Home and Community-Based (HCBS) Modules on Person-Centered Organizations Day 2

Rachel Freeman & Seunghee Lee
Institute on Community Integration
University of Minnesota

Free Training Opportunity!

Introduction to Organization-Wide Person-Centered Practices

December 7, 2021

Virtual Webinar Start Time: 9:00AM – 12:00PM

February 23, 2022

Virtual Webinar Start Time: 9:00AM – 12:00PM

May 17, 2022

Virtual Webinar Start Time: 9:00AM – 12:00PM

Sign up through Registration

Purpose: Introduce the Person-Centered Process for Organizations

Special Focus: Smaller Organizations or Families Managing Staff at Home

Who Should Attend: Anyone Interested in learning how to become more person-centered

Want to Learn More: Sign up to receive the registration link

Questions? Email Seugnhee Lee

Today's Schedule

9:00 - 10:15   Review of universal practices

        Tool for moving forward: The MN Team Checklist

        Forming a team and assessing readiness

10:15 - 10:25   Activity break

10:25 - 11:25   Assessing strengths and priorities for change

11:25 – 11:40   Activity break

11:40 – 12:00   Moving towards action planning

Today's Presentation

The goal is to provide you with information about….

- Review the first three modules

- Discuss how we can assess strengths and priorities

- Talk about how to decide what to focus on each year

HCBS Modules - Direct Link

Use the Modules to Guide Your Progress

The Minnesota Home and Community–Based Services (HCBS) Modules for Person–Centered Organizations

Positive Supports
MINNESOTA

VISIT MNPSP.ORG

Home   Topic Areas ⌄   Positive Support Practices ⌄   Training Materials ⌄

Welcome to Minnesota Positive Supports Website

This website is for:

✔ Mental health providers

✔ ability services providers

All people want to be respected, have choices, and feel safe.

Positive supports are approaches that are used to help people using a

Search MNPSP

Screen Readers Users

*If you are using a screen-reader, please visit the **site map** for a listing*

Screenshot

MNPSP.ORG Training Hub

Training Materials

HCBS Modules

Go to HCBS Modules

Implementation Resources

Go to Implementation

Universal Social Skills Resources

Go to Universal Resources

Positive Social Strategies

Go to Positive Social Strategies

MN Community of Practice

Go to MN Community of Practice

Regional Contacts and Collaboration

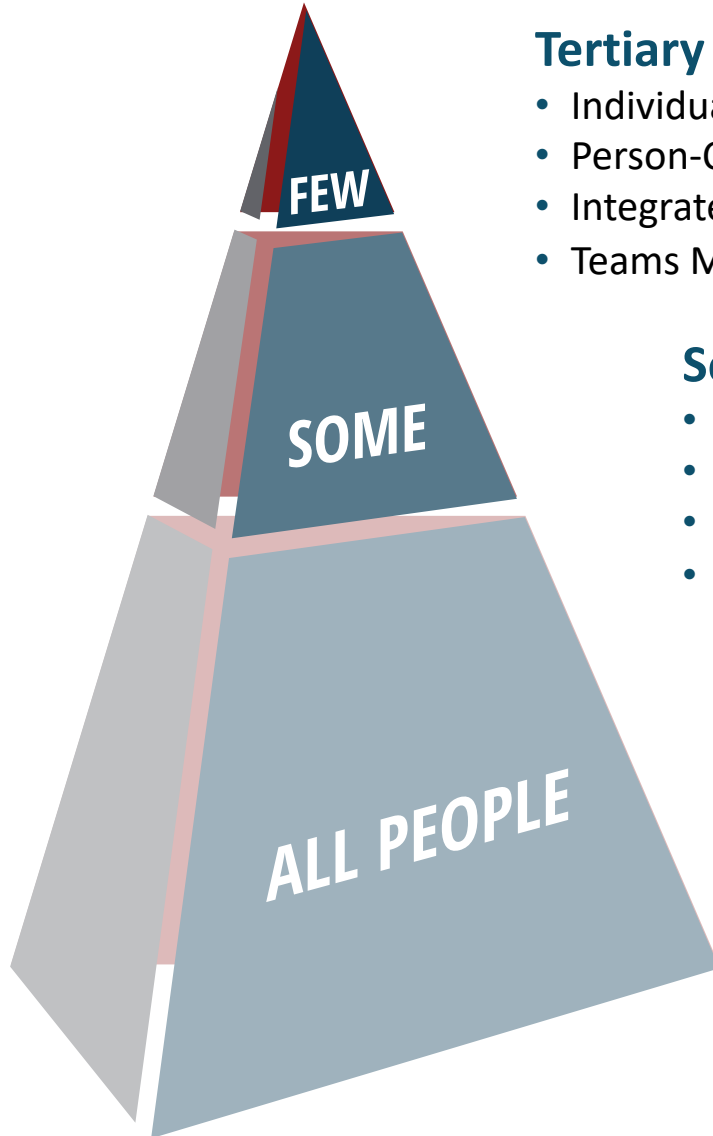Go to Regional Contacts...

PBS Intensive Training Materials

Go to PBS Intensive Trainings

PBS Notebook

Go to PBS Notebook

Screenshot

Person-Centered Practices & Planning

Tertiary Tier
- Individual Team
- Person-Centered Plans
- Integrated Other Positive Supports
- Teams Monitor Plan Progress

Secondary Tier
- Monitor and Act Early
- Add Quality of Life Strategies
- Encourage Social and Emotional Skill Building
- Mental Health and Wellness Interventions

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

Review of Universal Strategies
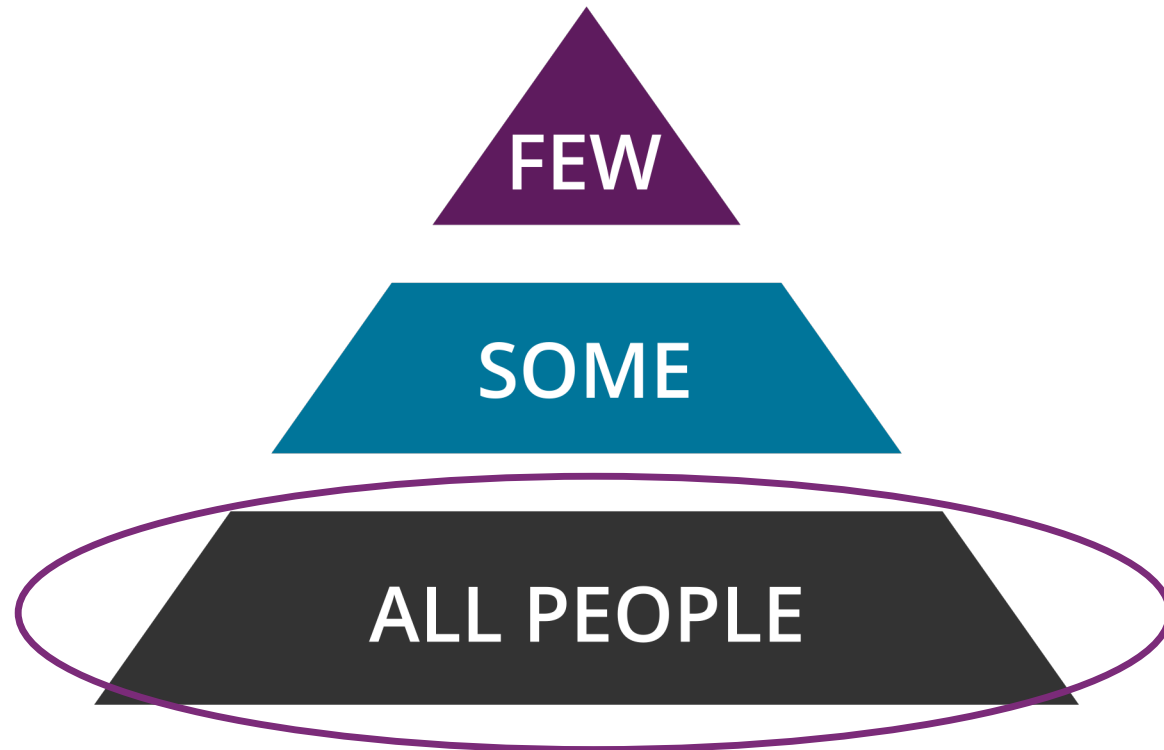
Avoiding the "One-Shot Workshop"

- Don't assume sending one person to a training or workshop will result in a significant change

- People attending trainings often run into barriers making it difficult to try new practices

