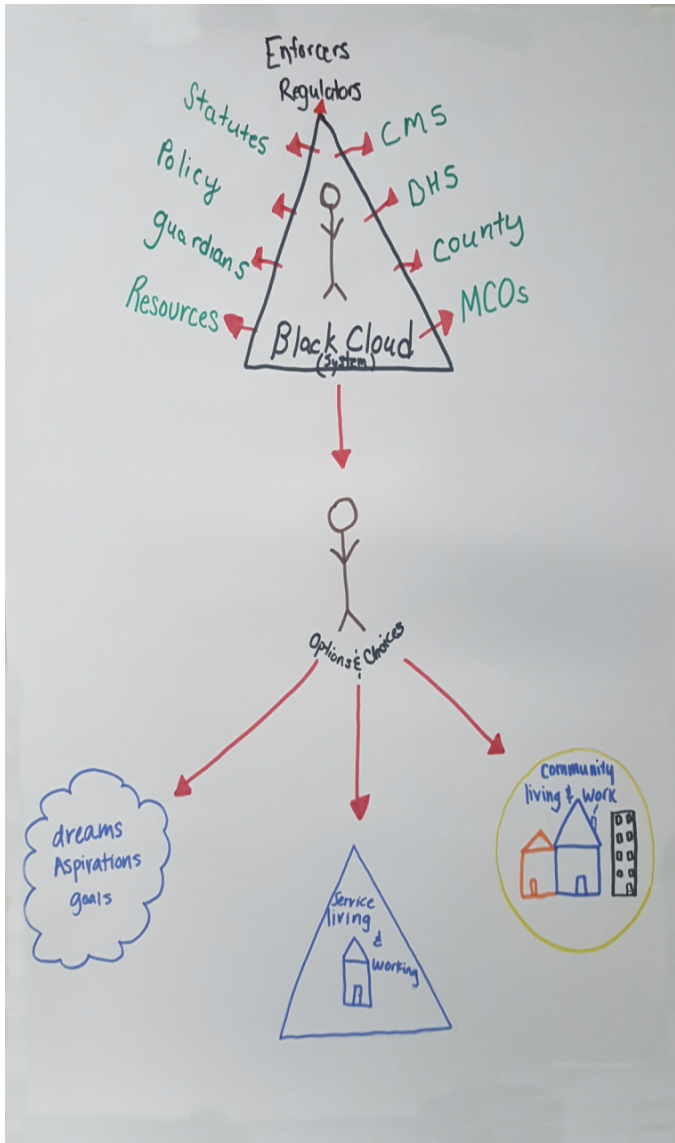
- 8 Team Members
- 1 Key Contact
- 4 Coaches
- 2 PBS Facilitators (In Training)
- 1-2 PCT Trainers (Identified to be Trainers)

Monthly Team Meetings (5)

Implementation Areas Targeted

- 2016 Case Management (Over and Under 65)
- 2017 Family Health and Hospice

Now



Future



Establishing the Vision: Public Health Outcomes Statements

People Who Receive Support:

- People are feeling a part of the community
- Have enough supports available so people who receive services can succeed

Employees/Staff:

- Leadership works to balance the important “to’s” of staff vs. the important “for’s” for the agency
- Staff are willing to adapt to others’ to’s and for’s

Public Health Outcomes Statements (Continued)

Organization

- The organization will empower people to succeed in reaching goals that are important to them
- The organization will foster better relationships with other community partners

Community

- The community members will work, live and play with each other side by side
- The community will provide more inclusive services with less stigma

Assessing Organizational Data

- Alignment of Organizational Policies
- Orientation Staff Development & Performance
- Surveys and Other Documentation Related to
 - Quality of Life
 - Climate
 - Stress
- Information about Other Positive Supports Used in Organization
- Quality of Life Evaluation
- Incident Reports (***Preparation in Year 1***)
- Injuries, Sick Days
- Information Related to Retention, Workers Compensation, Staff Injury

