rtc on community living

ICI
INSTITUTE on COMMUNITY INTEGRATION
UNIVERSITY OF MINNESOTA
Driven to Discover℠

Year 1 Organization-Wide Implementation
Day 2: Person Centered Practices

Minnesota Department of Human Services
Research and Training Center on Community Living
Institute on Community Integration

DEPARTMENT OF HUMAN SERVICES

WELCOME BACK!

GOALS FOR THE DAY

- Review of Person-Centered Principles/Contexts
- Completing Person Centered Practices Self Assessment
- Vision Boarding
- Identifying specific outcomes (1-3 years)
- Develop action plans for 1-3 year outcomes

ICI INSTITUTE on COMMUNITY INTEGRATION rtc on community living

LIKE

- Interacting (4)
- Listen, Do, Learn
- Overview of the whole Technical Assistance Program (2)
- I like how the facilitators where able to explore through PCO
- Discussion as a whole team (2)
- The long john exercises (2)
- Great Info and Great Food
- The idea to implement PCT in the entire organization
- How to work together as a team
- Getting out early
- Learning to connect with the prev trainings

Learn

- Different Implementation
- New evaluation tool
- We have a lot of work on (3)
- Ways to move forward
- A lot about where we are through our self-assessment
- I'm not responsible for everything
- Better understanding of the training, I am receiving (3)
- We are making progress
- Assessment tools
- New was to use PBS on situations

Change

- Some of the wording is confusing
- More cheese bagels
- More examples (2)
- Temp in room – either too hot or too cold
- Cold water in room
- More of an overview in the morning. Help everyone understand the full scope
- Round tables
- Nada
- The weather
- More brownies

COACHES CONNECT

COACHES CONNECT FOR TEAM WIDE SESSION

- Share your Meeting Map and explain why it is important
- Share Coaches Donut
- Share a level 1 change in story form.

COACHES CONNECT FOR TEAM WIDE SESSION

- Share Storytelling process and why it is important to making change occur.
- Share how process will work in Coaches Connect moving forward (presentation summary and learning).
- Share an impactful story success or challenge.

TLC-PCP
2012 www.learningcommunity.us

COACHES CONNECT FOR TEAM WIDE SESSION

- Share Learning from previous coaches sessions presentations.
  - Good Day/Bad Day
  - What's Working What's Not Working
- Share a level 1 change in story form.

COACHES CONNECT FOR TEAM WIDE SESSION

- Share Learning from previous coaches sessions presentations.
  - Rituals and Routines
  - Donut Sort
- Share a level 1 change in story form.

TLC-PCP
2012 www.learningcommunity.us

ICI INSTITUTE on COMMUNITY INTEGRATION
rtc on community living

COACHES CONNECT FOR TEAM WIDE SESSION

- Share Learning from previous coaches sessions presentations.
  - Matching
  - Learning Log
- Share a level 1 change in story form.

COACHES CONNECT FOR TEAM WIDE SESSION

- Share Learning from previous coaches sessions presentations.
  - Communication Chart
- Share a level 1 change in story form.

TLC-PCP
2012 www.learningcommunity.us

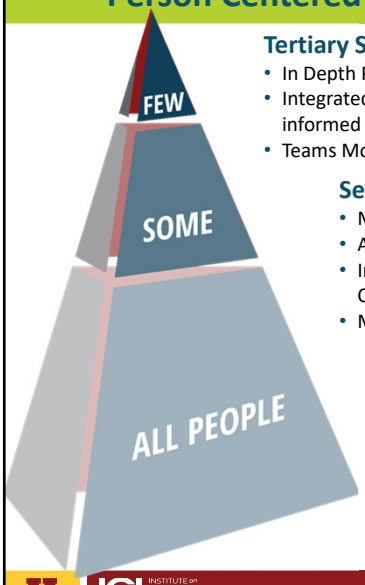
ICI INSTITUTE on COMMUNITY INTEGRATION
rtc on community living

OVERVIEW: UNIVERSAL PERSON CENTERED PRACTICES

CREATING THE FOUNDATION

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

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

Person Centered Practices & Planning

Positive Behavior Support

Organizational Workforce

PERSON CENTERED PRACTICES

Person Centered Practices (PCP) is about helping find and support the balance of what is important to and for a person. By listening to and taking action. This can be applied at all three levels of change.