- A team approach is research based and is more fun!
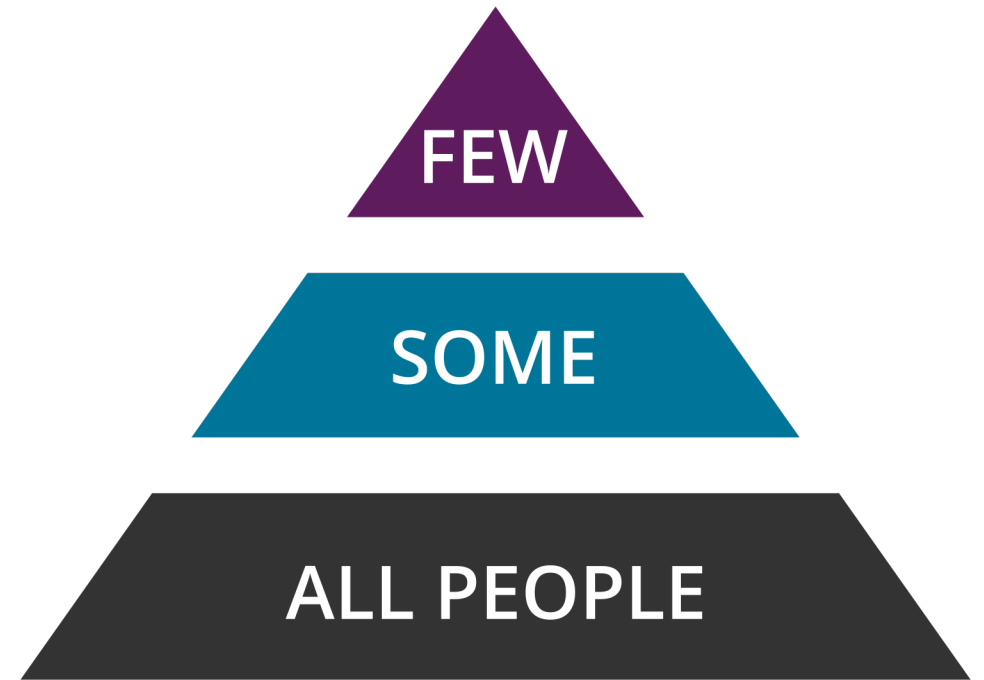
Challenge For All Organizations

Challenges Related to Becoming Person-Centered ….

- Can't release staff to attend training

- No resources available to pay for trainers

- Difficult to invest in internal training

- It can be difficult to collaborate

- Staff shortages/turnover makes it difficult to invest in training days

Getting Started or Continuing Our Efforts

- 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
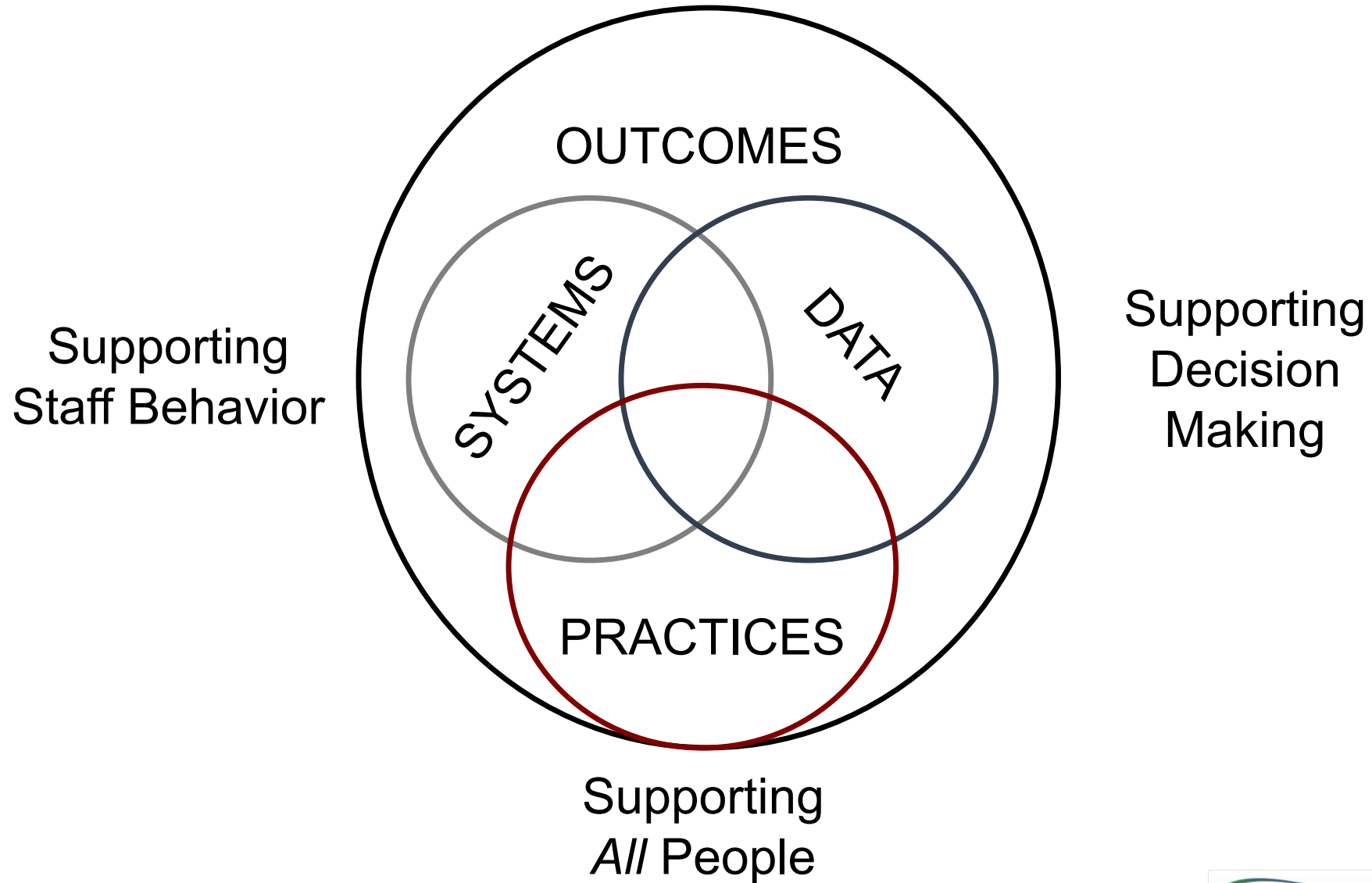- Make Changes to Improve Outcomes

FEW

SOME

ALL PEOPLE

Part of Systems is a Strong Team Action Plan!

Improving Quality of LIfe

OUTCOMES

SYSTEMS

DATA

PRACTICES

Supporting Staff Behavior

Supporting Decision Making

Supporting *All* People

Systems That Promote Success
Teaming
Training
Coaching/performance feedback
Evaluating fidelity
Evaluating outcomes
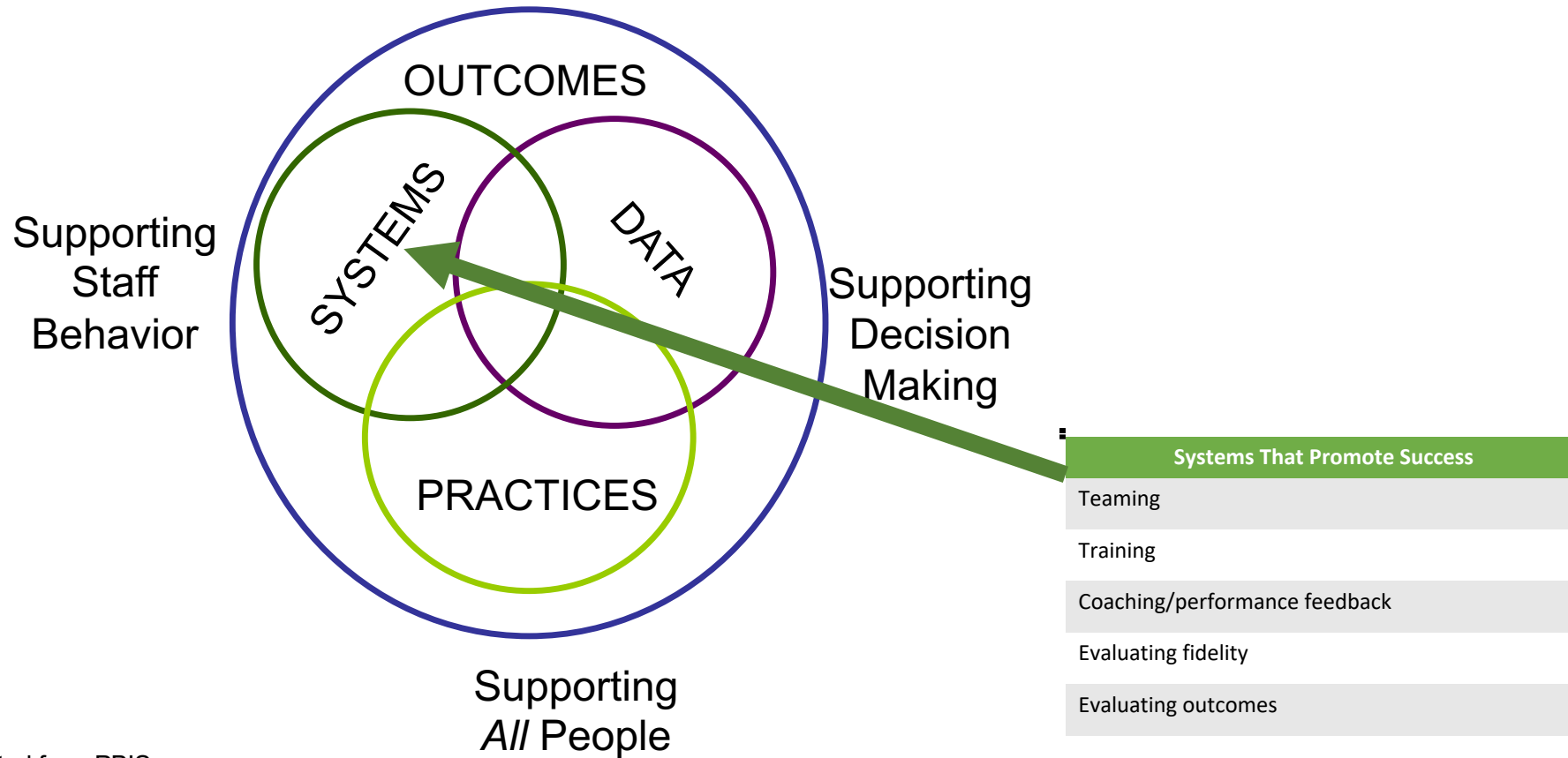
Adapted from PBIS.org

