

# IT TAKES A VILLAGE



Creating Better Lives in Home  
and Community Based Settings  
through Collaboration

## INTRODUCTIONS

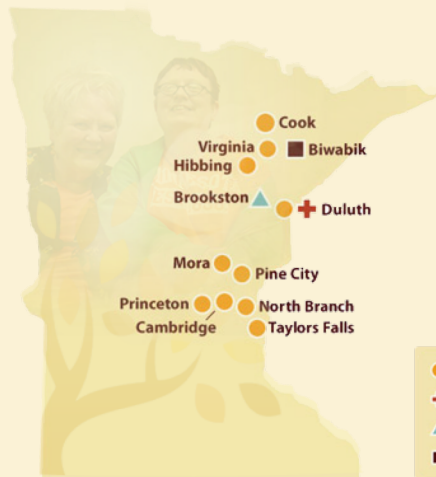
- Brandon Hendrickson, Staff Development Director
- Billie Hendrickson, Quality Improvement Manager



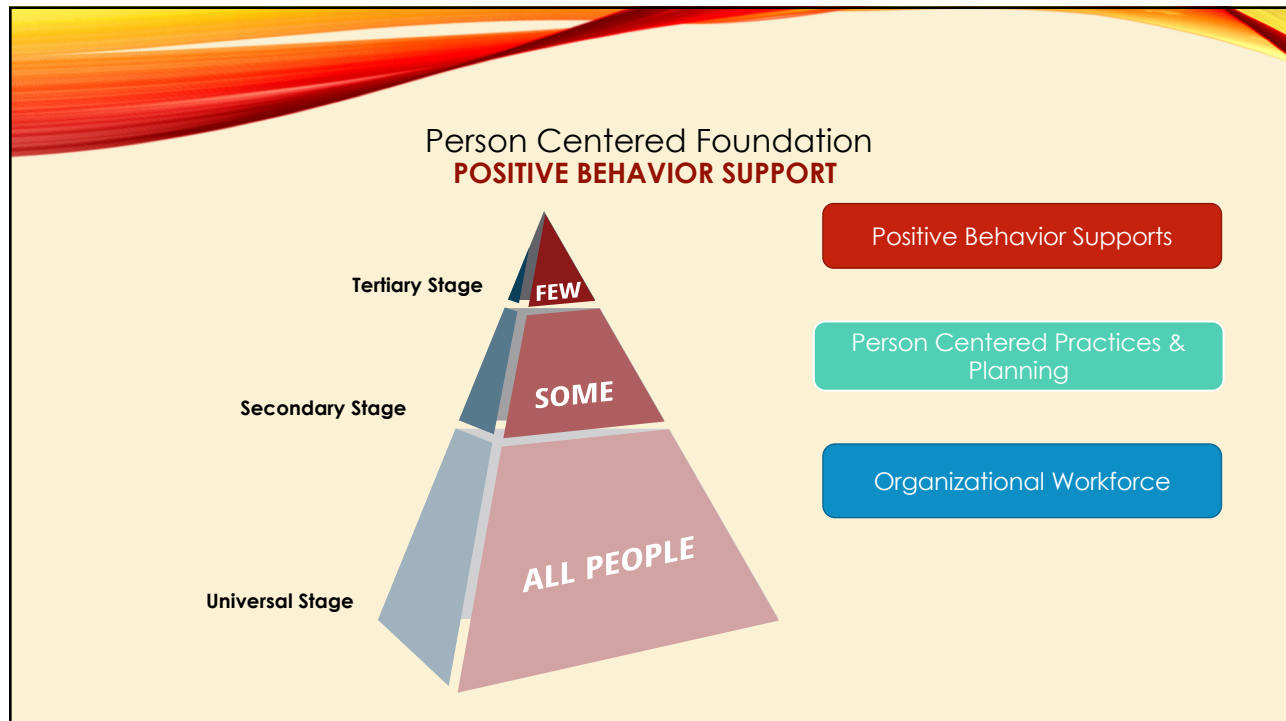
## OBJECTIVES

- Describe Who We Are and Our Journey
- Explain Why Person Centered Philosophies Are Key to PBS
- Discuss Collaboration
  - Skill Development
  - Building Capacity
  - Sharing Knowledge and Resources

## RESIDENTIAL SERVICES INC. (RSI)



- Support people with any need
- Geographically dispersed
- Serve 250 individuals
- Employ 550 staff
- Diverse range of services
  - Residential
  - In Home
  - Respite
  - ARMHS
  - Outpatient Counseling
  - Adults and Children



## PERSON CENTERED PLANNING

PIPP grant 2013 ('Performance-based Incentive Payment Program') from DHS

- 2 colleagues completed an 18 month training on PBS/PCP to become PBS Specialists
- Intensive training and case studies
- RSI Piloted Person Centered Planning and Behavior tracking with several individuals
  - Case Studies were facilitated by Program Managers who were trained by our PBS Specialists
- What we Learned:
  - Developed skills for a small amount of people (high level)
  - Developed person centered plans but did not teach the skills to implement the plans
  - Focus became ensuring good PC plans were developed, lost sight of PBS
  - Difficult to spread due to the limited resources within the organization

## PERSON CENTERED THINKING (PCT)

- Technical assistance project started in April 2015 for 3 years (Cohort 1)
  - Facilitated by Support Development Association (SDA) (Michael Smull, Bob Sattler) and the University of Minnesota- Institute on Community Integration (UM-ICI)
  - Created a system for change by embedding staff from DHS.
  - Focused on organizational change.
  - Gave us the opportunity to collaborate and learn from other agencies.



