Using a Team Approach to Implement Person-Centered Practices

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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

University of Minnesota
Driven to Discover
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

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
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
Important To Important For & The Balance Between

Levels of Change

Level 1
Any changes that results in a positive difference in the lives of people who use services or in your own work life.

Level 2
Any changes an organization makes to its practices, structure or rules that result in positive differences in the lives of people. *(Organization Level/Managers/Supervisors/CEO/Administrative Support).*

Level 3
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. *(Larger State Level or National Organizational or Leadership Level Issues).*
Organization and County Model for Planning

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

County Planning
Considering A Plan That Works

Year 1 Plan
- Strategies For Increasing Person-Centered Strategies Starting With First Point of Contact & Other Units (Foster Care, Mental Health)
- Embed Person-Centered Practices Into Policies Across Key Units
- Recruit PCT Trainers For County
- Recruit PoL Plan Facilitators
- Recruit PBS Facilitators

County Team
Key Contact
Coaches
First Point Of Contact For Services
Training For Foster Care
Mental Health
Other Units/Areas
Universal Person-Centered Practice Examples

• Changing Documents and Reports
  • Edit of Language to be More Person-Centered
  • Paperwork/Documents Reflect Important To/For
  • Length of Report

• Implementing PCT Tools
  • 2-Day Training for Targeted Staff
  • Coaches Introduce Tools in Meetings
  • Included in Performance Evaluations
  • Tools Used While Supporting People
  • Coaches Support Staff

• Universal PCT For People We Support
  • Person-Centered Description for People Receiving Support
  • Action Plans Connected to Descriptions

• Integrating Person-Centered Approaches and Tools in Training
  • New Staff Orientation
  • Ongoing Mentoring

Activity: What Person-Centered Strategies Are Used In Your County?

- Universal/Primary Stage
  - Universal Intervention Strategies
- Secondary Stage
  - Early Identification and Intervention
- Tertiary Stage
  - Intensive & Individualized Planning
Implementing Person-Centered Practices and Positive Behavior Support in a County Setting

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—A County Example

Team Roles
• 26 Organization-wide Team Members
• 4 Key Contacts
• 10 Coaches
• 2 PBS Facilitators (in training)
• 1 Person-Centered Thinking Trainer (in training)

Monthly Team Meetings

Implementation Areas Targeted
• Developing Person-Centered Plans for People Receiving Services
• Improving Interactions Between Team Members
• Integrating Cultural Awareness into Organization Development Process

Outcomes for People Who Receive Support:
• I make meaningful contributions to my community.
• I am who I want to be, not who others expect me to be.

Outcomes for Employees/Staff:
• We are honest, have integrity, and are respectful of others.
• We have time to spend with people to really listen and intentionally engage with the people and partners.

Outcomes for Organization:
• People are our priority and we value and take time to see and understand others’ perspectives.
• People are our priority.

Outcomes for Community:
• Inclusive collaborative community campaign.
• There are no “those” people. No more us and them.
**Action Plan Implementation Examples**

- Completed 10 Person Centered Plans
- Using Person-Centered Thinking (PCT) Tools With People Receiving Case Management Services
- Awareness Presentations and Discussions Across Other Units
- Integrating PCT Across Meetings
- Training PBS Facilitators (2)
- One PCT Trainer Selected for State Funded Training
- Tools Available to Employees
- Planning to Make a “Skit” Showing How to Complete a Personal Description and Action Plan for Co-Workers
- Adding PCT Tools to Adult Services Portal
- Ready to Start Observations

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**Team Activity – Integrating Cultural Awareness**

<table>
<thead>
<tr>
<th>Cultural Awareness Item</th>
<th>Action</th>
<th>Date</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assess diversity of organization and the local community</td>
<td>Review staff data from previous survey.</td>
<td>11/23/16</td>
<td>Dani</td>
</tr>
<tr>
<td>Work with staff to create strategies for increasing cultural awareness across the organization aligned to team’s outcome statements</td>
<td>Invite Diversity Action Team (DAT) to share information between both groups-share outcome areas with DAT.</td>
<td>10/27/16</td>
<td>Dani</td>
</tr>
<tr>
<td>Integrate cultural awareness into staff development and competency-based training</td>
<td>Provide training to org-wide team about cultural variety</td>
<td>1/2017</td>
<td>Dani</td>
</tr>
<tr>
<td></td>
<td>Complete training throughout agency on PBS and Matrix (senior managers and supervisors)</td>
<td></td>
<td>Dani and Laura</td>
</tr>
<tr>
<td>Identify as a team the dominant cultures within the organization and whether there are subcultures that team needs to learn more about</td>
<td>Start survey with org wide team and develop questions for survey to assess current standing.</td>
<td>6/2017</td>
<td>Dani</td>
</tr>
<tr>
<td>Reach out to community members to increase natural supports, recruit diverse staff members, etc.</td>
<td>Autism respite grant connecting with tribal support and NAACP to look at gaps analysis.</td>
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</tr>
<tr>
<td>Team evaluates impact of cultural awareness (surveys, disparities related to incidents, 911 calls, diversity of staff, staff turnover, etc.)</td>
<td>Education on broadening cultural definition, noting variety of values as well as race and ethnicity. Review bias in how people do there work with Decision Point Mapping – start in intake</td>
<td>Ongoing</td>
<td>All team</td>
</tr>
<tr>
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<td>End of 2017</td>
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</tbody>
</table>
### Person-Centered Community Supports – County Meeting