Improving Quality of Life

OUTCOMES

SYSTEMS

DATA

PRACTICES

Supporting
Staff Behavior

Supporting
Decision
Making

Supporting
All People

Examples of Universal Strategies

- Person Centered Thinking Strategies
- Social Skills Curriculum
- Emotional Supports/ Trauma Informed Care
- Health and Wellness Strategies
- Efforts to Build Natural Supports
- Strategies for Increasing Positive Social Interactions
- Cultural Responsiveness
- Community Mapping & Building Natural Supports

Examples of *Person-Centered* Universal Actions You Can Take
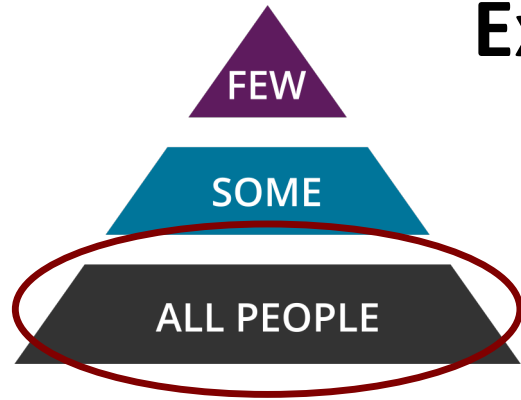
- Include Person-Centered Thinking or LifeCourse Tools in staff training

- Coach staff as they try new strategies

- Change documents so they are more person-friendly (remove "consumer," "client")

- Add content in regular meetings or other communication strategies

- Reach out to other organizations working on person-centered practices

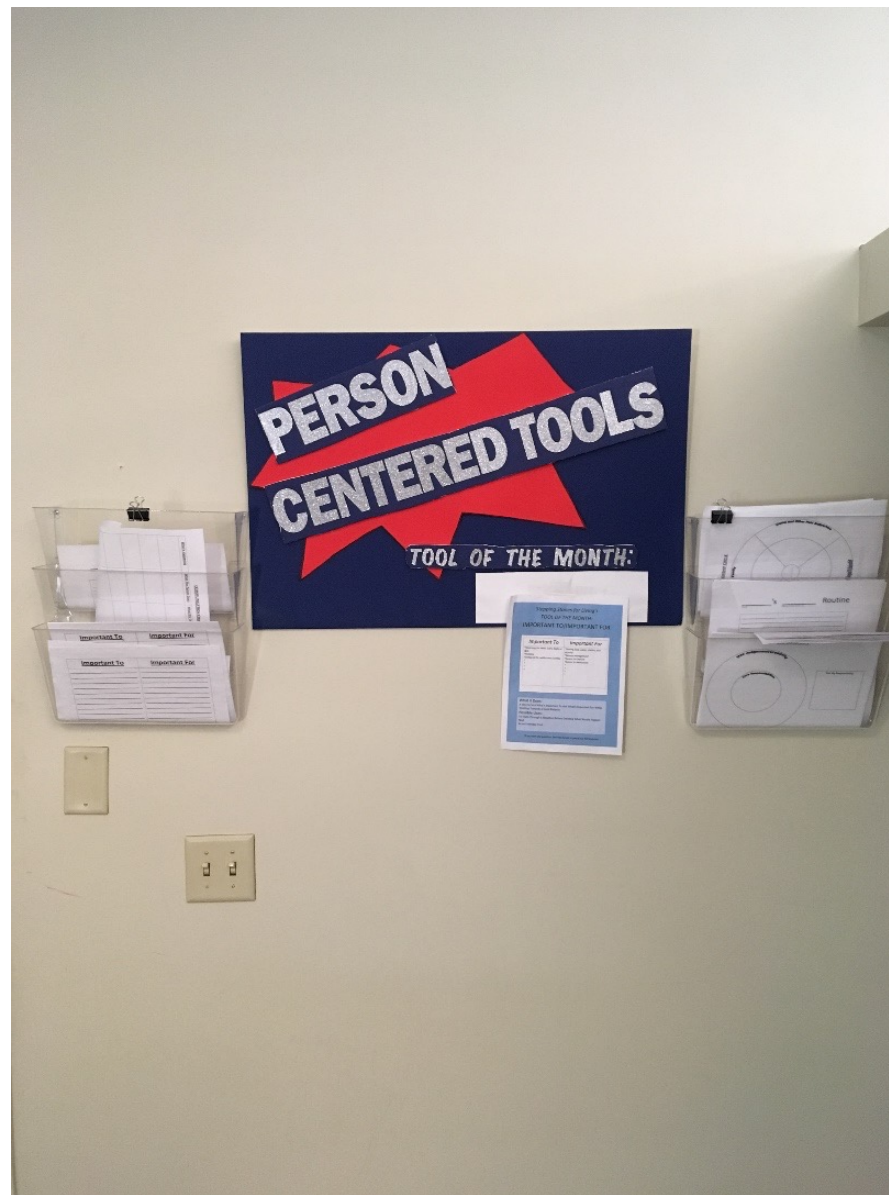# Increase the Use of Tools for Building Relationships

Exploring What is Important To People

- Routines & Rituals
- History
- Hopes and Fears
- Important Places People
- Strengths and Areas to Work On
- Hobbies and Interests
- Health and Wellness
- Social Strengths
- What works/Doesn't Work
- Barriers & Opportunities
- Important To and For

Important Routines

Routine: Morning Waking Up

- Ask the person about what they do the same each day

- Write down the steps of the routine together

- Put each activity in the order it occurs during the routine

- Write down the most important routines in the person's life

Make Coffee
Use IPAD

Decide What to Wear & Take a Shower

Get Dressed

Feed the Bunnies!

