

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

Implementation Strategies for Increasing Person-Centered Practices and Positive Behavior Support

Jessica Simacek, Ph.D., Nicolle Duchelle, Laura Flynn, Molly Hackler, Rachel Freeman, Ph.D.

Institute on Community Integration  
University of Minnesota

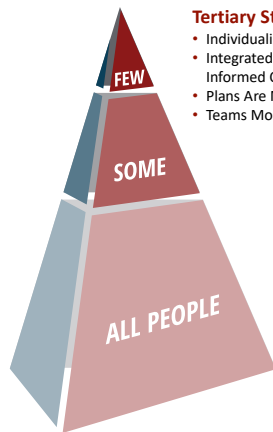


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## Implementing Multi-Tiered Systems of Support

### 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



## 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

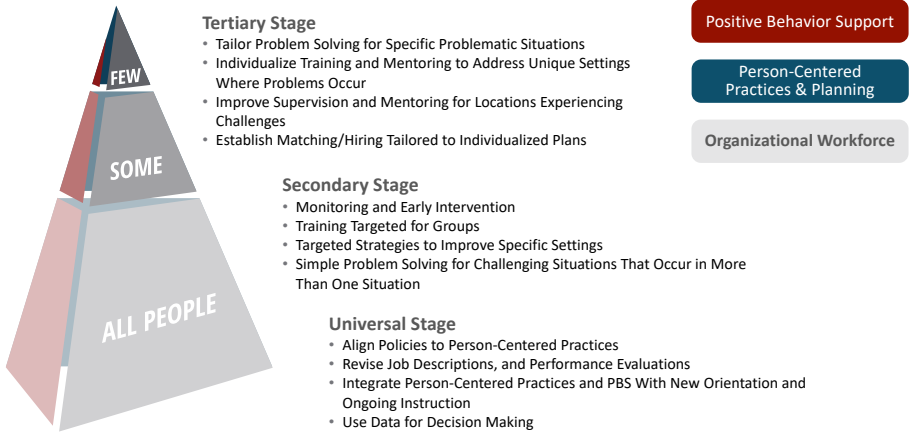
Positive Behavior Support

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

## Person-Centered Practices & PBS Curriculum

### 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

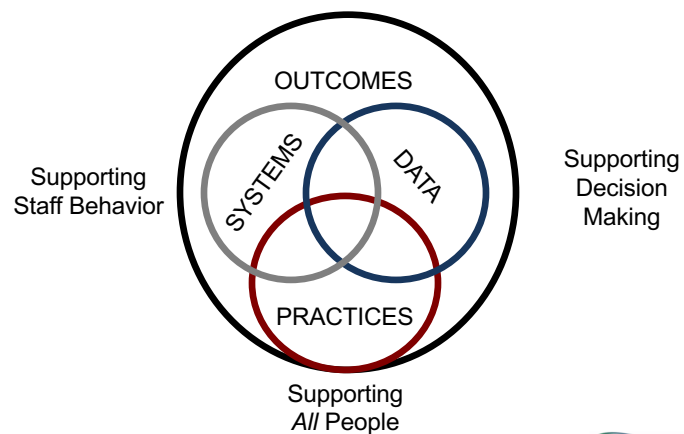
### The Learning Community and Support Development Associates

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

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

## Avoiding the "One-Shot Workshop" Approach to Training

### Improving Quality of Life



Positive Behavioral Interventions & Supports

## Year-One Team Activities

- Form a Team
- Confirm Readiness
- Team Self-Assessment
- Action Plan and Long-term Vision
- Data-Based Decision Making
- Monitoring Capacity Building
- Preparing for Year Two