Evaluation & Data Systems	
Organization-Wide Evaluation	Related Evaluation Data/Tools
What impact did the training have on capacity building?	Number of coaches, key contacts Number of staff involved in implementation Number of people supported
What are the strengths and needs of the organization?	Person-centered organizational tool Quality of social and physical environment
How well are the practices implemented?	Fidelity of implementation checklist (Quarterly) Onsite evaluation
Are the improvements in conceptual knowledge of staff?	Pre/post tests for staff using DC/CDS
Are there changes in behaviour of Staff and People Living and Working in a Setting?	Direct observation of staff person-centered practices (Quarterly) Direct observation of people supported (Quarterly) Incident reports, restraint, 911 calls, etc. (Quarterly) Organizational data (retention/tenure, etc.)
Are there changes in universal quality of life?	Quality of social and physical environment interviews

Evaluation & Data Systems	
Organization-Wide Evaluation	Related Evaluation Data/Tools
What impact did the training have on capacity building?	<ul style="list-style-type: none"> • Number of coaches, key contacts • Number of staff involved in implementation • Number of people supported
What are the strengths and needs of the organization?	<ul style="list-style-type: none"> • Person-centered organizational tool • Quality of social and physical environment
How well are the practices implemented?	<ul style="list-style-type: none"> • Fidelity of implementation checklist (Quarterly) • Onsite evaluation
Are there improvements in conceptual knowledge of staff?	<ul style="list-style-type: none"> • Pre/post tests for staff using De/CDS
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Are there changes in universal quality of life?	<ul style="list-style-type: none"> • Quality of social and physical environment interviews

Fidelity of Implementation: MN Team Checklist

Minnesota Team Implementation Checklist:
Planning Tool for Integrating Person-centered and Positive Support Practices

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: _____

Checklist #1: Start Up Activity			
Put an "X" in the column that fits where the team is in the planning process for each numbered item on the checklist.			
Team	Not Started (0 points)	In Progress (1 point)	Achieved (2 points)
1. Team established (administration, management, direct support staff, county staff, etc).			
2. Team has regular meeting schedule.			
3. Plan is completed for including feedback in planning process from people living and/or working in setting, and families, guardians, case managers, etc.			
4. Team has clear purpose and vision that aligns with the person-centered values identified.			
5. Team has an effective meeting process.			
6. Team has Key Contact.			
7. Administrator's support & active involvement (attendance in meetings, support for systems change, etc.).			
Staff Commitment			
8. Staff members are aware that the organization is implementing person-centered and positive support practice(s).			
9. Team assesses readiness of people to participate in each person-centered and positive support practice(s).			
10. Staff members are directly involved in organization-wide planning.			

White Form
Team Implementation Across Positive Supports

Blue Form
PBS Subscale Items

Pink Form
Person-centered Practice Items

Domains for Overall Fidelity

- Team
- Staff Commitment
- Self-Assessment
- Action Planning
- Staff Development
- Evaluation
- Visibility