Give Cat Insulin Shot & Check the Cat's Food

Read Emails

Drive to Work

Kincaid, D. (2017). https://www.pbis.org/resource/346/person-centered-planning-presentation
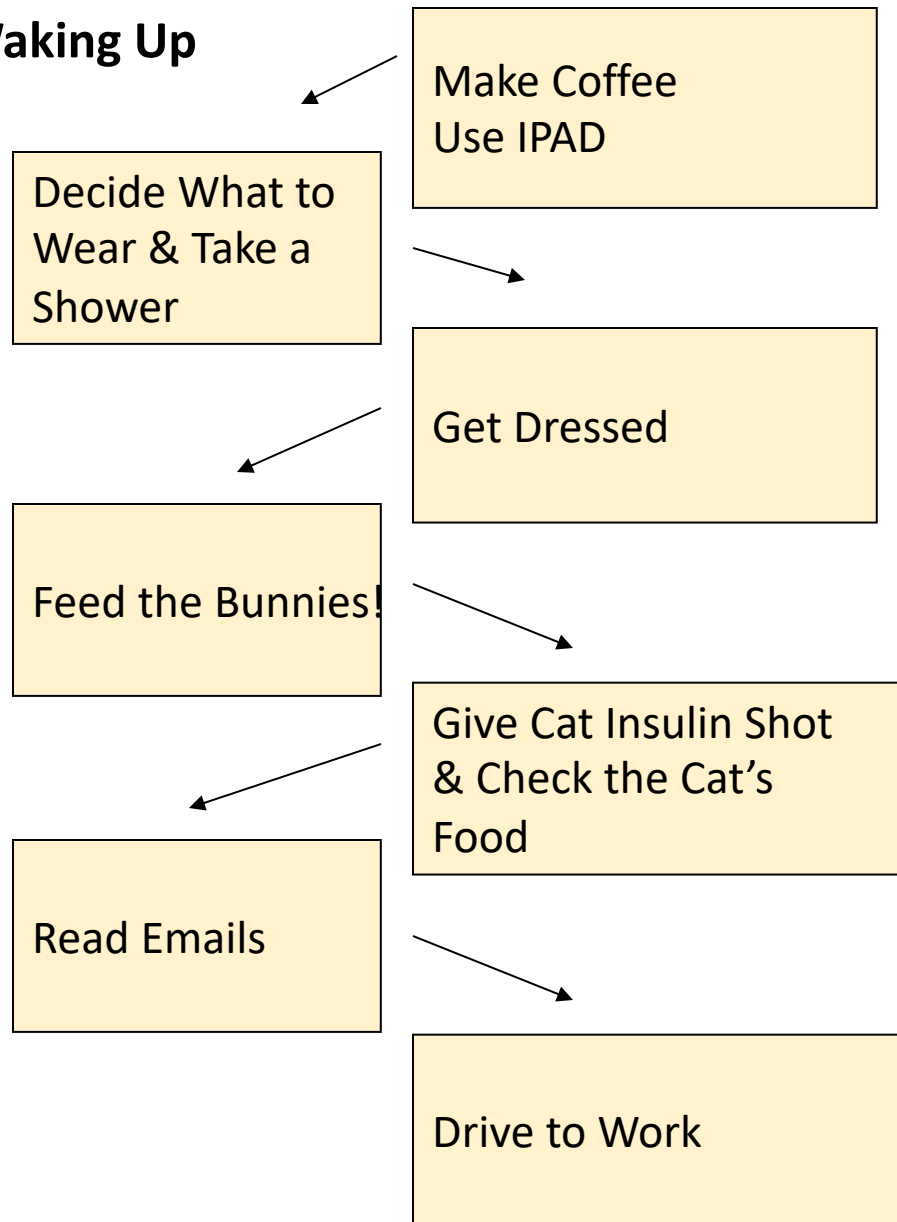
Create Reminders to Use Important Tools

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
Important TO

What is important *to* a person includes those things in life that help us to be satisfied, content, comforted, fulfilled, and happy. It includes:

- People to be with / relationships
- Status and control
- Things to do and places to go
- Rituals and routines
- Rhythm or pace of life
- Things to have

Right Poster

Important FOR

- Issues of *health:*
    - Prevention of illness
    - Treatment of illness / medical conditions
    - Promotion of wellness (e.g. diet, exercise)
- Issues of *safety:*
    - Environment
    - Well being ---- physical and emotional
    - Free from fear
- What others see as necessary to help us:
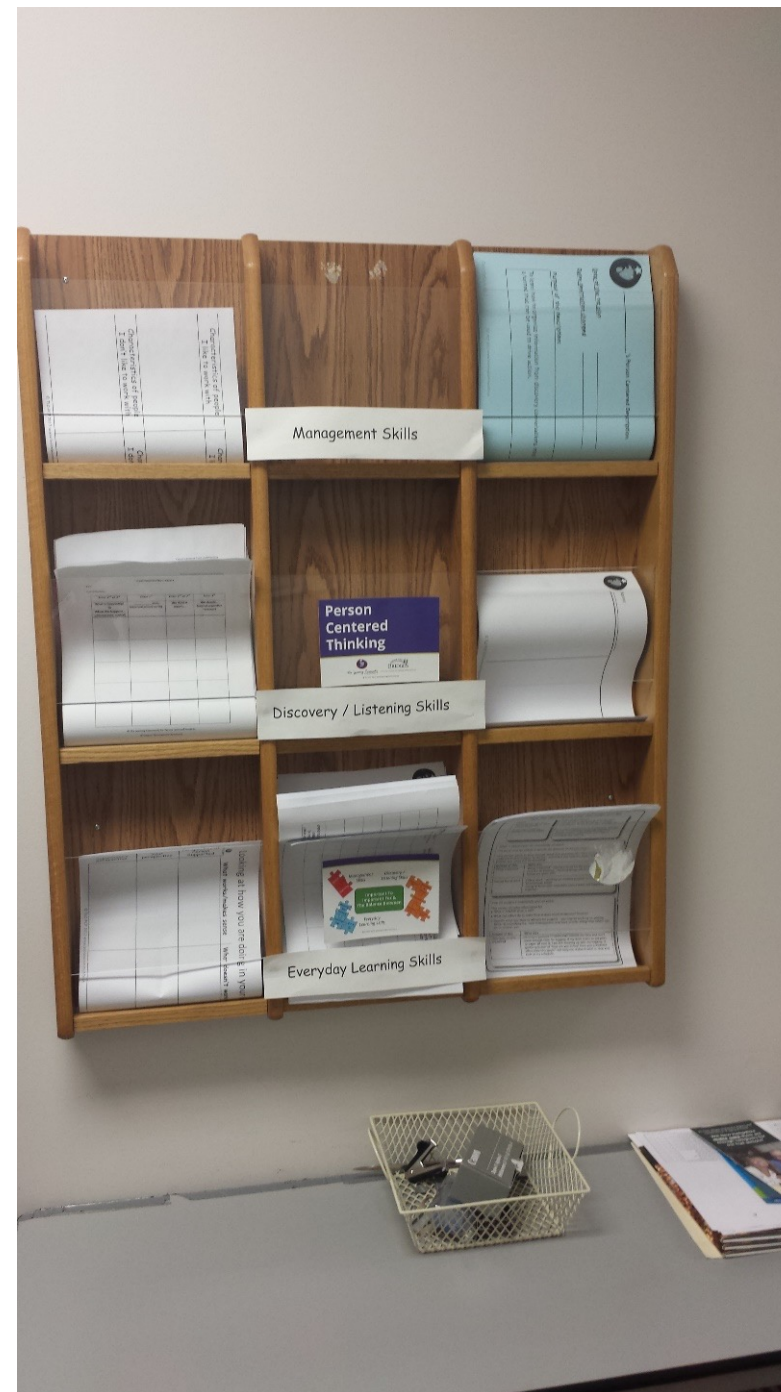   - Be a valued & contributing member of society

Easy Access to Person-Centered Tools

Residential
Services INC

HOME   WHO WE ARE   SERVICES   MY RSI STORY   JOIN OUR TEAM   CONTACT US

POSITIVE BEHAVIOR SUPPORT

RESIDENTIAL OPENINGS

SUPPORTED LIVING

COMMUNITY CONNECTIONS

PERSON-CENTERED SERVICES

PERSON-CENTERED TRAINING

SERVICES OVERVIEW

RESIDENTIAL SERVICES

TRANSITIONAL SERVICES

IN-HOME SERVICES

ARMHS

OUTPATIENT COUNSELING

EQUINE ASSISTED PSYCHOTHERAPY

TECHNOLOGY SERVICES

NURSING SERVICES

Person-Centered Thinking

RSI was **founded in 1978** by a group of parents who were looking for the most integrated setting and supports for their loved ones. Our supports and services have expanded over the years but our focus on person-centered services has remained central to our mission.

We believe that all people should be at the center of decision making and have a life that they desire. Our goal is to provide the most innovative, person-centered environment to all we interact with by creating an environment of collaboration. This is true not only for people we serve and their families, but also the staff we employee and the organizations we collaborate with. Person-Centered Thinking helps us listen to what is 'important to' and 'for' a person and build services and supports that will help the person live the life they want to live.

In 2015, RSI collaborated with three other agencies in a technical assistance program offered by the **Department of Human Services** to create person-centered system change throughout the state of Minnesota. During this time RSI received three years of extensive training from the Support Development Associates and the Institute of Community Integration on Person-Centered Thinking skills. The PCT curriculum was

November 2021

Strategies for Teaching Person-Centeredness

- Introduce tools to everyone using coaching methods
- Integrate into new staff onboarding
- Build into staff meetings
- Practice using positive social strategies
- [Use systems to increase self-awareness](#)

Positive Social Strategies Self-Assessment Checklist

Name: _____

Date of Interaction: _____

Other Person(s) Involved: _____

Review this checklist before communicating with others to increase your awareness of positive social strategies that can be used. Reflect on your actions after talking with another person. Make a check mark next to each type of social strategy that you used during this interaction.