## 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

## Implementing Person-Centered Practices and PBS



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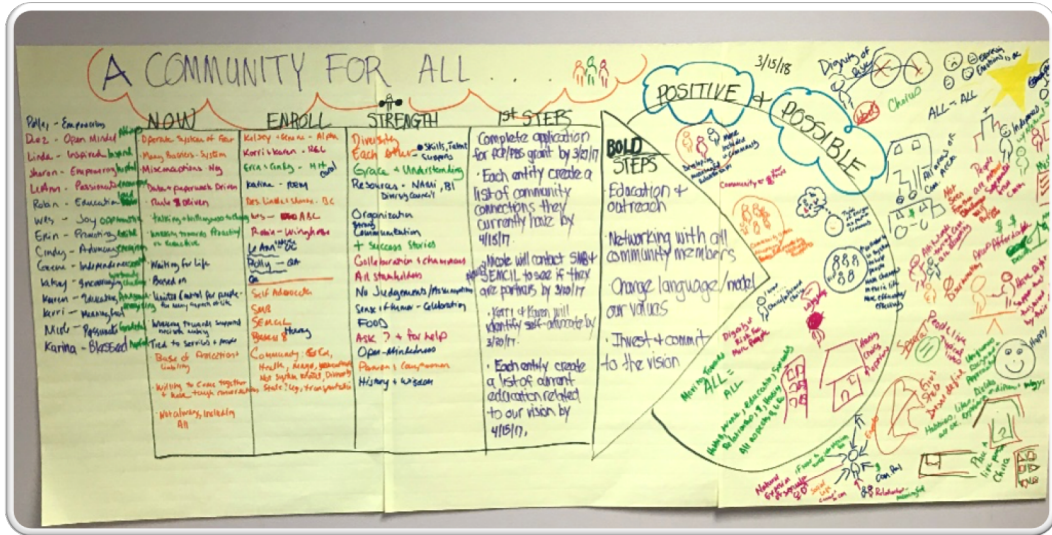
## Residential Matrix

		Time of Day				
		Before DP 7-9:30am	After DP 3:30-5pm	Dinner 5-6pm	Evening Activity 6-8pm	Night time 8-?
V a l u e s	Keeping it real	Follow preferred routine	Relaxing in preferred way	Eat at respectable time	Enjoy your time	Allow housemates to do their thing
	Open Line of communication	Respectfully being woken up	Talk about evening plan	Know your role	Discuss activity (who's going/expectations)	Talk about day if needed
	Organization	Lunches / Tobacco for day	Dinner prep / Tobacco for evening	set/clean table	proper supplies (money, meds, clothes, tobacco)	Prepare for next day
	Cleanliness	Clean clothes	Discuss Chores. Pick up room	Finish up chores, Compliment housemates.	Help others prepare for activity	Follow routine (Shower, clean room, pick up house)
	Respect	Let others follow preferred routine. Staff passdown	Allow other to relax as they prefer	Rinse own dishes and put in dishwasher - Thank each other	Allow housemates to enjoy activity	Respect quiet time and passdown

# PBS: Cohort 2. County Story

Nicole Duchelle

# A Community For All-Regional PATH



## 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
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  - Social Skills and Engagement
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## Person-Centered and PBS Self Assessment and Action Planning