Scoring the MN Team Checklist

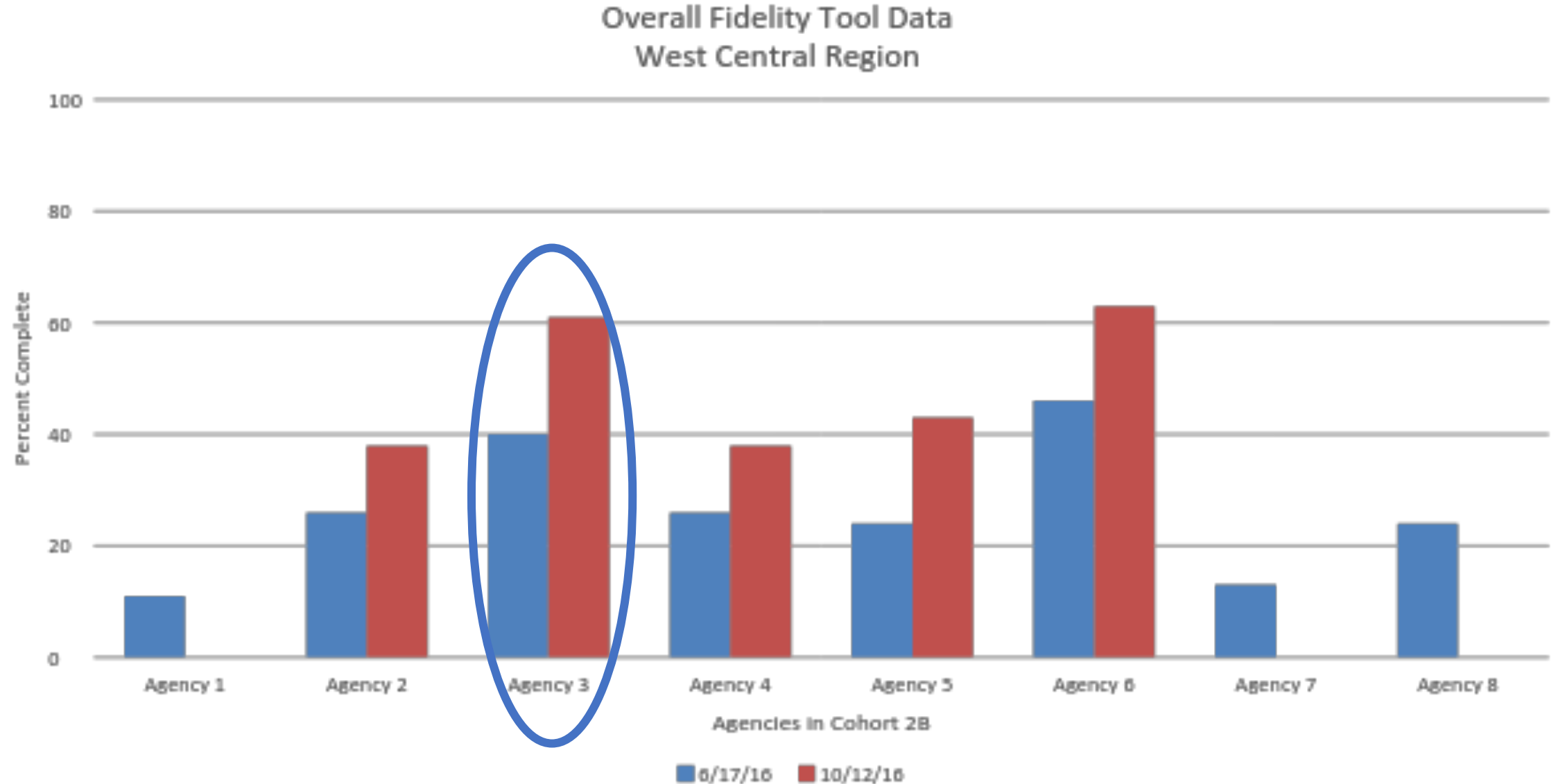
- Implementation Points
 - Achieved = 2
 - In progress = 1
 - Not Started = 0
- Percentage of Items Implemented
 - Overall Total
 - ✓ Number of items scored as “Achieved” divided by Total # of items
 - Subscale Scores
 - ✓ Number of items in each subscale area scored as “Achieved” divided by the number of items in that subscale area

Team Self-Assessment - Checklist Examples

- Team Meets
- Assesses Readiness and Place to Start
- Completes Self-Assessment
- Plan for Reaching Out to Everyone to Gather Ideas
- Administrator is Directly Involved
- Action Plan is in Place
- Trainers Are Identified
 - Person-Centered Thinking/Planning
 - Positive Behavior Support