-The Learning Community for Person Centered Practices
TLCPCP.COM

LEVELS OF CHANGE

1

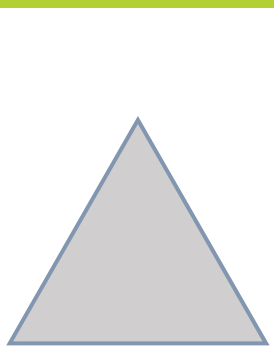
Level 1: Changes made personally and professionally these help create positive control in the life of people you support, and those around them. You do not need permission to make theses changes – example - Person First Language

Level 2: Changes made at an organizational level (administration, human resources, CEO, Board…) these effect the lives of people supported, workforce, or administration to support positive control at a larger scale

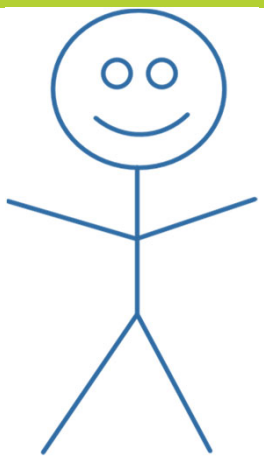
Level 3: Changes made at the system level. These changes have an effect on many organizations, and therefore many peoples' lives. State and Federal Mandated or initiatives.

Slide 18

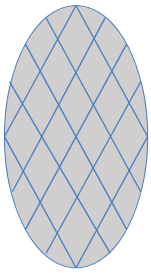
1 This is in here twice - be sure to reference it as a duplicate in the workforce section.
-Erin Watts
, 4/24/2017



System or Organization



The Person People Served



The Community

Critical Boundary

FIVE VALUED EXPERIENCES

- Share ordinary places and activities
- Make choices
- Contribute
- Be treated with respect and have valued social roles
- Grow in relationships

-John and Connie O'Brien

Person Centered Practices

Listening to what is important to people and acting on what is heard. All with the goal of supporting people to have positive control over their lives.

- In your organization
- For the people you support
- In your life and the people in your life, and
- Culture: both individual and organizational

At Your Table Discuss…

- How does your organization listen to people and act on what is heard?
- How do those actions support people to have positive control over their life?
- How does your organization's culture support this philosophy?

WHAT DOES "PERSON CENTERED" MEAN?

- Treat each person with dignity and respect
- Build on person's strengths and talents
- Help people connect with their community and develop relationships
- Listen to and act on each person's preferences
- Listening to all the ways people communicate and express themselves
- Practice cultural humility and responsiveness

LEGAL REASONS FOR PERSON CENTERED PRACTICES

- *Olmstead v. LC* – (Minnesota's Olmstead Plan)
- Jensen Settlement Agreements
- Center for Medicaid Services: HCBS Rules
- Minnesota Statute 245D
- Minnesota Rule 9544; Positive Supports Rule
- Employment First/ Workforce Innovation and Opportunities Act

THE REAL REASON FOR PERSON CENTERED PRACTICES

IT'S THE RIGHT THING TO DO!

PERSON-CENTERED PLANNING METHODS

- Life Course - www.lifecoursetools.com
- MAPS/ PATH
- Essential Lifestyles Planning/POL - www.TLCPCP.com
- Motivational Interviewing
- WRAP – Wellness Recovery Action Plan
- People Planning Together
- Personal Futures Planning
- Person Centered Thinking (TLCPCP.com)

DISCUSSION

At your table discuss the different types of person-centered planning methods you have used.

Discussion: How have you seen these methods support people to have the life they desire, their preferences, and their culture?