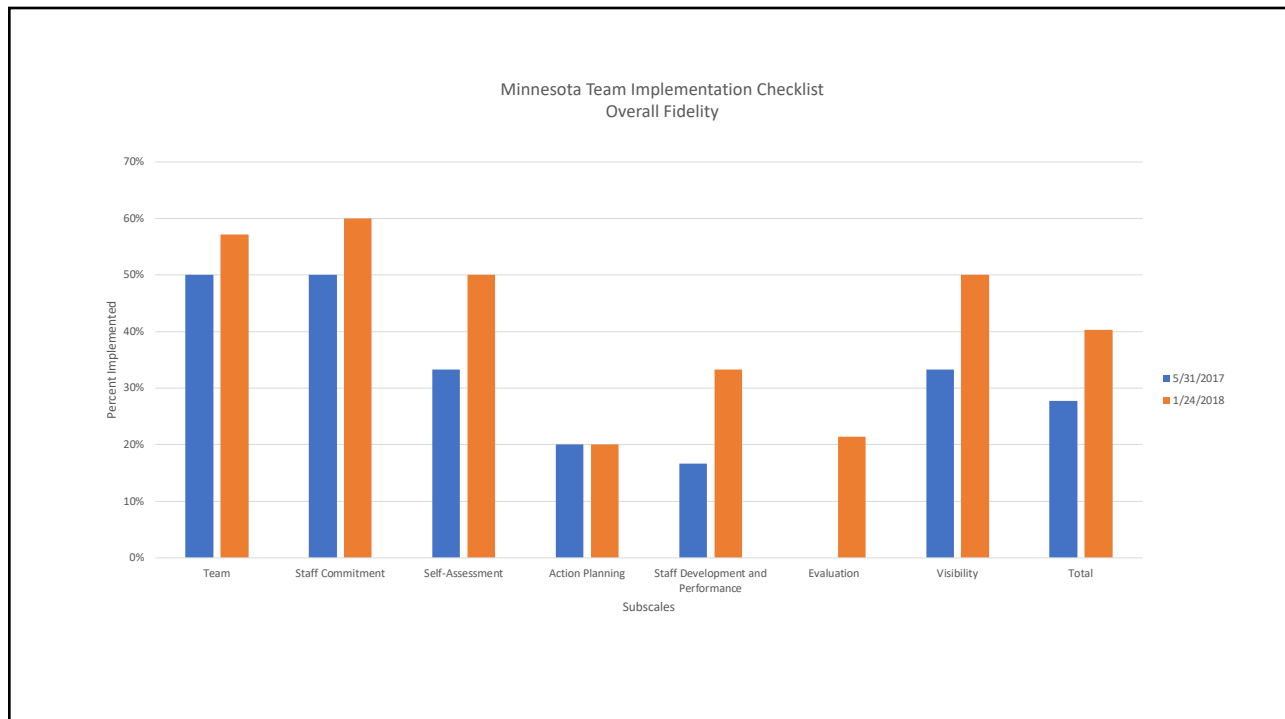
### TEAM ROLES

- 18 Organization-wide Team Members
- 3 Key Contacts
- 11 Coaches
- 3 PBS Facilitators (in training)
- 2 Person-Centered Thinking Trainers

### Monthly Team Meetings

### Implementation Areas Targeted

- Integrating person centered philosophy into all community services initiatives
- Community Adult Services

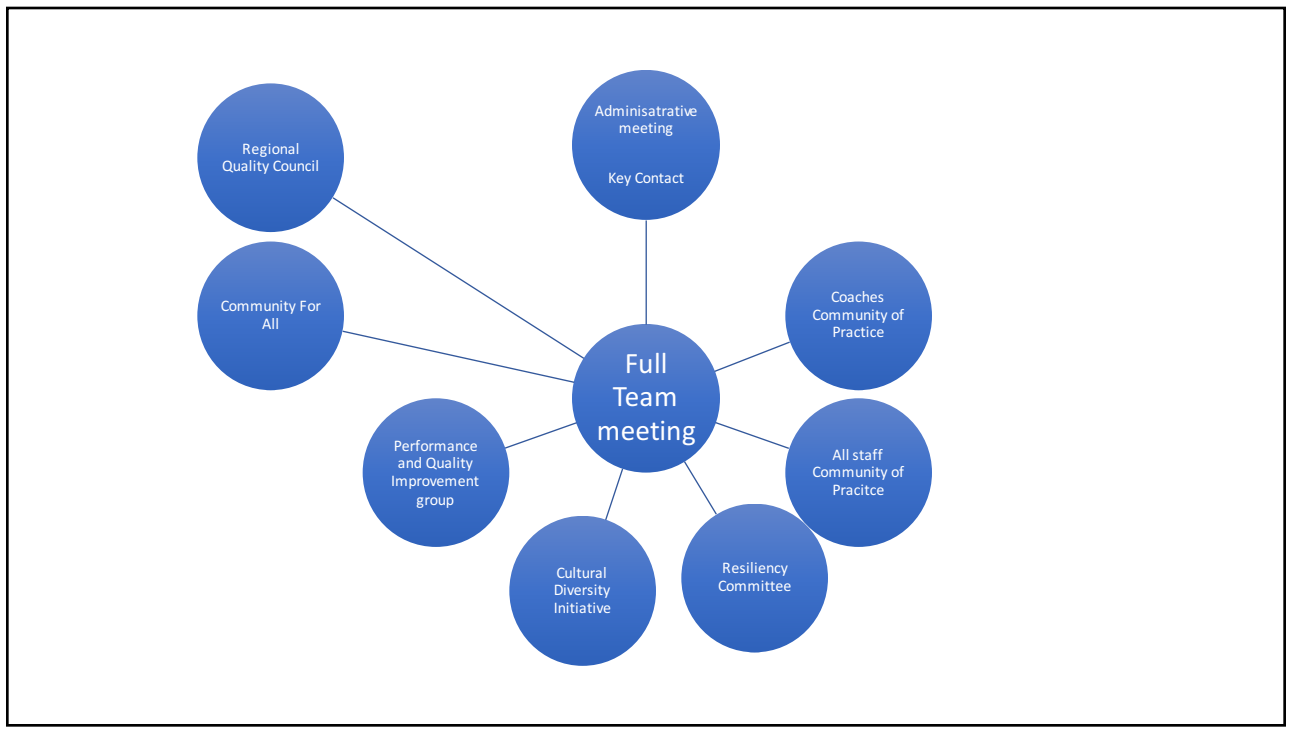
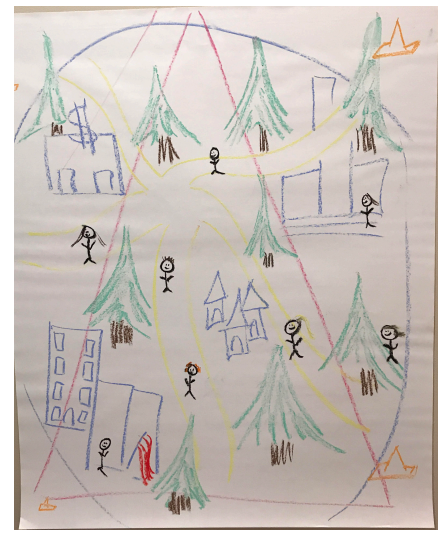
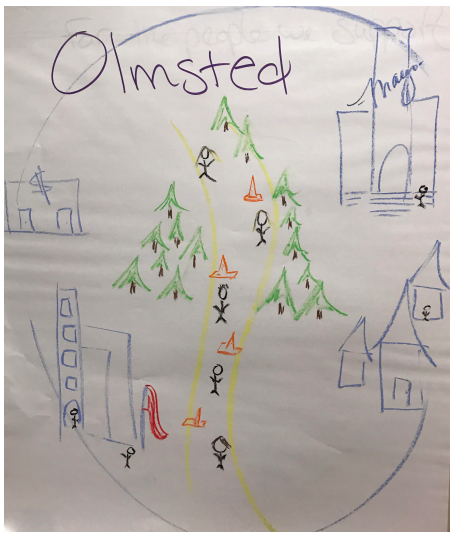