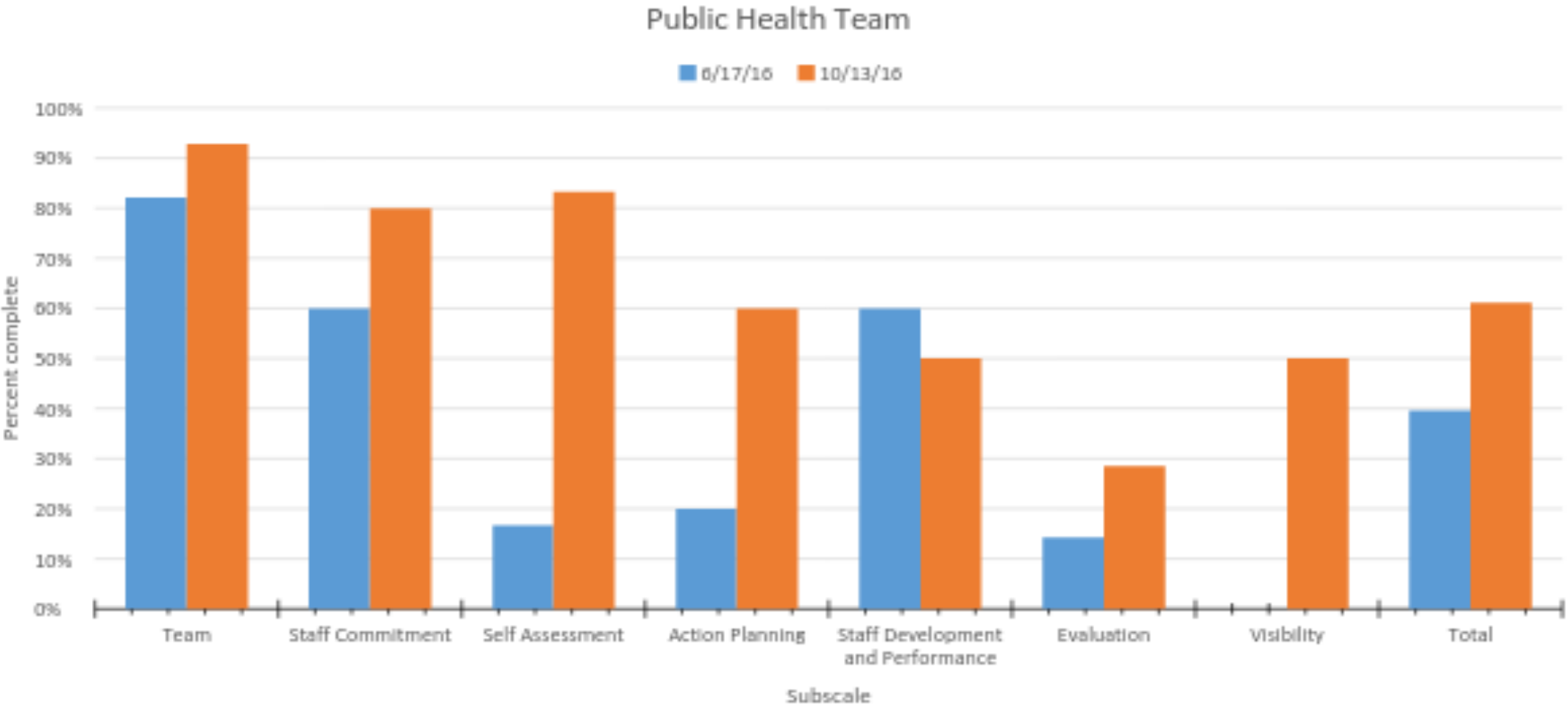
Minnesota Team Implementation Checklist (Overall)

West Central Region



Minnesota Team Implementation Checklist (Overall)