<table>
<thead>
<tr>
<th>Values</th>
<th>Before Meetings</th>
<th>At the Beginning of Meeting</th>
<th>While Sharing Person’s Information</th>
<th>Supporting Other Team Members</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Use Person-Centered (PC) Language</strong></td>
<td>Use PC Language in Documents (Emails, Handouts)</td>
<td>Provide Reminders Before Meeting (Be Sensitive to Acronyms Too)</td>
<td>Be Receptive and Aware of Language Used</td>
<td>Celebrate Use of PC Language as Team</td>
</tr>
<tr>
<td><strong>Show Your Respect for People</strong></td>
<td>Use Active Listening During Conversation</td>
<td>Attend Meetings on Time</td>
<td>Share Only Information Needed</td>
<td>Listen to Others and Ask if Feedback is Invited</td>
</tr>
<tr>
<td><strong>Demonstrate Appreciation of Culture</strong></td>
<td>Review Plans and Discuss Role and Identity &amp; Culture</td>
<td>Review Possible Cultural Bias and Assumptions</td>
<td>Share Thoughts on the Role of Culture in Person’s Life</td>
<td>Discuss How Culture Can be Incorporated Into Plan</td>
</tr>
</tbody>
</table>

### Personal Description & Action Plan

**Flo’s Profile and Plan**

**Shirley’s Profile and Plan**
“We’re Person-Centered Already”
(How do you Know?)

Using Data for Decision Making

(Person-Centered Work is a Process – Not a Destination)
County Self-Assessment Examples

- County Vision and Mission Statement
- Expertise in Person-Centered Planning and Positive Behavior Support
- Readiness and Buy-In for Implementation
- Policy Reviews
- Fidelity of Implementation: What is Already Being Implementated at a Systems Level
- Organizational Data
  - Related to Services
  - Satisfaction/Stress/etc.
  - Cultural Responsiveness
  - Staff Retention/Tenure
- Person-Centered Organizational Development Tool

Examples of Outcome Measures

- Direct Observation of Universal Interventions
- Satisfaction with Services
- Cultural Responsiveness Survey
- Quality of Life Data for People Supported
- Fidelity and Outcome Data for:
  - Person-Centered Plans
  - Positive Behavior Support Plans
County Example - Person-Centered Organizational Development

County Person-Centered Organizational Development Tool
Baseline Data 6/10/2016

Subscales of the Person-Centered Organizational Development Tool
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)

Minnesota Team Implementation Checklist (overall)
County Example

Percent Complete

Agency 1
Agency 2
Agency 3
Agency 4
Agencies in St. Louis County Region

Minnesota Team Implementation Checklist (Overall)

County Team Implementation Checklist by Subscale

Percent of Tasks Complete

Team
Staff Commitment
Self Assessment
Action Planning
Staff Development/Performance
Evaluation
Visibility
Total
Subscale of Team Implementation Checklist

6/10/16
9/28/16
Activity

Review the County’s Data and Answer the Following Questions:

What Areas Can We Celebrate?
• Overall Checklist
• Person-Centered Subscale
• Positive Behavior Support Subscale

What Should the Team Focus on This Year?
• Overall Checklist
• Person-Centered Subscale
• Positive Behavior Support Subscale

Person-Centered Positive Evaluation Tool

• External Evaluation
• Half Day Onsite Visit
• Administrator and Key Contact Interviews
• Document Reviews
• Observation
Cohort 2 Team Baseline Data
Person-Centered Positive Onsite Evaluation Tool

County Baseline Data for Onsite Evaluation by Subscale
12/13/2016

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
Online Resources

MN Positive Supports Website: mnpsp.org

Organization-Wide Training Materials https://mnpsp.org/training-materials/


Please Visit MNPSP.ORG To Obtain a Copy of this Tool and the Presentation

Person-Centered Organizational Development Tool
## Make a List of 3-5 Things Your County Can Do to Move Forward

<table>
<thead>
<tr>
<th>Steps for Moving Forward</th>
<th>Who is Involved</th>
<th>Targeted Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Form a County Team</td>
<td></td>
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<tr>
<td>Identify an Area Within County to Start</td>
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<tr>
<td>Complete the Person-Centered Organizational Development Tool</td>
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<tr>
<td>Assess Strengths and Needs</td>
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<tr>
<td>Identify Plan for Building Capacity for Training</td>
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</tbody>
</table>

### Save the Date!

**November 7-8, 2017**

Edinburgh Golf Course

Brooklyn Park, MN
Additional Tools Are Available!

County Implementation Example

Additional Tools and Resources
https://mnpsp.org/training-materials/
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