# County Vision Board Examples

Now

Future



**For the people, we support:**

**Action plan goal #1: Utilizing Person Centered Language**

Steps	Action Plan Item	Area (PCT/PBS)	Who is responsible	By When	Status update
1.	ID Key Players		PCT team/FM	9/1/17	
2.	Refer to and revise "the List" of jargon		LC	10/15/17	
3.	Steps: Seek input on Specific Language from Teams a. Write instructions (why) b. Notify management c. Send email with attachments and deadlines d. Collect Input e. Assemble and report to FM/LC FM-Full Monte/LC		Neva	1/1/18	
4.	Establish a process for listing forms, ect. to be established and revised		LC	10/15/17	
5.	Establish "buy-in" with others throughout AFS	AFS/OCCS	PCT Team		
<b>Notes:</b>	Other things we discussed, but didn't label a date, etc for - How to include buy in throughout our teams (Providers/Counties/other decisions within Olmsted County Community Services) - Identify forms for review/file review for revisions needed - How we are going to fill out forms - RQC language review for DHS - Self-advocates providing external input				

## Action Plan Implementation Examples

- Awareness activities around jargon
- Use more person centered language
- Create one-page person centered description for adult services units
- Have all employees create one-page person centered descriptions
- Integrate coaches into initiative meetings
- Develop person centered thinking skills with employees
- All employees will complete the 2-day person centered thinking training (or an adapted version)

**Today's Meeting Purpose:** insert the purpose of the today's meeting. Be specific about the goals.

**Meeting Expectations**

Everyone is expected to:

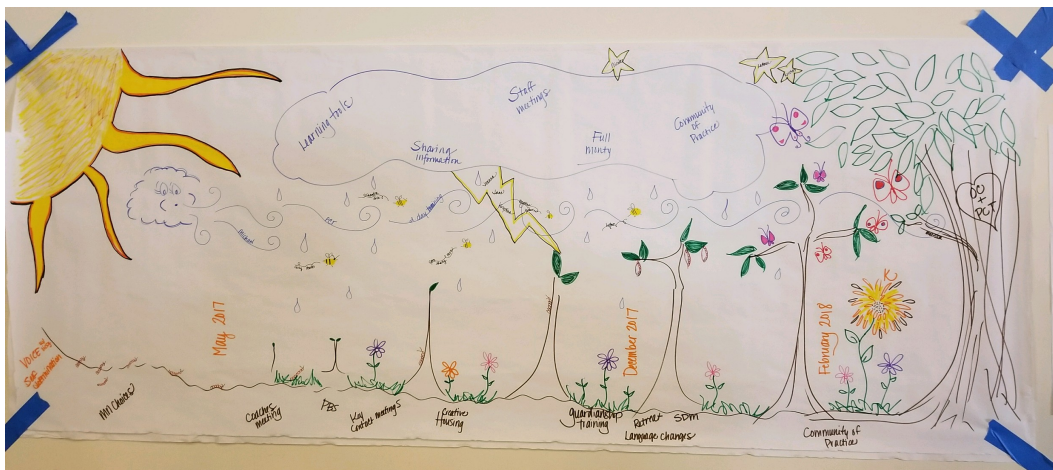
This is where you would put items from your matrix developed by the team