Implementation Science

Active Implementation

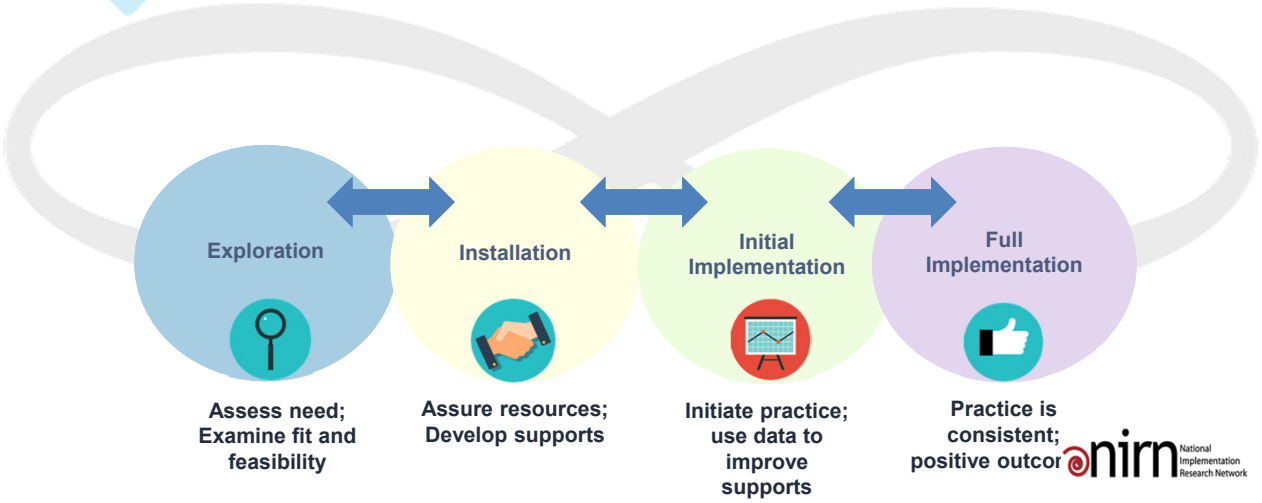
Effective Practices × Effective Implementation × Enabling Contexts = Improved Outcomes

nirn National Implementation Research Network

Why a self-assessment?

. . . Identifying the key ingredients

Implementation Stages



Person Centered Practices Self Assessment

Scoring the MN Team Checklist

- Implementation Points
  - Achieved = 2
  - In progress = 1
  - Not Started = 0
- Percentage of Items Implemented
  - 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
- Percentage Of Points Implemented
  - Total
    - ✓Total Number of Points Achieved Divided by Total Possible
  - Subscale scores
    - ✓Total Number of Points in Each Subscale Divided by Total Number of Items Multiplied by 2

ICI INSTITUTE on COMMUNITY INTEGRATION rtc on community living

Building Consensus

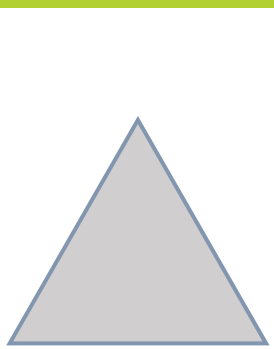
- Identify area to start consensus building
- Readiness and staff commitment
  - Share
  - Vote
- Involving people in decision making increases likelihood of real change
- Creativity of our people is impressive

SELF ASSESSMENT (PERSON CENTERED PRACTICES FIDELITY TOOL)

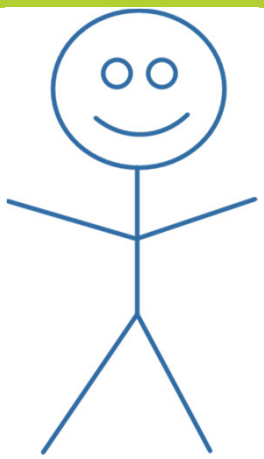
- Work as a group to discuss and answer all of the sections in the Person Centered Practices Fidelity Tool
- Key Contact will enter final numbers into “PCP Fidelity Tool” spreadsheet under today’s date.