☐ **Active Listening**-Active listening is a process of focusing your attention on the person in a way that supports his or her ability to communicate. Behaviors include both language and non-language based communication.

☐ **Paraphrasing What a Person Says** - Reflecting what you have heard someone say in your own words.

☐ **Nonjudgmental Statements** –Verbal and body language used describes what you observe is happening but does not criticize or imply judgment.

☐ **Use of Universal Tools to Support Discovery and Exploration** -Inquiring with open-ended

Strategies for Conflict Resolution

- Introduce tools to everyone using coaching methods

- Integrate into new staff onboarding

- Build into staff meetings

- Teach problem solving and conflict resolution

- [Use systems to increase self-awareness](#)

Conflict Resolution Checklist

Review this checklist before communicating with others to increase your awareness of positive social strategies that can be used. Reflect on your actions after talking with another person when a conflict occurs. Make a check mark next to each type of social strategy that you used during this interaction.

Name: _____

Date of Interaction: _____

Other Person(s) Involved: _____

☐ **Suspended My Opinion** – Waited to share my opinion with the other person and listened actively to what the person was saying.

☐ **Listened to the Person's Concerns and Issues Before Expressing My Views** – Actively listened to the other person's ideas and paraphrased his or her concerns to make sure I understood the issue.

☐ **Validated the Concerns a Person has About the Problem** – Let the person know that I appreciated that s/he is sharing the concerns with me. I let the person know that I respect them and believe that people can have different views without anger or disrespect.

Examples of Assessment of Social Match Assessment

Considering Student and Adult Characteristics Across:

o Activity Levels

o Distractibility

o Intensity

o Regularity

o Sensitivity

o Approachability

o Persistence

o Mood

Examples From Other Areas

• Provider Organizations Supporting People With Disabilities

https://www.sdaus.com/copy-of-core-concepts-1

• Toddler Temperament Tool

https://www.ecmhc.org/documents/CECMHC_IT3_Booklet_Toddler.pdf

• Infant Temperament Tool

https://www.ecmhc.org/documents/CECMHC_IT3_Booklet_Infant.pdf

Clubhouse Participants Created Thank You Notes and Give Each Other Recognition and Thanks When They See Examples of Values
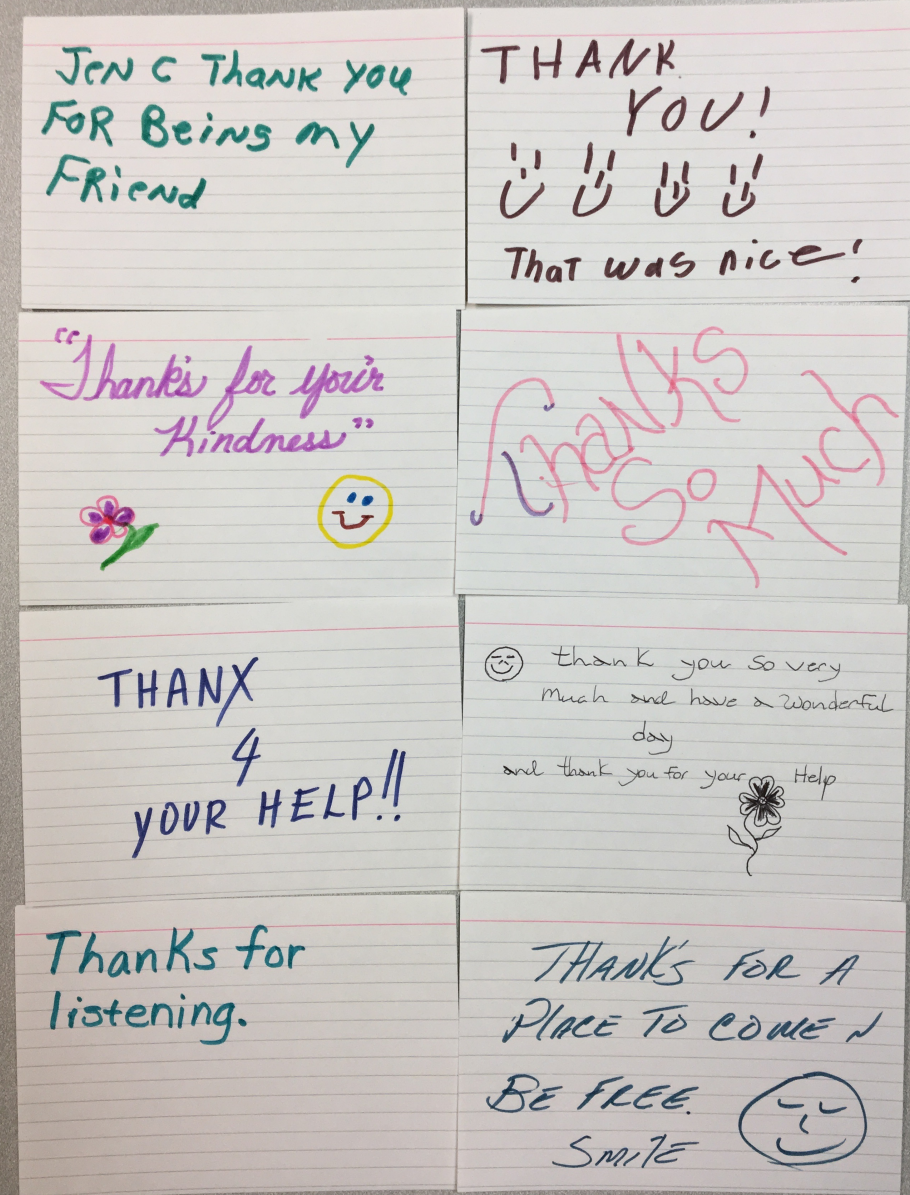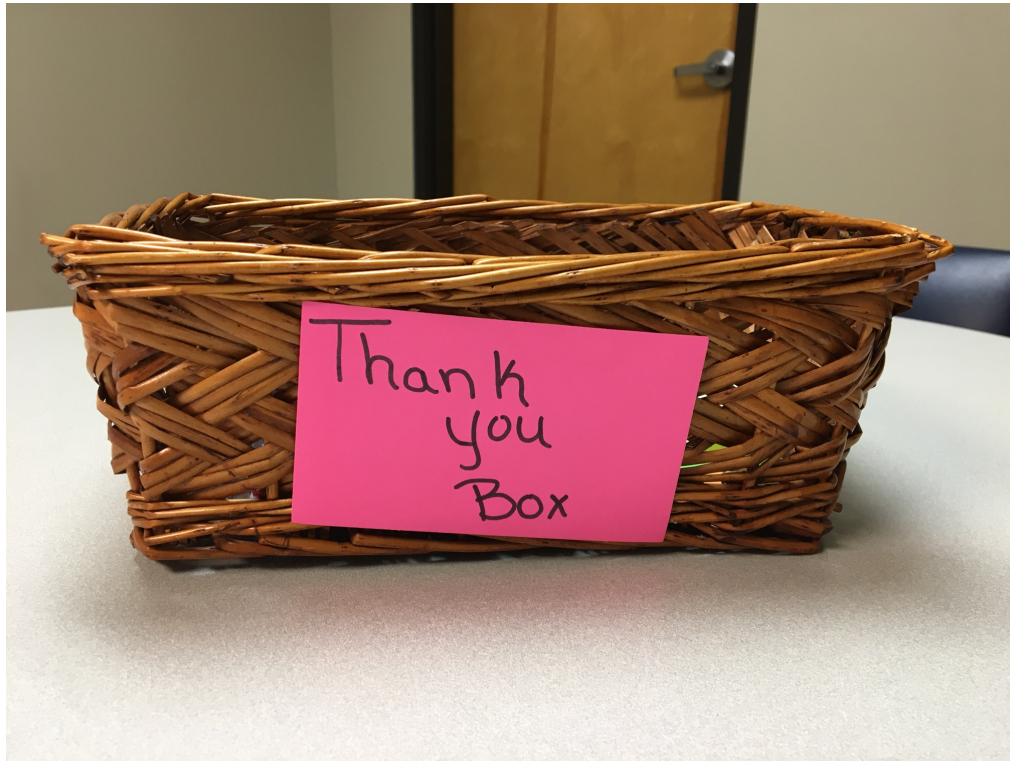
Important Person-Centered Resources

The Learning Community

Charting the LifeCourse

National Center on Advancing Person-Centered Systems

Summary of *Universal* Person-Centered Strategies

1. Use Universal tools to learn more about each other
2. Practice empathy and learn about cultural differences
3. Increase self-awareness of how we interact with others
4. Change our language to be more person-centered
5. Assess progress and reflect on our work