## PARTNERSHIPS AND COLLABORATION

- Support Development Associates
- MN Department of Human Services
- University of Minnesota- Institute on Community Integration
- Hennepin County, Mains'I, Rise & RSI
- Case Managers/ Counties
- Employees
- People using services





## LEVELS OF CHANGE

Level 1



Any changes that result 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, structures or rules that results in positive differences in the lives of people

Level 3



Any changes in practices, structure and rules made at the system level. These changes have an effect on many organizations, and therefore many peoples' lives.

TLC-PCP 2012 [www.learningcommunity.us](http://www.learningcommunity.us)

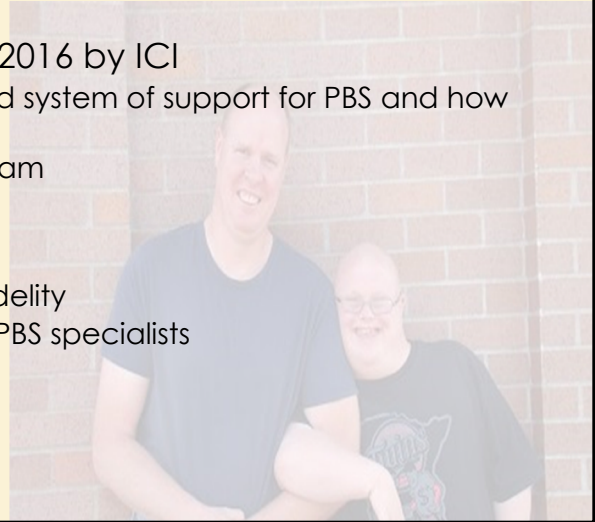
## RSI'S LEVEL 2 CHANGES

- Made changes in all areas of the organization
  - Language; Training; Policies; Processes
- Used PCT skills with employees and persons served
  - Practiced skills; one page descriptions;
- Trained core concepts of PCT to everyone
  - On-boarding; DSP training; Supervisor training, Leader training



## POSITIVE BEHAVIOR SUPPORTS (PBS)

- PBS was introduced to Cohort 1 in 2016 by ICI
  - A good introduction of the multi-tiered system of support for PBS and how it commingles with PCT
  - Identified need for developing PBS team
- Intensive PBS Training 2016
  - Grew out of 18 month PIPP project
  - Importance of data collection and fidelity
  - Identified need for developing more PBS specialists



## PBS REGIONAL COLLABORATION

- RSI joined Cohort 2 PBS/PCT sessions in 2017
  - Range Mental Health, St Louis County; Stepping Stones & Trillium
  - Learning from each other; collaboration and developing regional capacity for PCT/PBS
  - Regional training capacity
  - Developing organizational system for PBS

## CREATING A PBS TEAM

- Identifying members
  - Person Centered trainers and/or facilitators; PBS facilitators, Organizational leaders (workforce, training, etc.) Other specialists (Therapy, Trauma-Informed, etc.)
- Reviewing data and looking for patterns
  - Where are we capturing data currently?
- Identifying resources and acting



## DEVELOPING PBS SPECIALISTS

- U of M ICI intensive PBS training 2018
  - RSI has 7 staff participating in the full training and 6 staff participating in webinars
- Possible roles of PBS specialists:
  - Supporting teams with implementation of PBS
  - Observing social interactions and functions
  - Training staff
  - Coaching, modeling and teaching social skills
  - Collaboration with other professionals and agencies

## COLLABORATION- SKILL DEVELOPMENT

- DHS innovations grant opportunities
- PIPP
- Cohort 1 (DHS, U of M ICI, SDA, Mains'l, Rise, Hennepin county)
- PBS Intensive training
- Person Centered Planning training from U of M ICI and others
- Cohort 2 (Trillium, St Louis County, Stepping Stones, Range Mental Health)
- Positive Support Basics for Autism – Dr. Susan Larson-Kidd
- Community Connections - LOV-DANE

## COLLABORATION- BUILDING INTERNAL CAPACITY

- Creating regular Coach/Leaders meetings
- Training staff at all levels
- Buzz (internal webinar)
- Working across silos within RSI
- Building PBS resource team
- Utilizing community supports
- Creating culture change



## COLLABORATION- SHARING KNOWLEDGE & RESOURCES

- Training
- Person Centered Planning facilitation
- Feedback on Level 3 changes with County and DHS
- Regional Community of Practice
- MN Community of Practice for PCT trainers
- The Learning Community for Person Centered Practices
- Providing Behavioral Health Support
- Person Centered Incident Matrix (Regional)
- Regional Quality Council
- Community Connections

## REFLECTIONS

### Facilitators

- Strong project leadership with commitment from the top.
- Ongoing support – DHS, ICI, SDA, etc.
- External regulatory changes - 245D, PSR, Olmstead, and CMS.
- Communication, Training, and New Tools

### Challenges

- Managing expectations and maintaining momentum.
- Staff turn-over
- Time – training and the need to change so much.
- Learning how to replace rather than just add work.

## REFLECTIONS

### Successes

- Increased satisfaction
- Reduction in unwanted behaviors.
- Culture change for both employees and persons served – language, sharing power, supporting vs. fixing, balancing important to and for, allowing risk.
- People in charge of their lives.

### Advice or “Do Overs”

- Would have started with emphasis on PCT practices rather than PCP/PBS case studies.
- Reduce scope of project to pilot first in smaller region before going agency wide. To fine-tune training and tools.
- Leadership must be ready to be change targets, not just agents of change.
- Communicate, communicate.....

## QUESTIONS

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