LUNCH

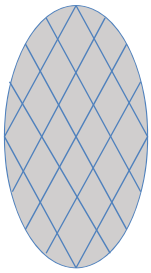
ACTIVITY 1: VISION BOARDS



System or Organization



The Person People Served

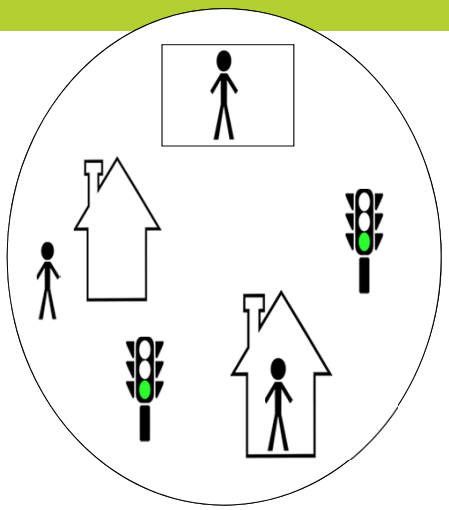


The Community

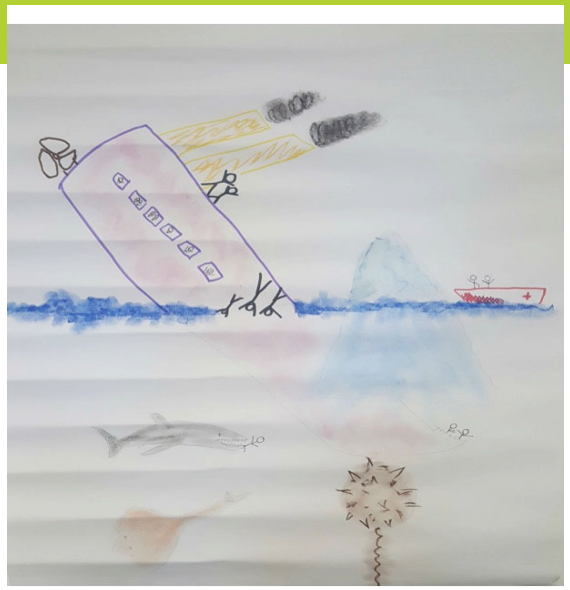
Critical Boundary

The Now

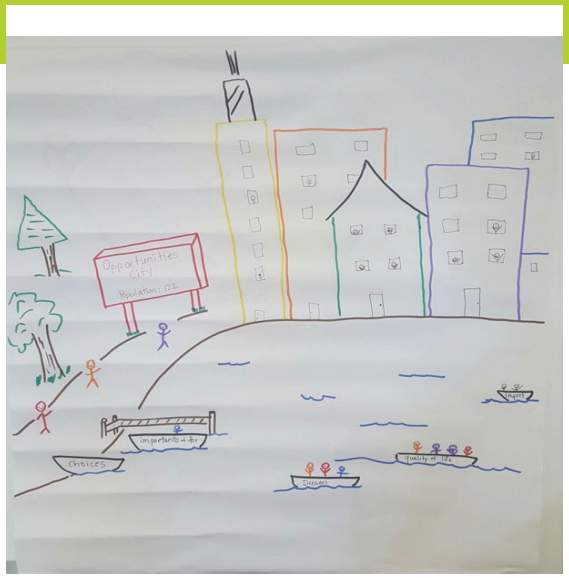
The Vision



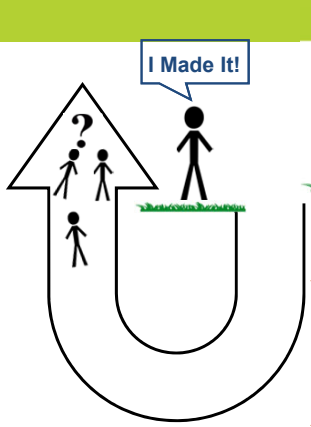
The Now



The Vision



The Now



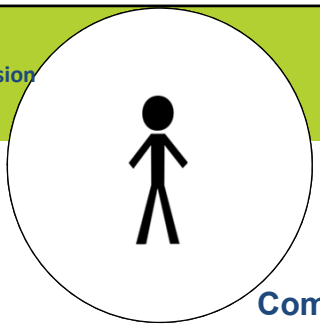
Now Playing...

The Great ESCAPE

Featuring...

Our All Star Cast

The Vision



Coming Soon...

It's A Wonderful Life

Featuring...

Our all-star cast and our HOMETOWN!!!

