Organization-Wide Person-Centered Practices and Positive Behavior Support –

Mental Health Organizational Example
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
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
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
Leadership Team

Active Coordination

Funding
Visibility
Political Support & Policy
Interagency & Natural Supports

Training
Mentoring
Evaluation
PCP, PBS (Other PS) Expertise

Start Small and Build on Success
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
  o People Supported
  o Employees
  o Organization
  o Community
• 3-Year Backward Planning
• History Map
• Applied Coach Activities

Positive Behaviour Support

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

People Supported

• The people we support will direct their care, choice of treatment team members, and their goals to live a self-defined life of success and wellbeing

• The people we support will invite their family, friends, community members, and other supports to join them on their life journey

Employees/Staff

• As individuals, we feel confident with Person-Centered Thinking, are sufficiently supported, and trusted to take action
Outcome Statements

Organization
• Our organization will embrace and promote a culture of Person-Centered Thinking

Community
• Increase awareness of overall wellbeing by creating more equality between physical and behavioral health through education, integration, Person-Centered Thinking and Positive-Based Interactions
Range Mental Health Center’s Outcome Goals for Person Centered Thinking

Outcome Statements For The People We Serve

The People we support will direct their care, choice of treatment team members, and their goal to live a self-defined life of success and wellness.

The People we support will invite their family, friends, community members, and other supports to join them on their life journey.

Outcome Statements For Employees/Staff

As individuals we will feel confident with Person Centered Thinking, be sufficiently supported and trusted to take action.

We as individuals will feel safe and valued to voice our opinions and concerns while working on the common goal of Person Centered Thinking.

Outcome Statements For The Organization

RMHC will embrace and promote a culture of Person Centered Thinking.

Outcome Statements For Our Community

Increase awareness of overall wellness by creating more empathy, between physical and behavioral health through education, integration, Person Centered Thinking and Positive Based Interactions.
Examples of Action Plan

• Improve staff satisfaction questionnaires
• Review Job positions and assess “What Works/Doesn’t Work” as team
• Coaches share PCT Tools with Colleagues
• Restructure treatment plans for person-centered language
• Schedule 2-Day PCT Training for Staff
• 2 PBS Facilitators
• Send staff to Picture of a Life (3)
• Establish Person-Centered Profiles
  • Executive Team Staff
  • CSP
  • Merritt House
  • Staff Outpatient

• Implement universal PBS in the Clubhouse in Two Locations
What is Person Centered Thinking?

Person Centered Thinking (PCT) underlies and guides respectful listening which leads to actions, resulting in people who:

- Have positive control over the life they desire and find satisfying
- Are recognized and valued for their contributions (current and potential) to their communities
- Are supported in a web of relationships, both natural and paid within their communities
Identify the Area the Team Will Start Building Positive Social Interactions – Mental Health Clubhouse Example

Two Mental Health Clubhouses

• Created a Matrix as a Guide & Shared With 2 Other Coaches
• First Meeting Naturally Scheduled to Manage Clubhouse
  • 28 People Use the Clubhouse
  • 2 Staff Members
  • 4 Coaches Attended
• Coaches Used Flip Chart Paper and Organize Into 4 Groups With a Coach Facilitating Each Group
• Coaches Start by Facilitating What Works and What Doesn’t Work at the Clubhouse
• Group Identified Times of Day That Are Important and Completed
• Group Shared Results and Then Identified What Person-Centered Values & Social Behaviors Are in Place When Clubhouse Works Well
• Next Meeting Plans to Discuss
  • How to Practice and Celebrate Success
  • Creating Visuals in the Clubhouse as Reminders
  • Establish a Monthly Value That Receives Attention, Practice etc.
## Person-Centered Values in a Mental Health Clubhouse

<table>
<thead>
<tr>
<th>Person-Centered Values</th>
<th>Times of Day</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Free Time</td>
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<tr>
<td>Respect of Each Other</td>
<td>Judgement-free zone, Treat each other like you’d like to be treated</td>
</tr>
<tr>
<td>Take Care of our Space</td>
<td>Clean up after yourself</td>
</tr>
<tr>
<td>Volunteering/Helpfulness</td>
<td>Share ideas, Develop planning committees</td>
</tr>
<tr>
<td>Working Together</td>
<td>Take turns doing chores, Be aware of your volunteer hours, Develop teams for getting chores done</td>
</tr>
<tr>
<td>Having a positive attitude</td>
<td>Support one another, honor people’s uniqueness</td>
</tr>
<tr>
<td>Positive Communication</td>
<td>Saying please and thank you, Respect humor, Only share things with people that you are comfortable sharing</td>
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Clubhouse Participants
Created Thank You Notes
and Give Each Other
Recognition and Thanks
When They See
Examples of Values
KEEP SMILING

Thank you for being a friend

THANKS for passing a SMILE

AWESOME

Thank you for your help

THANK FOR BEING SO KIND

We are proud of you

Looking Good

Have a good day !!!

Keep the job up good

Thank you for being a friend

Keep the job up good

This too shall pass

Turn upside down around

Oh happy day ........

Awesome

Happy

Thank you for your help

Thank you for being a friend
Clubhouse Artist Created Visual Reminders of Key Person-Centered Values
Take Care of Our Space

Clean up after yourself

Team work

Don't leave a mess
More Artwork
Under Construction at the Clubhouse
History Map
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
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| 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.) |
<p>| Are there changes in universal quality of life? | Quality of social and physical environment interviews |</p>
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Fidelity of Implementation: MN Team Checklist

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
Minnesota Team Implementation Checklist – Overall Checklist

Mental Health Center Team Implementation Checklist by Subscale

Subscales of Team Implementation Checklist

- Team
- Staff Commitment
- Self Assessment
- Action Planning
- Staff Development and Performance
- Evaluation
- Visibility
- Total

Percent of Task Complete

- 6/10/16
- 9/28/16
MN Team Checklist – Person-Centered Thinking Subscale

Mental Health Center
MN Implementation Checklist - Person-Centered Practices Subscale

Subscale Items

- Person Centered Practices Self Assessment
- Plan for Increasing Person-Centered Practices
- Staff Development and Performance
- Person-Centered Planning (e.g., Picture of a Life)
- Action Planning
- Data Based Decision Making
- Total

Percent Complete

- 7/15/16
- 1/12/17
MN Team Checklist – Positive Behavior Support Subscale

Minnesota Team Implementation Checklist
PBS Subscale

Assess Readiness
Self-Assessment
Plan for Increasing Positive Social Interactions
Staff Development and Performance
Action Planning
Data-Based Decision Making
Total

Percent Complete

Subscale Items

Assess Readiness
Self-Assessment
Plan for Increasing Positive Social Interactions
Staff Development and Performance
Action Planning
Data-Based Decision Making
Total

7/21/16
1/12/17
Minnesota Onsite Evaluation - Baseline

Mental Health Center Baseline Data for Onsite Evaluation by Subscale
11/17/2016

Subscale of the Onsite Evaluation Tool
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
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
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