Process Observer: insert name

Observe the items on the matrix, take note on areas of success and challenges, and provide feedback at the end of the meeting. The team can decide how and to whom this feedback will be provided

These expectations can/should be adapted by the team.

Olmsted County PC/ PBS garden continues to bloom and grow ...



# PBS Exemplary Group: Stepping Stones For Living

Program Director: Laura Flynn

Behavior analyst: Molly Hackler

## Employment Matrix

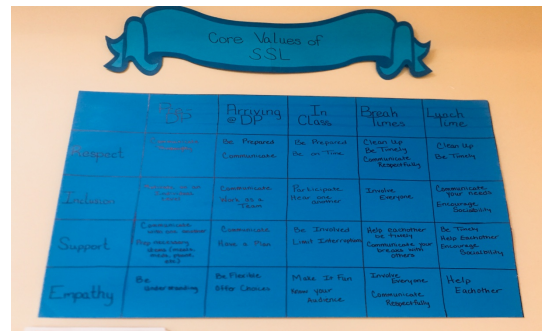
## Development of Employment Matrix

- Developed with PBS team, including:
  - Supervisor of the employment site (also on the PBS team)
  - Several employees at the employment site
  - Several people being supported at the employment site

	Pre-DP	Arriving @ DP	In Class	Break Times	Lunchtime
Respect	Communicate thoroughly	Being Prepared & Communicate	Be Prepared & Be on time	Clean up, Be Timely, & Communicate Respectfully	Clean up & Be Timely
Inclusion	Motivate on an individual level	Communicate and work as a team	Participate and hear one another	Involve Everyone	Communicate your needs Encourage Sociability
Support	Communicate with one another Prep necessary items (Meals, Meds, Phone, etc)	Communicate and have a plan	Be Involved, Limit Interruptions	Help each other be timely Communicate your breaks with others	Be Timely, Help each other Encourage Sociability
Empathy	Be understanding	Be Flexible & Offer Choices	Make it fun, Know your audience	Involve Everyone, Communicate Respectfully	Help each other

# Training

- Following initial observations, the PBS team member and employment site supervisor initiated:
  - Large printed versions of the matrix displayed in hallways, employment classrooms, and the cafeteria
  - Larger scale employee training on the matrix
  - Training and education on the matrix to the employees and people being supported during employment classes.