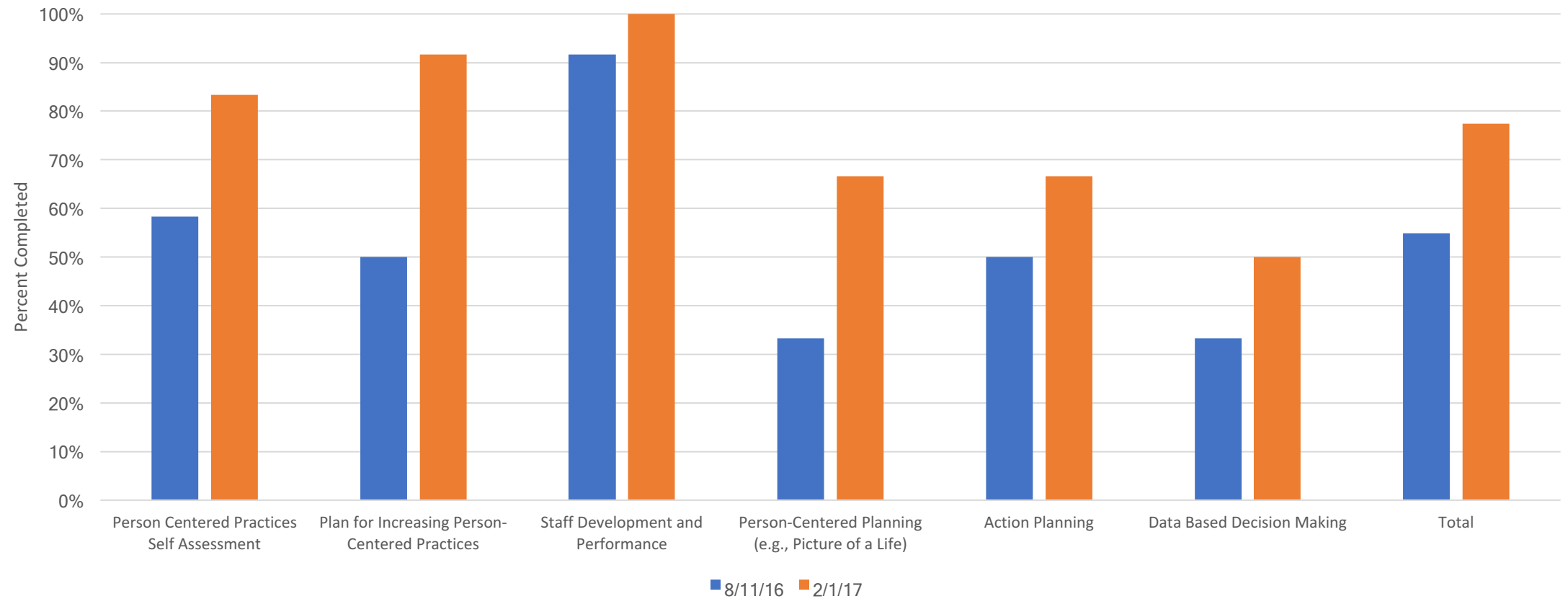
Public Health Organization Example



Minnesota Team Implementation Checklist

Person-Centered Practices Subscale

MN Team Implementation Checklist - Person Centered Practices Subscale Public Health Organization Example

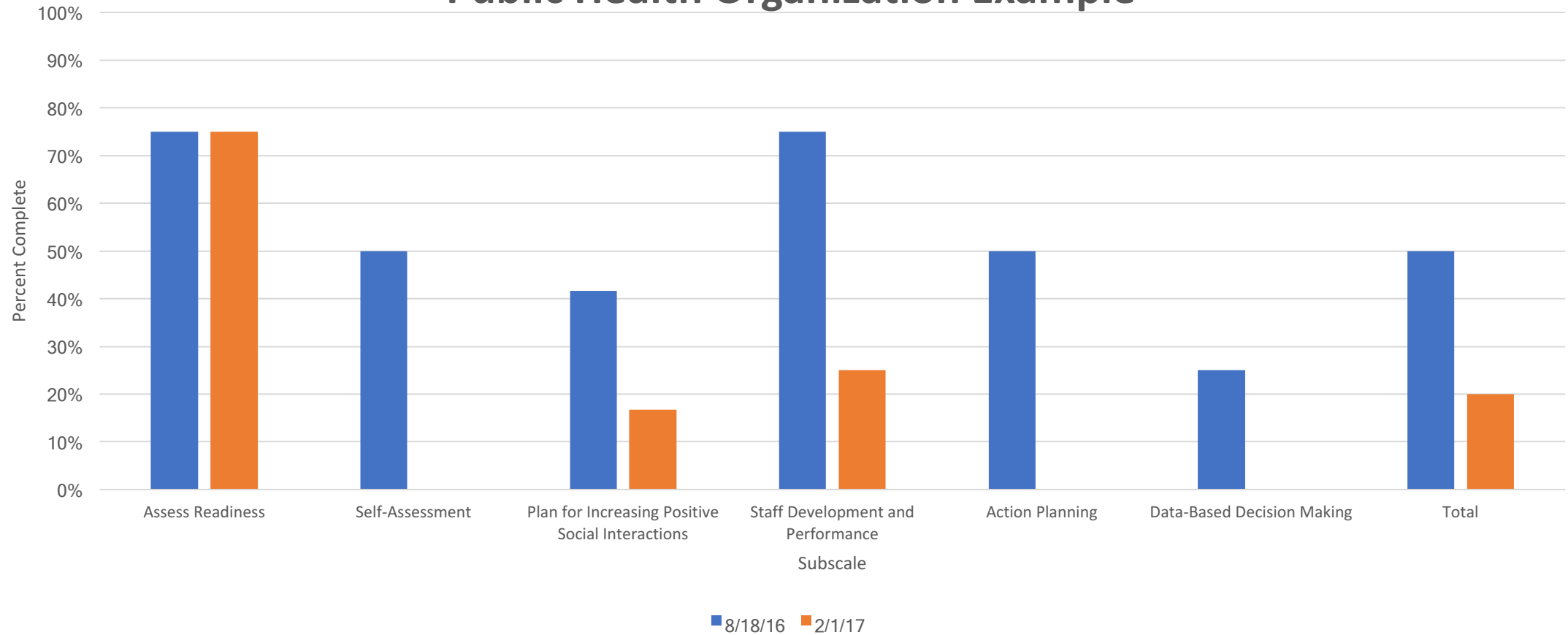


Minnesota Team Implementation Checklist

Positive Behavior Support Subscale

MN Team Implementation Checklist - Person Centered Practices Subscale

Public Health Organization Example



PCP-PBS Systems Evaluation Tool (PCP-PBS SET)