The Now

The Vision

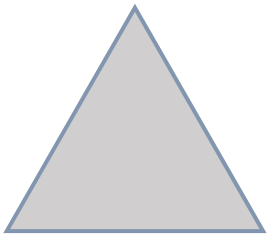
LUNCH

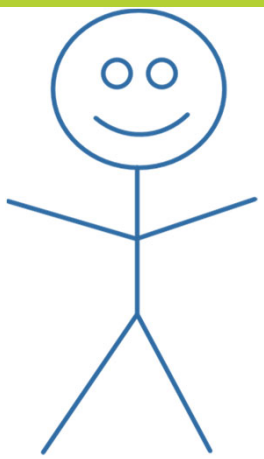
SERVICE LIFE TO COMMUNITY LIFE

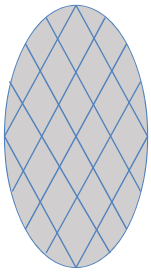
Service Life	• Focuses on health and safety • System Centered approach •Community is “out there”
A Good Paid Life	• Relationships are paid or Family • Some choice • **IN** the community not **OF** the community
Community Life	• Focuses on Balance and Growth as a person • Rich and developed relationships • Valued as a member of the community of their choice

The Purposes of Human Services for People Who Require Long Term Support

To help people discover and move toward a desirable personal future:	To offer needed help in ways that protect and promote valued experiences now:	To offer needed help in ways that support and strengthen community competence:
•Discovering a vision	•Growing in personal relationships	•Supporting family and friends who care
•Creating opportunities	•Sharing ordinary community places and activities	• Strengthening links to community networks
•Delivering support	• Contributing	• Expanding memberships in community associations
	• Making choices	• Increasing the openness of the local economy
	• Being treated with respect and having a valued social role	• Improving the effectiveness and inclusiveness of services and benefits to all local citizens