# Meetings Matrix



SSL Meetings	Before Meeting	Beginning of Meeting	During Meeting	End of Meeting	Post Meeting / Follow up
<b>RESPECT</b>	<ul style="list-style-type: none"> <li>• Come prepared</li> <li>• Be positive</li> <li>• Always assume the meeting is happening, unless you hear otherwise</li> </ul>	<ul style="list-style-type: none"> <li>• Be on time / communicate scheduling conflicts</li> <li>• Open with positive statement</li> </ul>	<ul style="list-style-type: none"> <li>• Stick to agenda</li> <li>• Active listening (limit distractions, don't interrupt)</li> <li>• Participation</li> </ul>	<ul style="list-style-type: none"> <li>• End on time</li> <li>• Stay engaged</li> </ul>	<ul style="list-style-type: none"> <li>• Follow through (complete tasks)</li> <li>• Positive exit</li> <li>• "Keep it classy"</li> </ul>
<b>INCLUSION</b>	<ul style="list-style-type: none"> <li>• Communication</li> </ul>	<ul style="list-style-type: none"> <li>• Designated note taker</li> <li>• Introductions (if needed)</li> <li>• Everyone is heard</li> <li>• Everyone signed in</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage sharing</li> <li>• No jargon</li> </ul>	<ul style="list-style-type: none"> <li>• Summarize/ recap</li> <li>• Check in</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback (requesting)</li> <li>• Follow through w/ meeting notes</li> </ul>
<b>SUPPORT</b>	<ul style="list-style-type: none"> <li>• Know audience</li> <li>• Offer prep help</li> </ul>	<ul style="list-style-type: none"> <li>• Respectful</li> <li>• Body Language</li> </ul>	<ul style="list-style-type: none"> <li>• Stay focused on solutions</li> <li>• Remain positive</li> <li>• Mindful of time</li> </ul>	<ul style="list-style-type: none"> <li>• End on positive note</li> <li>• Set next meetings agenda</li> </ul>	<ul style="list-style-type: none"> <li>• Positive praise</li> </ul>
<b>EMPATHY</b>	<ul style="list-style-type: none"> <li>• Anticipate and help prepare for stressors</li> </ul>	<ul style="list-style-type: none"> <li>• Be understanding</li> <li>• Discuss agenda</li> </ul>	<ul style="list-style-type: none"> <li>• Paraphrase (understand individual needs)</li> <li>• Nonjudgmental</li> <li>• open-minded</li> </ul>	<ul style="list-style-type: none"> <li>• Say thank you</li> <li>• Check in on feelings</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback (offer)</li> <li>• Be understanding</li> <li>• Be supportive</li> </ul>

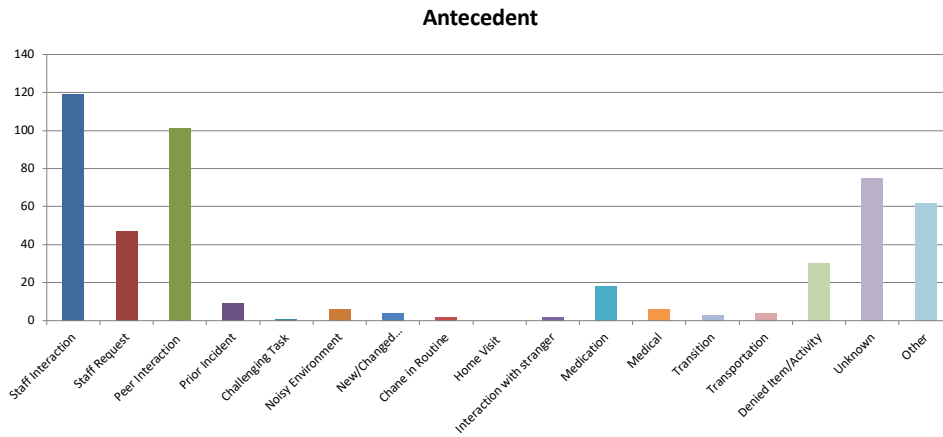
## Working Towards Outcome Data



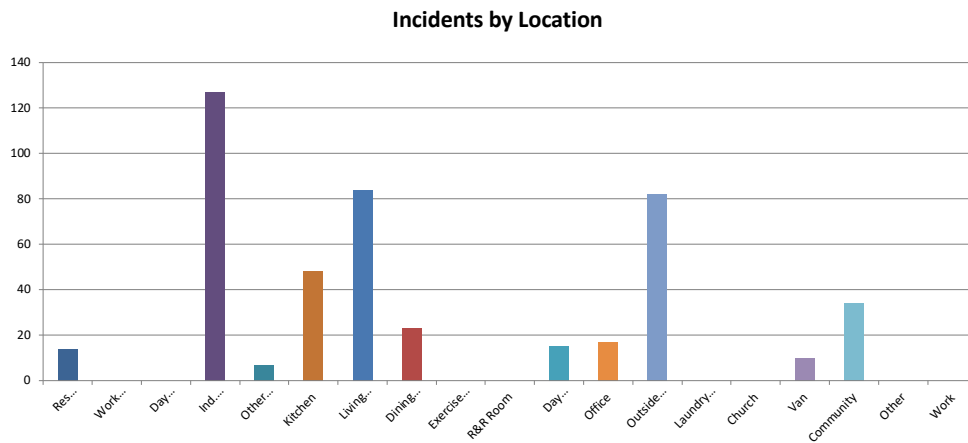
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## Incident Report Graphs