- External Evaluation
- Half Day Onsite Visit
- Administrator and Key Contact Interviews
- Document Reviews
- Observation

Public Health Team Matrix Example

		SETTING						
		Office	Travel	Breaks	Meetings	Paperwork	Leave Work	
	Clear, Open Communication	Meet with administrators/supervisors/colleagues to share concerns	Keep calendars up to date so people know where we are	Being sensitive to topics being brought up related to work	Share ideas, opinions, and honest reactions during the meeting	Laying out what needs to be done each day Make it “do-able”	Make sure people know what is happening the next day	
	Respect Each Other	Be aware of smells, music, cooking food, etc. in a manner that respects the rights of your cube mates	Plan your schedule around calls. If you are late, call	Learn more about each other and share	Allow those to speak who want to	Take the time to greet each other even when in the midst of work	Acknowledge the efforts and work of the day	
	Help Each Other	Offering Assistance – “Do you need help?”	Offer to take turns driving	Encourage others to take a break	Problem Solving – Look at tools for Problem solving and finding solutions	Look out for each other and the things that need to be done. Ask how you can help	Turn off the lights – Encourage people to leave work at the door	

Direct Observation

Person-Centered Practices

Social Engagement

Positive Social Behaviors

Direct Observation Strategy

Part 1 – Staff Members Observed

PC Practices

- Person-First Language
- Nonjudgmental Language
- Working in Alliance
- Reflective Listening Skills
- Universal Person-Centered Strategies
- Empathic Behaviour

PBS Practices

- Encouraging Social Interaction
- Supporting Choices
- Reinforcing Others

Part 2 – Person Observed

- Active Involvement in Conversations/Meetings/Activities
- Engaging in Identified Social behaviours
 1. Behaviour Related to Matrix
 2. Behaviour Related to Matrix
 3. Behaviour Related to Matrix
- Observer Defines Part 2 Using Operational Definition Written in Advance
- Part 1 & 2 Observer Counts Number of Times Each Category Occurs Including Examples and Non-examples
- 80% or Higher in Category Is Counted as an Occurrence

MINNESOTA DIRECT OBSERVATION FORM

This tool can be used to assess how well an organization is implementing person-centered practices and positive behavior support in two different ways: 1) observe staff and/or people being supported in a setting, and 2) as a self-assessment process. Observations may be conducted within a county, public health, or mental health organization to observe changes in staff or within provider organizations to observe changes in behaviors of both staff and people receiving support.

Instructions for Observations: Record your observations of staff and/or people living/working in a setting during a 20-minute period of time. Complete the attached worksheet before starting an observation and review the definitions for each item below before you begin the observation.

Date and Time of Observation: _____

Setting Observed: _____

Number of People Present During Observation Session: _____

- **Number of Staff Members:** _____
- **Number of People Observed During Session:** _____

