

**Outcome #1: The people we support will be able to make decisions about their own lives that are supported by their individual Community Support Plan.**

Action (What we will do...)	Result (So that...)	Minimum Standards are achieved when...	Lead/Team	Target Completion Date	Status
<p>The assessors will use a person centered approach in developing the CSP.</p> <ul style="list-style-type: none"> <li>Assessors will use the CSP first and then the assessment.</li> <li>Review survey to include question on customer feeling he/she had input in completing the person centered plan.</li> <li>Determine which staff are doing this now</li> <li>Build from 4+1 – Submit what’s working, not working for the DHS Feeds the System conversation</li> </ul>	<p>People are motivated to participate in the outcomes of their personal goals. CSP’s will reflect the person’s individual goals and should be unique.</p>	<p>USPEQ Customer survey results reflects the person believes he/she had input in completing the person centered plan.</p>	<p>Maren Jensen (lead)</p> <p>ToiJya Holyfield Maren Jensen Nancy Hafner, Shannon Hyvare-Day Shannon Winterhalter</p>	<p>11/30/15</p> <p>*Target date is to have a plan in place observe and measure the Assessors with the CSP</p>	<p>Met 11/19/15</p> <p>Phone meeting planned for Dec. Meeting in Jan., 2016</p>
<p>Develop a one page description for all persons for whom the Jensen settlement applies. Ensure the plan is used in the ongoing planning for the person.</p> <p>*Document will be revised as needed based on change in circumstances</p>	<p>All persons for whom the Jensen Settlement applies will have the one page description completed.</p>	<p>All Jensen Settlement individuals have the one page description completed.</p>	<p>Ed Sootsman - lead</p> <p>Mike Kalpiers</p>	<p>*Mike H. will let Tammy know a completion date</p>	
<p>Develop a one page description for all persons supported by HC DD Case Managers and also supported by RSI, Mainsl and Rise. Ensure the plan is used in the ongoing planning for the person.</p> <p>*Document will be revised as needed based on change in circumstances</p>	<p>All persons supported by DD Case Managers and are also supported by RSI, Mainsl and Rise will have the one page description completed.</p>	<p>All persons supported by these agencies have the one page description completed.</p>	<p>Mike Kalpiers - lead</p>	<p>6/30/15</p>	<p>Contact the 3 providers to compile list of all persons supported by these agencies that have case managers from Hennepin.</p>
<p>Develop a one page description for all persons with DD case management for whom the county has been appointed as guardian. Ensure the plan will be used in the ongoing planning for the person.</p>	<p>All persons with DD case management for whom the county has been appointed as guardian will have the</p>	<p>All persons falling into this category will have their one page description completed.</p>	<p>Mike Kalpiers – lead</p>	<p>6/30/16</p>	

*It will also be revised as needed based on change in circumstances.	one page description completed.				
Ensure the one page description is being used on-going for all persons with DD case management as annual meetings or assessments occur.	All persons with DD case management will have the one page description completed as annual meetings or assessments occur.	All DD persons will have the one page description completed.	Mike Herzing - lead DD CM staff	12/31/16	
Leverage consult groups to support assessor.  Assessors will ask more guiding or probative questions of the person they are assessing.	Assessors feel supported and have a group to bring more difficult issues back to for assistance.	Consult groups have been created and implemented so that the assessors develop the mindset and the skill set.	Nancy Hafner – lead  Clifford Gibson Maren Jenson ToiJya Holyfield Nancy Hafner  (Carol or RRS could participate in consult groups)	5/31/16	
PCT coaches and trainers will model a Person Centered discussion with the people we support at an area wide meeting.	Coaches and trainers deepen their mindset and skill set on ideas, issues, and techniques around PCT.	Conversations are scheduled -DD all staff, CMAP LTSS regional meeting, New Staff LTSS Orientation, ICA LTSS regional meeting, Friday Supervisor consult meeting, CMS all staff meeting, and Staff Development monthly meeting	Ryan Marshall– lead  Andrew Ervin Louella Kaufer Kathy Rogers Clifford Gibson Ryan Marshall Barb Johnson	5/31/16	
Supervisors will shadow assessment staff one time per year as a way to model, support, and provide feedback around PCT.	Supervisor will follow the process to widen and deepen the skill set.	Every Assessor has had one shadowing experience.	Louella Kaufer - lead  Kathy Rogers Jernell Walker Andrew Ervin	12/31/16	

**Outcome #2: Employees will feel confident with person-centered thinking, will be sufficiently supported, and are trusted to take action.**