Getting Started or Continuing Our Efforts

- 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

FEW

SOME

ALL PEOPLE

Using a Team Approach

HCBS Modules – Overview & Team Modules

HCBS
Modules for
Person-Centered
Organizations

DEPARTMENT OF
HUMAN SERVICES

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INTEGRATION

UNIVERSITY OF MINNESOTA
Driven to Discover
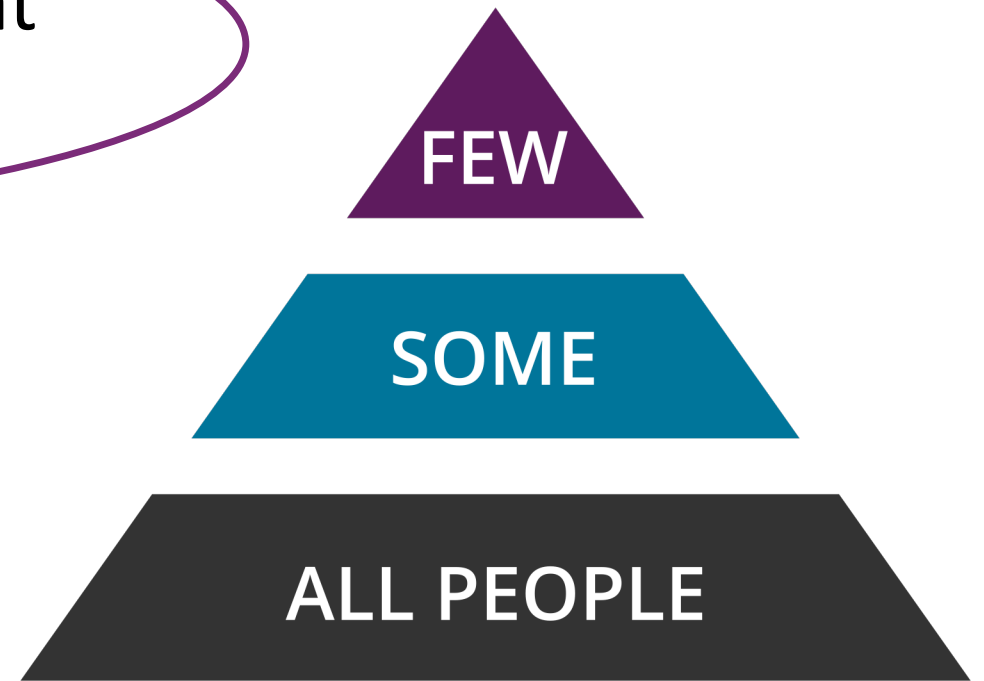
Team Members

Core Team Members

- Administration
- Management
- Coaches
- Key Contact
- PBS Facilitators
- PCT Trainers
- Person Centered Planners
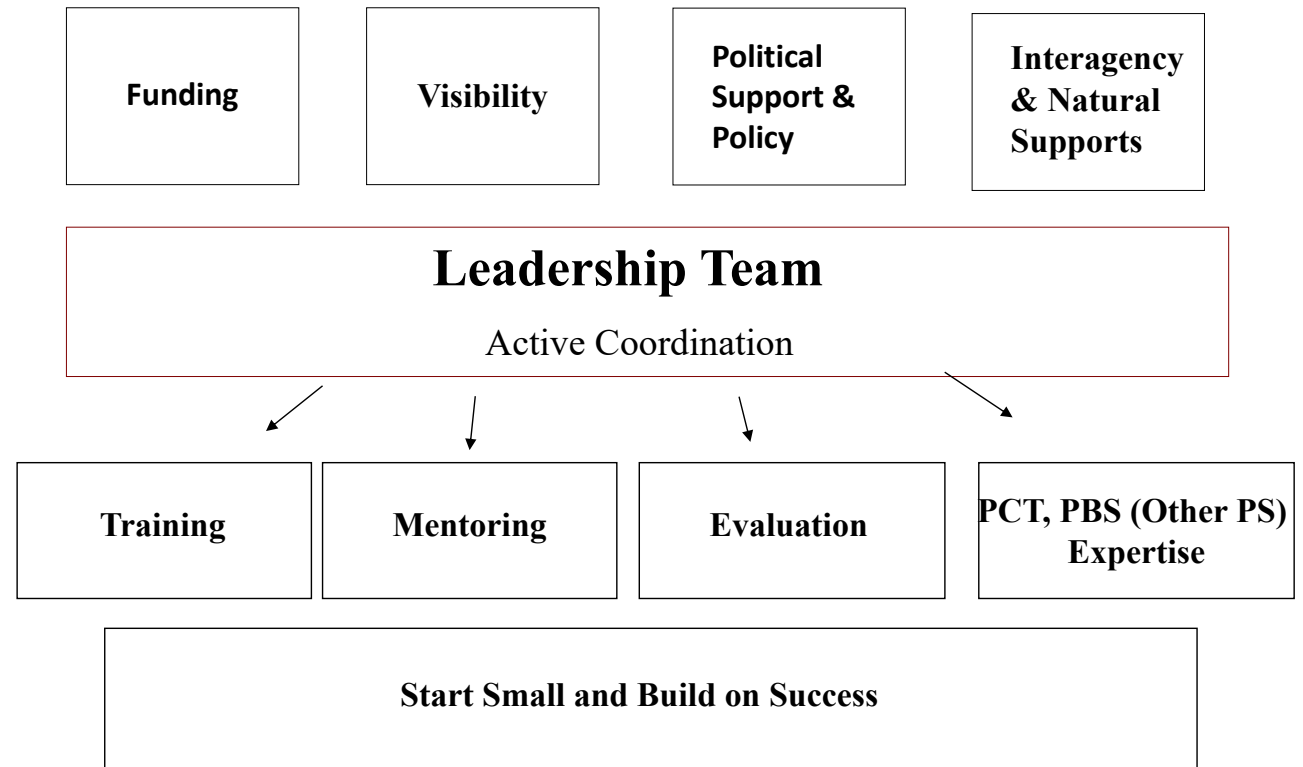
Expanding Input

Meeting 2-3 Times a Year

- People Receiving Services
- Family Members
- Guardians
- Case Managers
- Community
- Administration
- Management
- Coaches
- Key Contact
- Direct Support

Teams Are All Different….

A small organization supporting only a few people in a residential setting might include…

- Administrator/leaders
- One person supported
- One or more staff
- Employment organization representative

A family support an adult child might include….

- One or more parents
- The person supported
- Staff members
- Case manager

Guiding Team Meetings and Action Planning (Self-Assessment)

INSTRUCTIONS: Home and Community-Based Service (HCBS) providers can use the Minnesota Team Checklist to guide progress implementing person-centered practices and positive supports. The checklist can be used on a regular basis (e.g., monthly, quarterly, annually) to monitor progress improving person-centered and positive support practices. The subsections for this checklist address important areas that need to be considered when improving services. Answer each question by selecting the number that best fits what the team has completed:

0 – Planning Not Yet Started

1 – In Progress

2 – Fully in Place

Team

1. A team is in place to work toward becoming a more person-centered service.
    [type **0**-planning not yet started, **1**-in progress, or **2**-fully in place]

2. Regular meetings are scheduled.
    [type **0**-planning not yet started, **1**-in progress, or **2**-fully in place]

3. The team has a plan to include people supported, staff members, and others in planning.
    [type **0**-planning not yet started, **1**-in progress, or **2**- fully in place]

4. The team has a clear vision and purpose that matches person-centered and positive support values.
    [type **0**-planning not yet started, **1**-in progress, or **2**- fully in place]

5. An effective meeting process is in place including agreed-upon roles (e.g., timekeeper, notetaker, facilitator), agenda/meeting minutes, and an action plan.
    [type **0**-planning not yet started, **1**-in progress, or **2**- fully in place]

Minnesota Team Checklist

Use Strategies to Track Your Progress
(And Why This is Important)

Residential and Employment Organization
Tiered Onsite Evaluation Tool

■ 2/15/16   ■ 1/29/18   ■ 2/7/20

Percent Complete

Subscale

Categories: Team Action Planning and Stakeholder Involvement, Universal Person-Centered Strategies, Universal Positive Behavior Support, Cultural Awareness and Competence Strategies, Monitoring Plans and Organization-wide Data for Decision Making, Support for Staff Learning New Skills, Visibility, Total