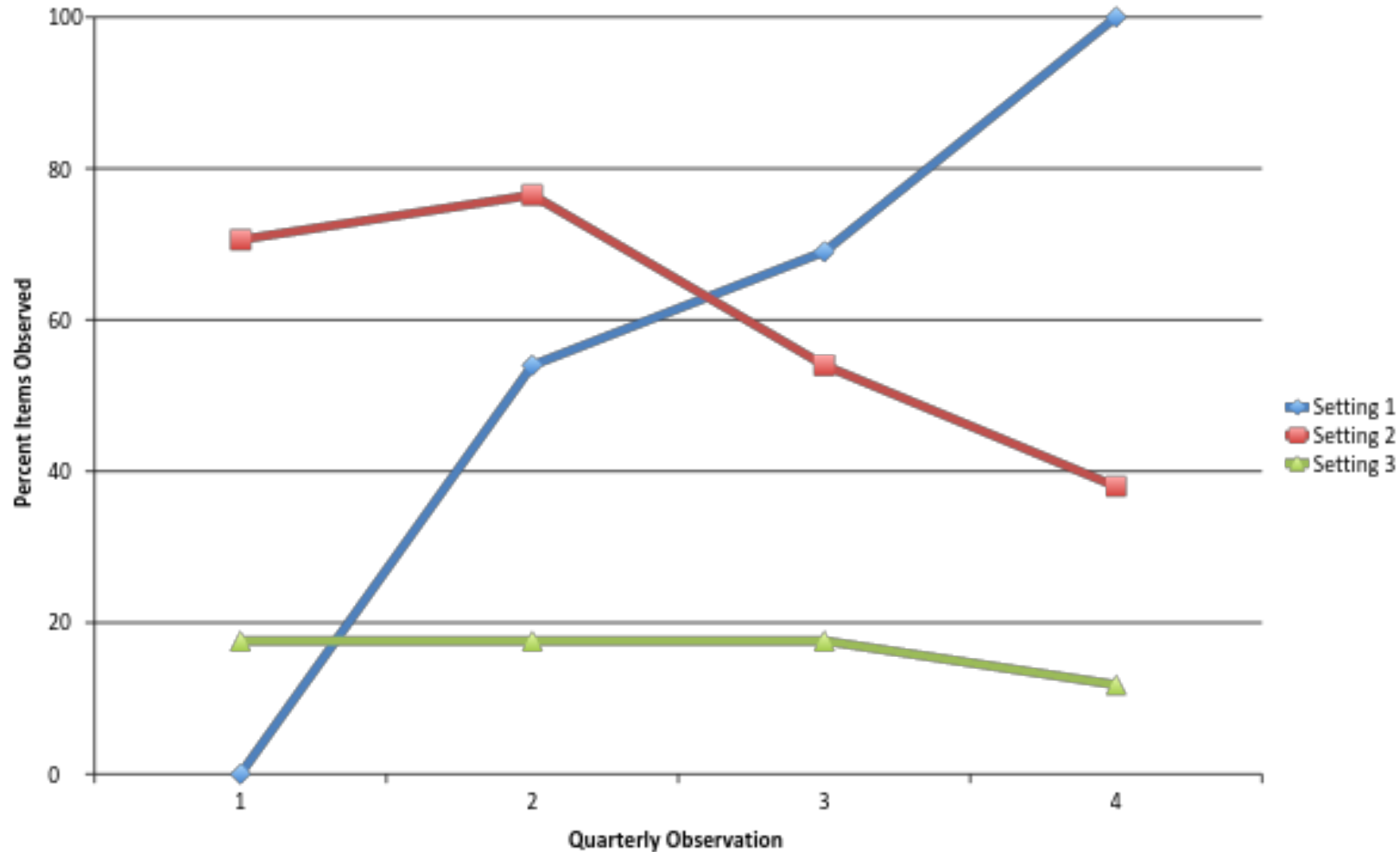
Please gain consent from anyone observed. Please use the following script for people receiving services: *We want to do a better job supporting you. We made a list of the things we are learning to do so that we don't forget to use them. Can we spend time with you today to see if the list we made is helpful for you?*

Part 1	Part 2
Observe staff using the list below.	Observe up to two staff members while they are working, or observe people who are receiving services using the list below.
Person-Centered Behaviors <ul style="list-style-type: none">○ Person-First Language○ Nonjudgmental Descriptive Language○ Working in Alliance with the Person○ Reflective Listening Skills○ Person-Centered Thinking○ Demonstrates Empathic Behavior	Opportunities to Participate in Positive Social Interactions <ul style="list-style-type: none">○ Active Involvement in Conversations/Meetings/Activities○ Engaging in Identified Social Behaviors
Subtotal: ____/6 ____ %	
Promoting Social Engagement & Interactions <ul style="list-style-type: none">○ Encouraging Others to Engage in Social Interaction○ Supporting Choices○ Reinforcing Others	
Subtotal: ____/3 ____ %	Total for Part 2: ____/2 ____ %
Total for Part 1: ____/11 ____ %	