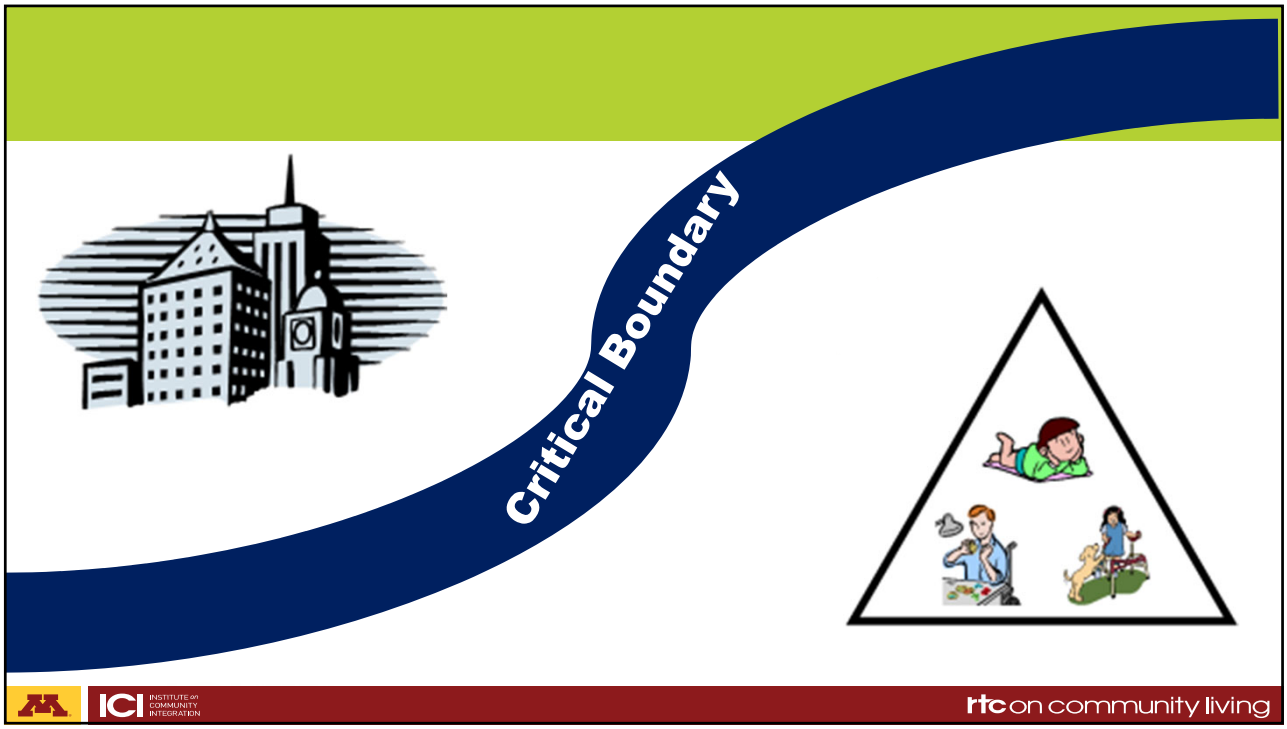


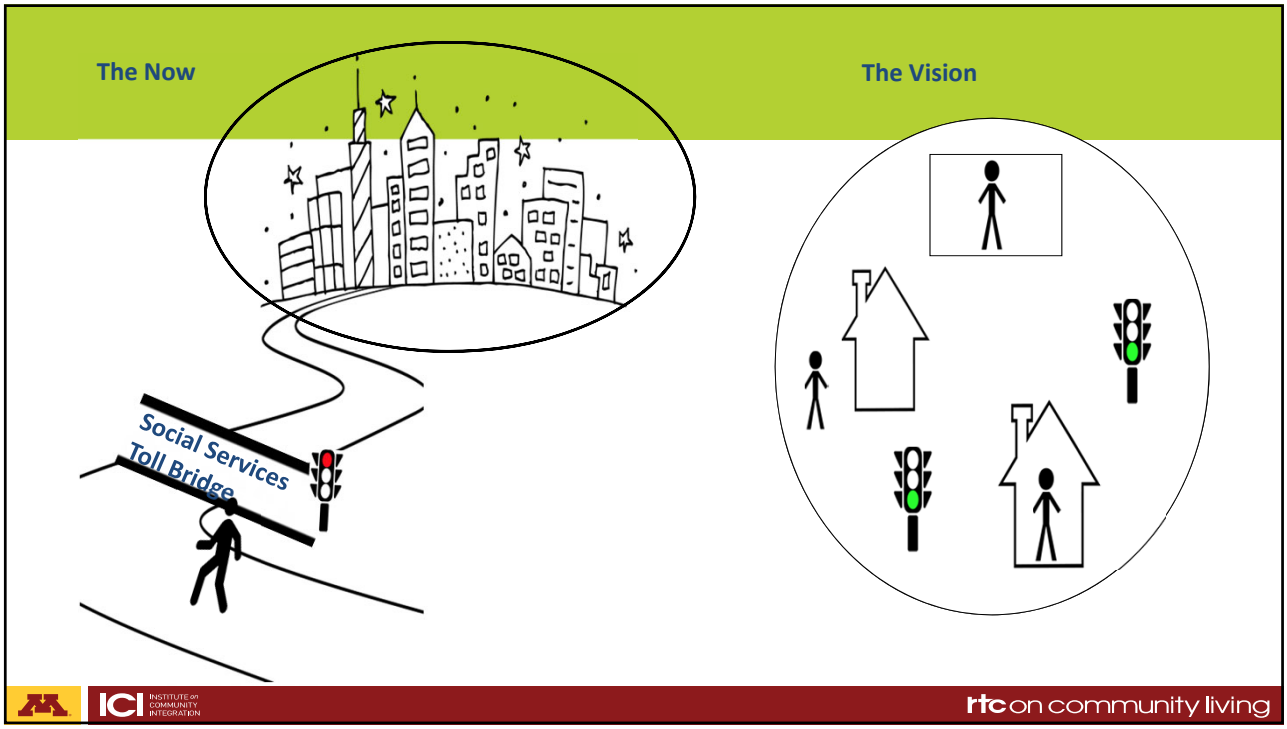


System or Organization

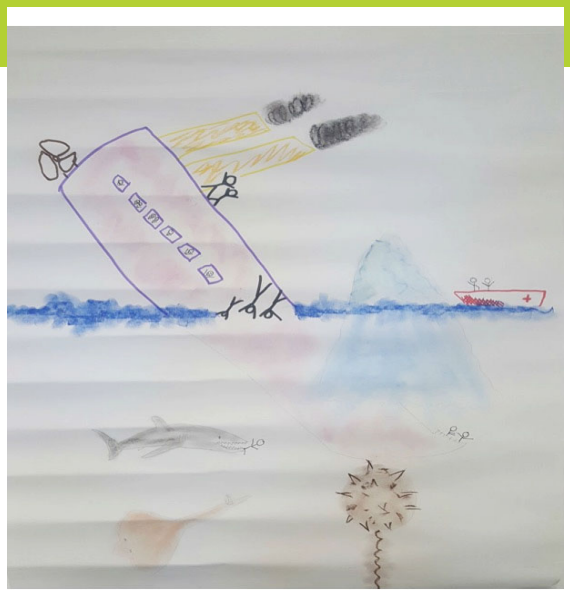
The Person People Served

The Community

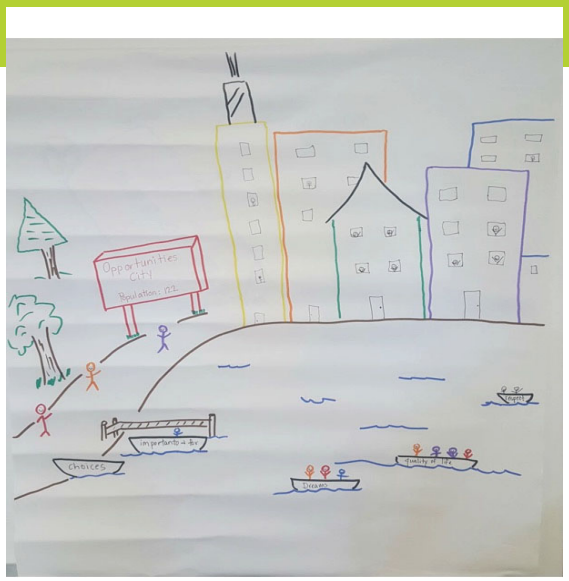

Critical Boundary
ICI INSTITUTE on COMMUNITY INTEGRATION
rtc on community living


The Now
The Vision
Social Services
Toll Bridge
ICI INSTITUTE on COMMUNITY INTEGRATION
rtc on community living

The Now

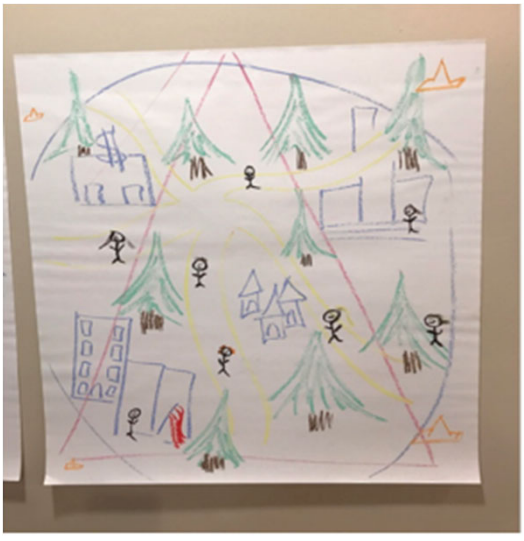


The Vision



The Now

The Vision



YOUR TASK: CREATE TWO VISION BOARDS

- Where are things now?
  - What do services in your organization look like now?
  - How are supports offered?
  - What is the culture of the organization?

- What is your organization's vision for the future?
  - What do services look like in a person centered system?
  - How are people involved?
  - What culture are you working toward?
  - How do you extend your vision to the greater community?

SHARE YOUR POSTERS!

AFTERNOON BREAK

Vision to Action

- Brainstorm
- Outcome statement
- Action planning

BRAINSTORM

Brainstorm…

The People you Support	Your Workforce
Your Organization	The Community

Looking at your poster what does that look like for these 4 key groups.

Recap what is the specific vision for each of these areas? Write them in the the box.