Data collected for Agency disrupted in 2019 due to staff attrition issues

MN Team Checklist

Take Some Time to Review Items 1-7

Breakout Discussion

After reviewing items 1-7 on the checklist……

- Introduce yourself and where you work

- Describe one unexpected event that occurred in your life recently

- Share how you might use this tool in your work

- Be prepared to share by chat or talk with the larger group

Assessing Readiness for Change
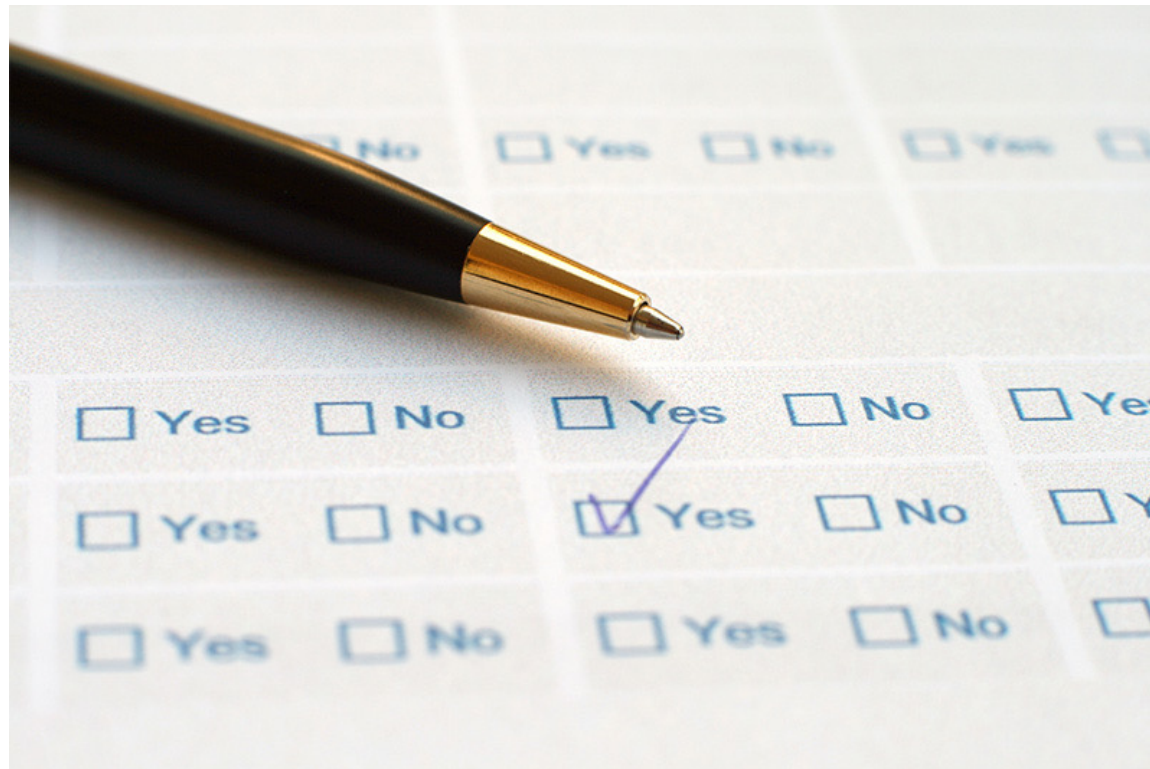
Building Consensus and Active Listening

- 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 in Minnesota is impressive

Readiness Pages - Direct Link

HCBS
Modules for
Person-Centered
Organizations

DEPARTMENT OF
HUMAN SERVICES

ICI INSTITUTE on
COMMUNITY
INTEGRATION
UNIVERSITY OF MINNESOTA
Driven to Discover

MN Team Checklist

Take Some Time to Review Items 8 - 12

BREAK 15 MINUTES

Large Group Discussion

- What questions do you have about any items on the checklist so far?
- Describe challenges that have come up while implementing person-centered practices
- Have you felt resistance when introducing new practices in your work?

Assessing Your Organization

First Steps for Understanding Strengths and Priorities

It is Not Easy to Be Person-Centered All of the Time....

The Reality is...

We often have windows of time where we do well and other times that maybe aren't so person-centered
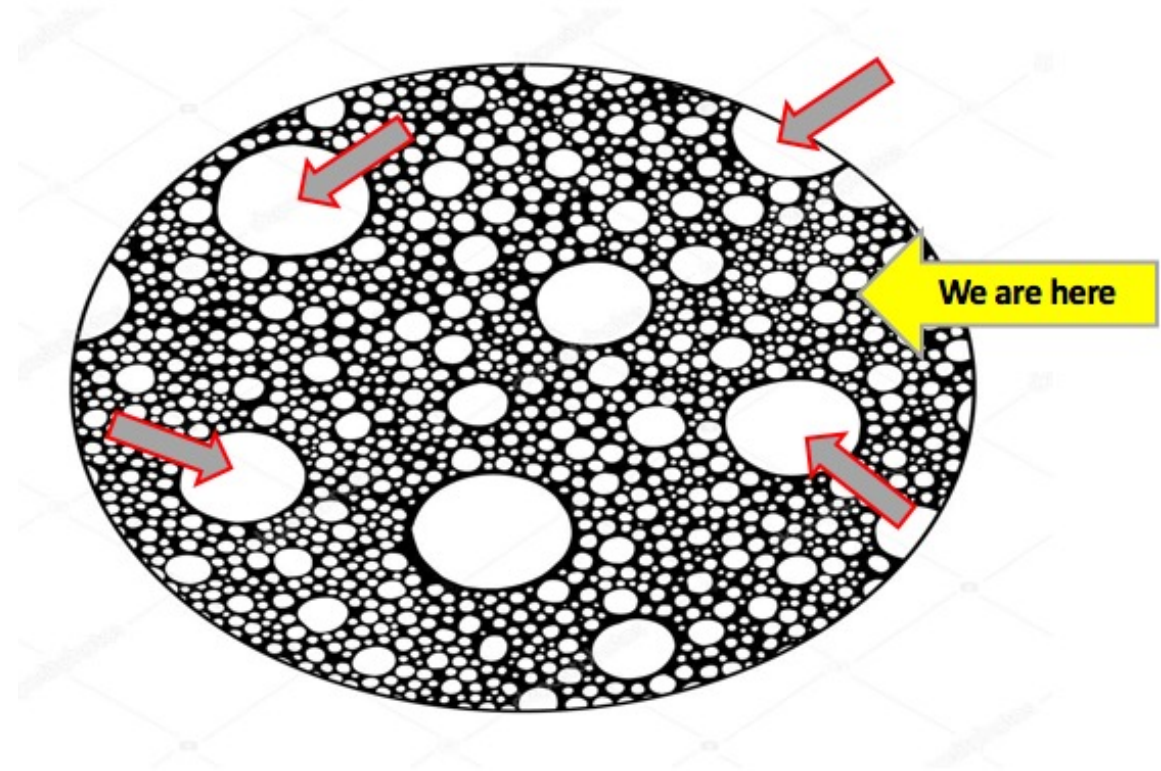
Use Internal Strengths to Expand Person-Centeredness
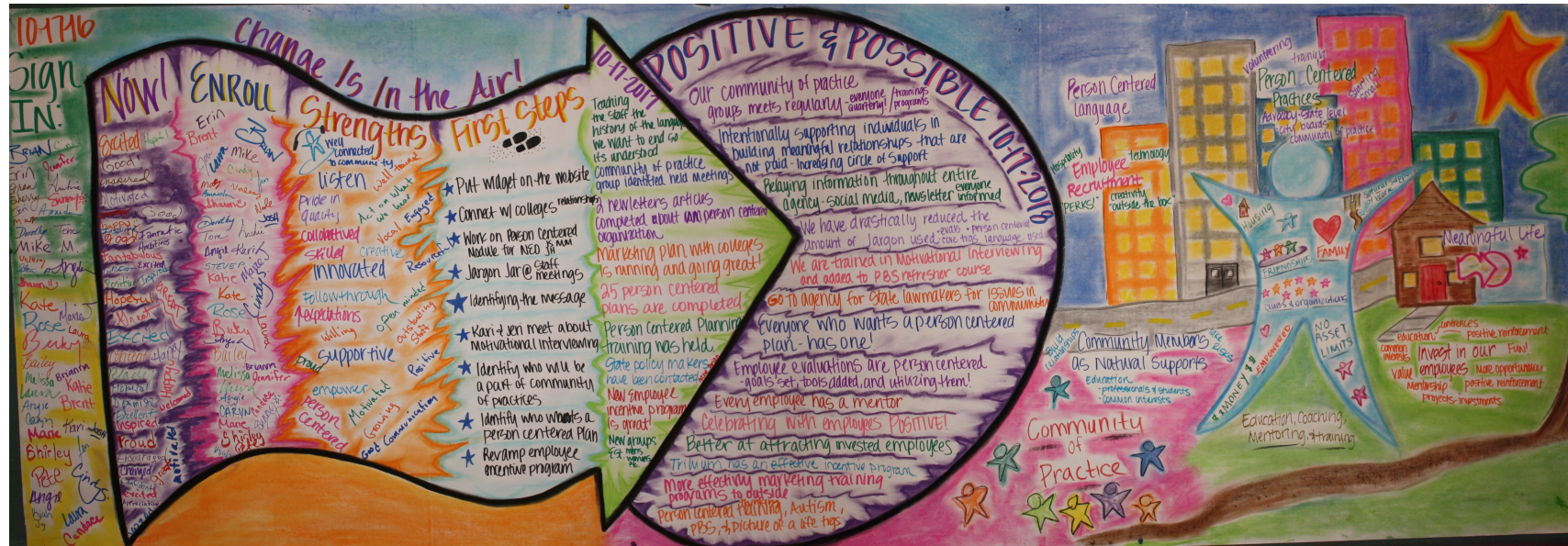
ORGANIZATIONAL CHANGE STAKEHOLDERS PATH
OCTOBER 17TH 2016