## Incidents by Antecedents

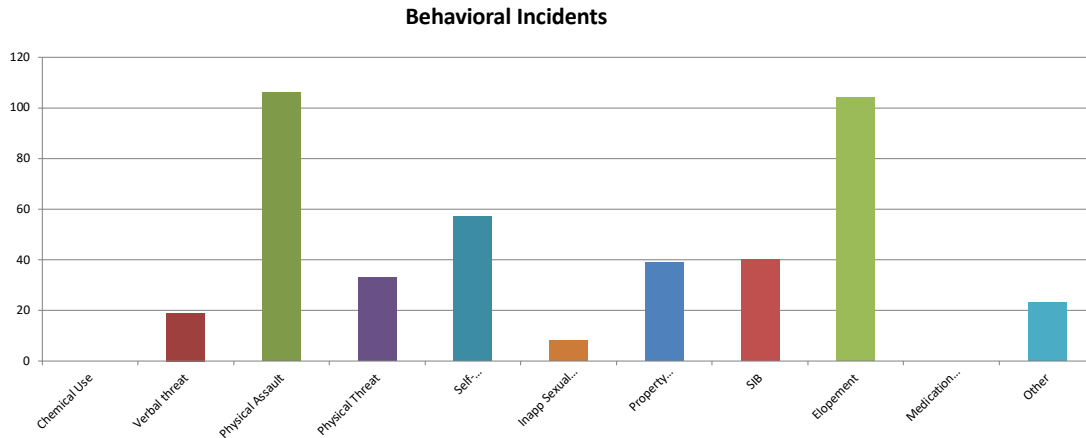


## Incidents by Location





# Incidents by Behavior



- Train the trainer model to collect direct observation data
- Utilize 'TelePBS' (e.g., live coaching and data collection via video conferencing) to increase the number of data collection/training opportunities
- Work together to curate and analyze data to inform matrix training practices.

**MINNESOTA DIRECT OBSERVATION FORM**

Date and Time of Observation: \_\_\_\_\_ Number of People in the Setting: \_\_\_\_\_

Setting Observed: \_\_\_\_\_

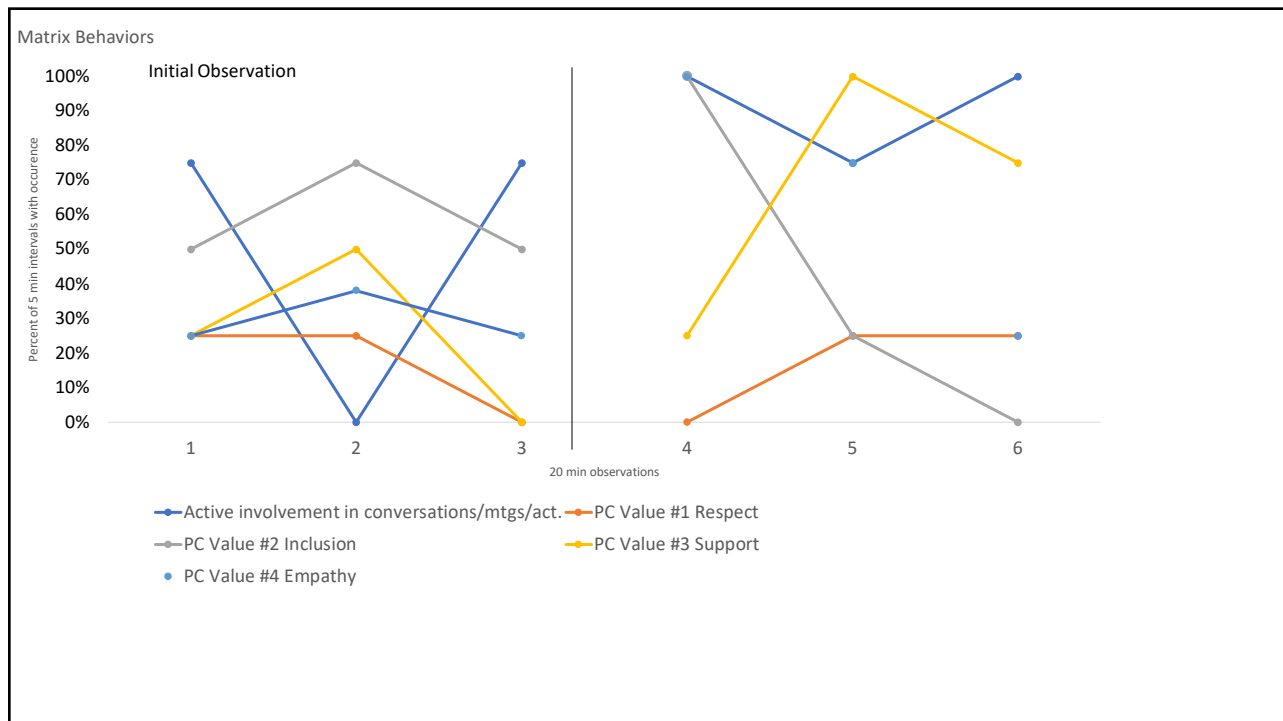
**B. Promoting Social Engagement and Interactions**