ICI INSTITUTE on COMMUNITY INTEGRATION rtc on community living

IF YOUR AGENCY WERE A PERSON-CENTERED ORGANIZATION, WHAT WOULD BE HAPPENING FOR:

1. The people who receive services
   - Where would they be living, Working?
   - What people would be in their lives?
   - How would they be getting support?
2. The people who deliver services and who support people
   - All employees, staff, managers
3. The Community
   - Connecting
   - Communicating
4. The organization which supports people, as a whole
   - Processes – internal & external
   - Relationship with the community
   - Families

DEVELOPING OUTCOME STATEMENTS

OUTCOME STATEMENTS

Outcomes…

The People you Support	Your Workforce
Your Organization	The Community

Take your brainstorming and write down 3-5 outcomes

What are the outcomes you want to achieve based upon your vision for the different areas

Julie's story

- People want a job with a paycheck
- Be Loved
- Own space – live where they want

FIVE VALUED EXPERIENCES

- Share ordinary places and activities
- Make choices
- Contribute
- Be treated with respect and have valued social roles
- Grow in relationships

-John and Connie O'Brien

Example outcome statements

- People we support will live with whom and where they want
- Our staff will feel valued and will feel confident using PC skills
- Our Organizations values will reflect person centered practices and language

Outcomes…

The People you Support	Your Workforce
Your Organization	The Community

Take your brainstorming and write down 3-5 outcomes

What are the outcomes you want to achieve based upon your vision for the different areas

ACTION PLANNING

Action Steps

Based Upon Your Desired Outcomes Create 3-5 Actions You Will Take During This Cohort. Starting The Those You Support Or Provided Services To.

ACTION PLANNING

Based Upon Your Desired Outcomes Create 3-5 Actions You Will Take During This Cohort. Starting The Those You Support Or Provided Services To.

The People you Support

Action:

Who:

By When:

Step Two…

The People you Support

Action (what specifically needs to be done):

Who (identify responsible people):

By When (specific reasonable date):

BEFORE NEXT MEETING: BASED UPON YOUR DESIRED OUTCOMES CREATE 3-5 ACTIONS YOU WILL TAKE DURING THIS COHORT. FOR THE REMAINING THREE AREAS.

Your Workforce	Your Organization	Your Community
Action:	Action:	Action:
Who:	Who:	Who:
By When:	By When:	By When:

ACTION PLANNING

Based Upon Your Desired Outcomes Create 3-5 Actions You Will Take During This Cohort. Starting The Those You Support Or Provided Services To.

The People you Support

Year 1 Actions:

Year 2 Actions:

Year 3 Actions:

BASED UPON YOUR DESIRED OUTCOMES CREATE 3-5 ACTIONS YOU WILL TAKE DURING THIS COHORT. FOR THE REMAINING THREE AREAS.

Your Workforce	Your Organization	Your Community
Year 1 Actions:	Year 1 Actions:	Year 1 Actions:
Year 2 Actions:	Year 2 Actions:	Year 2 Actions:
Year 3 Actions:	Year 3 Actions:	Year 3 Actions:

SHARE

PLANNING AHEAD

PLANNING FOR DAY 3

Day 3: Positive Behavior Support

- Remember your action plan item

BRING TO DAY 3

- Complete the rest of your Outcome statements
  - People we support, Workforce, Organization, Community
- Action Plans
  - Typed

START TO THINK ABOUT/COLLECT…

- Mission/Vision Statements
- Information related to orientation and in-service training
- Organizational surveys
- Information about other positive behavior supports used in organization
- Evaluation data you already collect

MN Person-Centered Gathering

Save The Date!
9/24-25/2019

The Learning Community for person centered practices

DEPARTMENT OF HUMAN SERVICES

ICI INSTITUTE on COMMUNITY INTEGRATION

rtc on community living

Calendar Reminders – See Handout!

PBS Facilitator Trainings Dates have been set

Confirm Calendar Dates for Team-wide Days and Coaches Days

It's almost time to schedule your Onsite Visit

Date options will be distributed soon to Key Contacts to select the time slot that works for them.

ICI INSTITUTE on COMMUNITY INTEGRATION

rtc on community living

THREE POST-ITS:

- What did you **LIKE** about today ?
- What did you **LEARN** today?
- What would you **CHANGE** about today?

DEPARTMENT OF HUMAN SERVICES

Thank You!

Preparation of this [presentation/report] was supported, in part, by cooperative agreement JPK%50470 from the Minnesota Department of Human Services. The University of Minnesota undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore necessarily represent official MN DHS policy.