Assess How You Already Communicate

- Team Meetings
- Staff Meetings
- Supervision
- Trainings
- Coach Meetings
- Other Events
- Newsletters
- Website

* Build Into Existing Communication Whenever Possible

Assessment Tool for Organizations

The Person-Centered Organizational Development Tool is used by Teams to Engage in the Assessment and Action Planning Process

It is Available for Free at https://mnpsp.org/training-materials/

Person-Centered Organizational Development Tool

rtc on community living

UNIVERSITY OF MINNESOTA
Driven to Discover℠

Complete the Checklist on Your Own

1. Assessment, Discovery, Exploration

At our agency…	Never Evident 0	Rarely Evident 1	Sometimes Evident 2	Mostly Evident 3	Always Evident 4
1.A. We help individuals identify and achieve their desires and dreams, not judge them.					
1.B. We use strategies and tools that help people balance what is important to them and what is important for them.					
1.C. An individual's input is valued and leads to setting service goals and priorities.					
1.D. We act on the desires and dreams of the individuals we work with; we update them annually or when requested.					

Add points from each column_____ Divide by 4 _____ = Average score

Person-Centered Organizational Development Tool

Take Some Time to Review Items 1a – 1d

Assessment - Direct Link

Assess How You Already Communicate

- Team Meetings

- Staff Meetings

- Supervision

- Trainings

- Coach Meetings

- Other Events

- Newsletters

- Website

* Build Into Existing Communication Whenever Possible

Review Data Your Organization Collects

- Documented Changes in Policies
- Staff Training & Performance Data
- Surveys and Measures of
    - Quality of Life
    - Climate
    - Stress
- Staff Retention and Attrition
- Quality of Life Measures
- Incident Reports
- Injuries, Sick Days
- Workers Compensation

Assessing How We Train Staff

- What priorities do we have?
  - Motivational Interviewing
  - Person-Centered strategies
  - Positive Behavior Support
  - Culture of Safety

- How can we integrate multiple practices into training?

- What do we like about current training efforts and How can we improve?

MN Team Checklist
Take Some Time to Review Items 13 - 15

BREAK 15 MINUTES

Involve Everyone in Assessing Strengths and Creating and Action Plan

Main Universal Activities

Person-Centered Practices

- Self-Assessment process

- Vision – Now and In future

- Outcome statements
  o People supported
  o Employees
  o Organization
  o Community

- 3-year backward planning

- History map

- Coaching activities

Create Ways to Discuss Values Together
Creating a Vision of What Services Look Like Now and What We Want for the Future

Now

Future

Working Together as a Team to Create a Vision

Now

Future

Outcome Statements

- **Outcomes for People Who Receive Support:**
  - People who receive support drive their own plans and services

- **Outcomes for Employees/Staff:**
  - Staff understand person centered thinking are working for/with the person receiving supports
  - Staff feel valued and want to work at our organization

- **Outcomes for Organization:**
  - Our organization will match staff with person receiving supports

- **Outcomes for Community:**
  - Community members will be excited to welcome, participate, engage, with our organization and person receiving support)

Organization-wide Annual Action Plan (Provider Agency Examples)

Date: May 10, 2016

Team Members: Alice, Amy, Jane, Steve, Bella, Joe

For the People We Support

Person-Centered Practices	Who	By When	Status Update
1. Learn about each individual by using person-centered thinking tools	Coach	10/1/16	
2. With each person, create a one-page profile	Coach	10/1/16	
3. Create one meaningful personal connection based on gifts, talents and interests	Coach, person & circle of support	3/1/17	In progress Sept 2016 2016
4. Have all staff attend PCT training 전 직원이 PCT 교육을 받게 한다	Brandon		

Positive Behavior Support	Who	By When	Status Update
1. Confirm pilot area for consensus building	Steve	October, 10 2016 2016,	Completed
2. Schedule meeting time for review of policies across organization	Jane/Team	Sept, 2016 2016	Completed
3. Dedicate 15 minutes in staff meetings to share PBS updates.	Coaches/Leaders	August 15, 2016 2016	In Progress

Organization-wide	Who	By When	Status Update
1. Tenure and retention data are gathered with attention to pilot areas for self-assessment	Alice and Andy	July 31, 2016 2016	Not Yet Started
2. Team gathers information about different cultures represented for both people supported and staff members	Brandon, Kayla & Nicole	July 31, 2016 2016	Not Yet Started
3. Information about different cultures are integrated within staff development	Steve	October, 2016 2016	Completed

Build in Ongoing Coaching and Mentoring

Examples from Minnesota Organizations

- Organize coaching supports so that all staff receive support
- Create a plan that is driven by staff
  - Create a list of activities
  - Complete and talk with coach
  - Keep track of progress on tools
- Coaches meet regularly to share progress and problem solve
- Intranet for sharing information
- Visual reminders to use PCT Tools
- Assess whether staff changes are occurring

Example of Team Planning

Team Roles

• 3 Organization-wide Team Members

• 1 Key Contacts

• 1 Coach

• Regional Trainers (PBS and PCT)

Monthly Team Meetings

Implementation Areas Targeted
• Change documents to become more person-centered
• Introduce strategies curing house visits
• Create person-centered descriptions with people

Major Messages....
"It's a Marathon Not a Sprint."

"Change is a process not an event."

-Barbara Johnson

WORK SMARTER NOT HARDER

Capture Your Journey

Next Modules - Direct Link

Free Training Opportunity!

Introduction to Organization-Wide Person-Centered Practices

December 7, 2021

Virtual Webinar Start Time: 9:00AM – 12:00PM

February 23, 2022

~~**Virtual Webinar Start Time:** 9:00AM – 12:00PM~~

May 17, 2022

Virtual Webinar Start Time: 9:00AM – 12:00PM

Sign up through registration link

Purpose: Introduce the Person-Centered Process for Organizations

Special Focus: Smaller Organizations or Families Managing Staff at Home

Who Should Attend: Anyone Interested in learning how to become more person-centered

Want to Learn More: Sign up to receive the registration link

Questions? Email Seugnhee Lee

Goals for May

Assessment
- Review the strengths of your work you are doing
- Write down 3 strengths to celebrate
- Write down 3 areas to grow
- Make a list of the types of information you can use to assess how you are doing
- Need ideas? Visit Module 4 Resources

Visit the HCBS Modules
- Review Module 4
- Review Module 5
- Review Module 6
- Check out the DHS HCBS Toolbox

List What Steps You Will Take Between Now and the Next Webinar

Steps for Moving Forward	Who is Involved	Targeted Completion Date
Complete Module 4	Add yourself (and others?)….	May 17, 2022
Complete Module 5	And yourself (and others?)…	May 17, 2022
Complete Module 6	And yourself (and others?)…	May 17, 2022

List What Steps You Will Take Between Now and the Next Webinar

Steps for Moving Forward	Who is Involved	Targeted Completion Date

Amy Hewitt

John Smith

Cliff Poetz

I AM DRIVEN TO PROFESSIONALIZE THE DIRECT SUPPORT WORKFORCE

I AM DRIVEN TO RETHINK WHAT ACCESSIBILITY MEANS

I AM DRIVEN TO MAKE HOME OWNERSHIP A REALITY FOR PEOPLE WITH DISABILITIES

Thank You for you Time!

Reminders & Resources

Training Resources

- **[Home and Community Based Modules](#)**

- **[MNPSP.ORG Positive Social Strategies](#)**

- **[MNPSP.ORG Universal Social Skills](#)**

- **[Implementation Resources](#)**

- **[Learn More About Person-Centered Strategies](#)**

Making Community Connections

MNPSP.ORG
- Training Materials
- Universal Social Skills

http://rtc.umn.edu/docs/Friends_Connecting_people_with_disabilities_and_community_members.pdf

APBS Conference 2022 – 19th Annual Conference

Learn More About the International Association for Positive Behavior Support and the Upcoming Conference!

Onsite and Virtual Options

https://www.apbs.org/conference

- The University of Minnesota's mission, carried out on multiple campuses and throughout the state, is threefold: research and discovery, teaching and learning, and outreach and public service.