**Part 1**  
Observe Staff using the list below.

A. Person-Centered Behaviors				
Item Observed	Minutes 0-5	Minutes 5-10	Minutes 10-15	Minutes 15-20
Person-First Language				
Nonjudgmental Descriptive Language				
Working in Alliance with the Person				
Reflective Listening Skills				
Person-Centered Behaviors				
Demonstrates Empathic Behavior				
Subtotal Person-Centered Behaviors Observed				____/24
				%
Item Observed	Minutes 0-5	Minutes 5-10	Minutes 10-15	Minutes 15-20
Encouraging Others to Interact				
Supporting Choices				
Reinforcing Others				
Subtotal Person-Centered Behaviors Observed				____/12
				%

**Part 2**  
Observe up to two staff while they are working or observe up to two people who are being supported using the list below.

A. Opportunities to Participate in Positive Social Interaction				
Item Observed	Minutes 0-5	Minutes 5-10	Minutes 10-15	Minutes 15-20
Active Involvement in Conversations/Meetings/Activities				
Engaging in Identified social Behaviors:				
Person Centered Value 1				
Person Centered Value 2				
Person Centered Value 3				
Person Centered Value 4				
Subtotal Person-Centered Behaviors Observed				____/
				%



## Potential Areas of Growth

- Review Mission and Vision Statement for alignment with PCT/PBS
- Develop PBS Matrix for pilot area
  - Residential Area
  - Day Program
  - ILS Program
- Work on development of incident report tracking system
- Continue development of PBS facilitators
- Have regular meetings for team-wide team and document progress by taking minutes and reviewing action plan

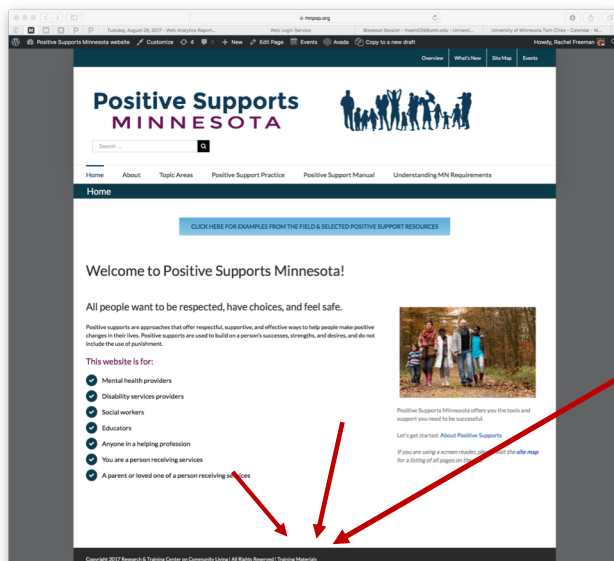
## Online Resources

**Minnesota Positive Supports**  
[MNPSP.ORG](http://MNPSP.ORG)

**Organization-Wide Training Materials**  
<https://mnpssp.org/training-materials/>

**Impact Newsletter**  
<https://ici.umn.edu/index.php?products/view/876>

## For Free Resources, Visit MNPSP.ORG



**Look for Training Materials at the Bottom of the Home Page**

**Positive Supports** [www.mnpsp.org](http://www.mnpsp.org)

**MINNESOTA**

All people deserve to be respected, have choices, and feel safe.  
Find out how Minnesota is embracing positive supports at the Positive Supports Minnesota website.

Positive supports is about respecting the dignity and rights of every person, and supporting people in the life they want to live.

Positive Supports Minnesota is a new web site with information for families, service providers, educators, social workers, and others in helping professions on respectful, individualized and effective services and supports.

Find out more at [www.mnpsp.org](http://www.mnpsp.org).

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