Action (What we will do...)	Result (So that..._	Minimum Standards are achieved when...	Lead/Team	Target Completion Date	Status
Develop meeting expectations and standards that incorporate PCT.	Incorporating these expectations into our everyday work will model the expectations and allow for staff to practice in a supported environment.	The PCT language and planning becomes rote amongst the staff.	Barb Johnson - lead Jody Mines	12/31/15	Draft to be presented to L&C team for approval
Regular discussions will occur at individual supervision sessions around PCT and its effects on the persons we support. We will develop some conversation starter questions for supervisors to utilize. We will use the tools to develop the information for supervisors to use.	Supervisors are able to assess the person's understanding and comfort with using the ideas.	Supervisors can report back to leaders that each staff person on their team has had at least one dedicated conversation with their supervisor.	Kathy Rogers – lead  Ryan Marshall Louella Kaufer Andrew Ervin Jernell Walker Margaret Thunder-Solorzano	3/31/16	
Supervisors and coaches will use the PCT tools and principles with the people they support. Coaches and Leaders will utilize the Learning Log and will share in our meetings to gain experience and sharing learnings.	People see the shift in language and thought process.	The tools become more common place amongst staff when connecting with other staff or the people we support.	Kathy Rogers - lead  Ryan Marshall Louella Kaufer Andrew Ervin Margaret Thunder-Solorzano Jernell Walker Leaders/coaches	10/31/16	How we get there, conversation starter questions, etc. (above listed will lead into this one)
Create guiding principles for decision making for all employees.	Our efforts are aligned with mission, vision, values of the county, department, and our service areas.	Are incorporated into performance appraisals. A resource is available at employee's fingertips so it's used daily.	Debra Bean	6/30/2016	

**Outcome #3: The four areas within HSPHD will fully embrace a culture of person-centered thinking throughout the organization.**

Action (What we will do...)	Result (So that..._	Minimum Standards are achieved when...	Lead/Team	Target Completion Date	Status
A “focused PCT question of the month” will be developed for each supervisor to include in their monthly unit meeting.	This not only ensures that the conversations are happening, but that all staff are hearing and having similar conversations within units.	The rollout of these questions occurs to each unit.	Val Lebus-Sidlo - lead  Trainers	12/31/15	Develop a list of questions.
Talking points will be developed around PCT.	Talking points will help to ensure that the language used in these meetings is the same or similar across units/ coaches.	The “PCT Talking Points” document has been created.	Louella Kaufer - lead  Ryan Marshall Merrie Haskins (UMN)	11/30/15	
PCT will be included in the new hire training plans.	New staff will begin to see and hear the PCT concepts at the beginning of their employment.	A new training has been added Appropriate level of training will be included in the new hire training plan for each area.	Eve Lee - lead  Nancy Erickson	3/31/2016	Only for the areas included in this Is it a two day or one day training?
A list of coaches and trainers will be created.	Staff will have access to more than just one person for guidance.	This list has been published via “In the Loop” and by email.	Louella Kaufer	11/30/15	Competed on SharePoint, Needs to be put in the Loop
A training will be developed and required around PCT for the four identified areas for existing staff.	All staff will see and hear the same information.	All staff within the four areas have completed the training.	Eve Lee – lead  Nancy Erickson	12/31/16	200 existing staff
Leaders will explore adding additional trainers through ICI or options around purchasing additional trainings through ICI approved consultants.	The number of approved PCT trainers continues to grow.	Options have been reviewed and a decision made.	Barb Johnson – lead  leaders	12/31/16	
A SharePoint site will be created that is accessible by all staff around PCT.  *Tools will be added onto the LTSS site at first and then	Staff will be able to access information easily.	SharePoint site launches.	Louella	2/28/16 LTSS – SharePoint site Kathy	For all staff (not just the small PCT site) On-hold until site is up – David

					Walford needs to update
Develop a “high level” communication plan.	To grow awareness over time across the organization around PCT.	A communication plan is established.	Tammy Berndt – with communication groups  LouAnn, Teresa, and Rob	1/31/17 (will be reviewed throughout various phases of the action plan)	Meet with each group and ask each group to define to set a foundation for the larger high level communication  *Nov. 13 meeting to address this
Explore the need for a “Community of Practice” for PCT.	Develop or support other efforts.	A decision is made around if a COP is developed or how to support another organization’s COP.	Barb Johnson - lead Connect with Bina Nikrin about how it gets formed, Louella, Kathy, Jernell, Andrew, Margaret, Ryan, Jensen will have community of practice-	12/31/16	Following model of Project Mgmt for Community of Practice  State is creating a PCT, discuss how we can tie with this  Use Bina and Jan Williams as resources
All teams within the areas currently participating in the roll out of PCT will create a one page description representing their team.  Who does this include? (All LTSS teams, Mgmt. Team, etc.)  How is this going to be done?	The breadth and depth of the understanding around PCT continues to grow.	All teams have their one page team description completed.	Mike Herzing - lead	12/31/16	