Observation and Coaching Systems

Example Data

Part 1: Observations of Staff Across Settings



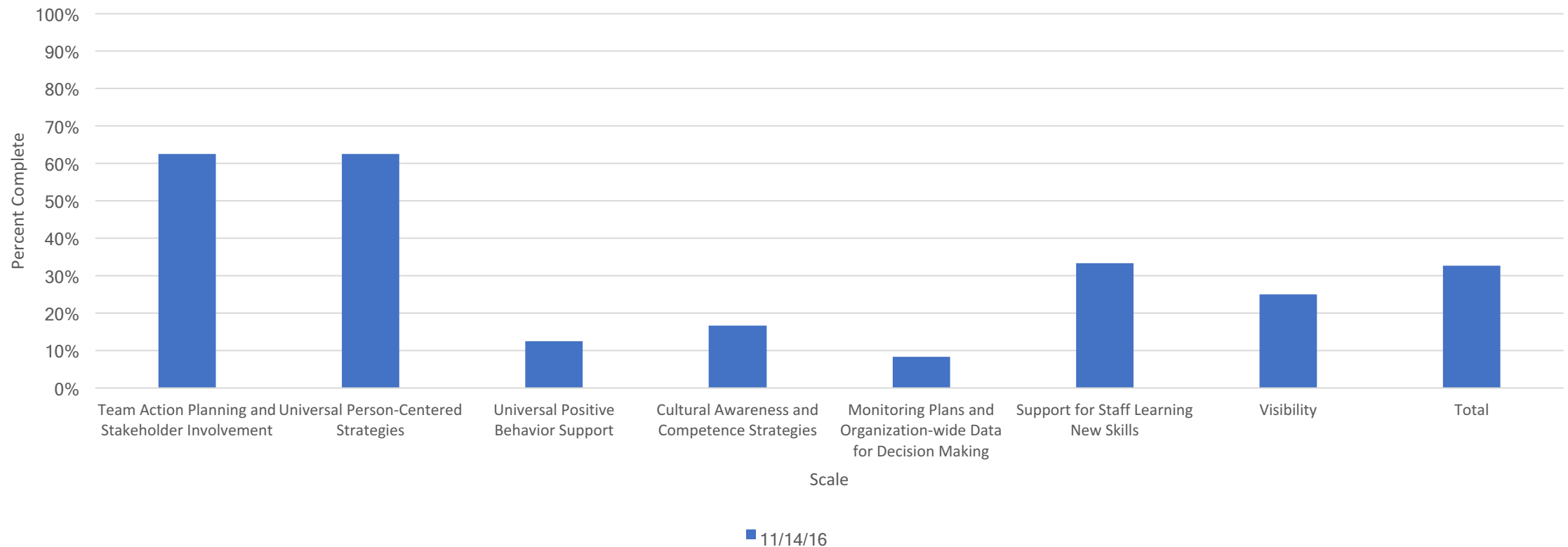
Inter-Rater Agreement for Onsite Evaluation & Direct Observation

- ICI & Organization Staff Achieve 80% Agreement on Onsite
- Introduce Direct Observation Training at First Onsite
 - Train 1-2 Team Members to 80% Agreement
 - Long-Term Goal: Create Regional Inter-Rater Process
 - Team Member from Organization A Gathers Data for Organization B
 - Team Member in Organization B Returns Favor
- Maintain Agreement with ICI Staff (25% Ideal)

Cohort 2 Team Baseline Data

Person-Centered Positive Onsite Evaluation Tool

Person-centered Practices Positive Onsite Evaluation Tool Public Health Example





Horizon's
Horizon



June goals



REGULATIONS
GUIDE
LAW
CMS DHS MED
Policies Grants
Learning Standards

Building
Skills Knowledge
Health
Relationships



PCT in Action

Improve individual outcomes + job satisfaction

Remembering what has been achieved

Possibilities



Sensing the GOAL

Anything Missing?

Making the World a better place!



To Strategically align our Thinking and actions that provide a Person Centered Culture focused on individual, organization's Community involvement

Energy
Choices
Inspire
Positive
Communication

Direct Observation Strategy

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Status of Outcome Data

- Observation Systems in Place for 2 Out of 12 Teams
- Behaviour Incident Reporting System Data by Region
- State and Regional Quality Councils are Working on Quality of Life Measurement
- Individual Person-Centered Plans and PBS Plans are Implemented Within Training Context
- Teams are Working on Organization-Wide Data Collection Systems
 - Provider Organizations Preparing to Improve Incident Reporting Systems
 - Retention-Tenure Data are Assessed
 - Surveys and Quality of Life Data are Assessed

Thanks for Your Time!!!

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