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

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

Today's Presentation

The goal is to provide you with information about....

- Describe person-centered and positive supports

- Using a team approach

- Introduce Home and Community Based Modules

Today's Schedule

9:00 - 10:15   Overview of Person-Centered and Positive Supports

10:15 - 10:25   Activity Break

10:25 - 11:25   Team-Based Planning

11:25 – 11:40   Activity Break

11:40 – 12:00   Tour of HCBS Modules and Next Steps

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

Sign up through registration link

May 17, 2022

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

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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

Opportunity for Smaller Organizations
Call for Applications

- Tailored and individual support for your organization

- 5 organizations can receive up to 16 hours tele or onsite consultation
  Dates; December 7, February 3, May 17, 2022

- DHS will review select 5 organizations

- Application Due Date: January 10, 2022

*Registration
link: https://umn.qualtrics.com/jfe/preview/SV_6Kx35Y2d9PaIMQu?Q_CHL=preview&Q_SurveyVersionID=current*

Person-Centered Practices & Positive Supports

Where are Person-Centered Practices Used Today?

- Organizations supporting people with intellectual and developmental disabilities
- Hospitals and the medical community
- Special education
- Early childhood
- Mental health and out-of-home placement settings

WHAT DOES "BEING PERSON CENTERED" MEAN?

- Treat each person with dignity and respect

- Build on person's strengths and talents

- Help people connect with their community

- Foster and deepen relationships

- Listening to all the ways people communicate and express themselves

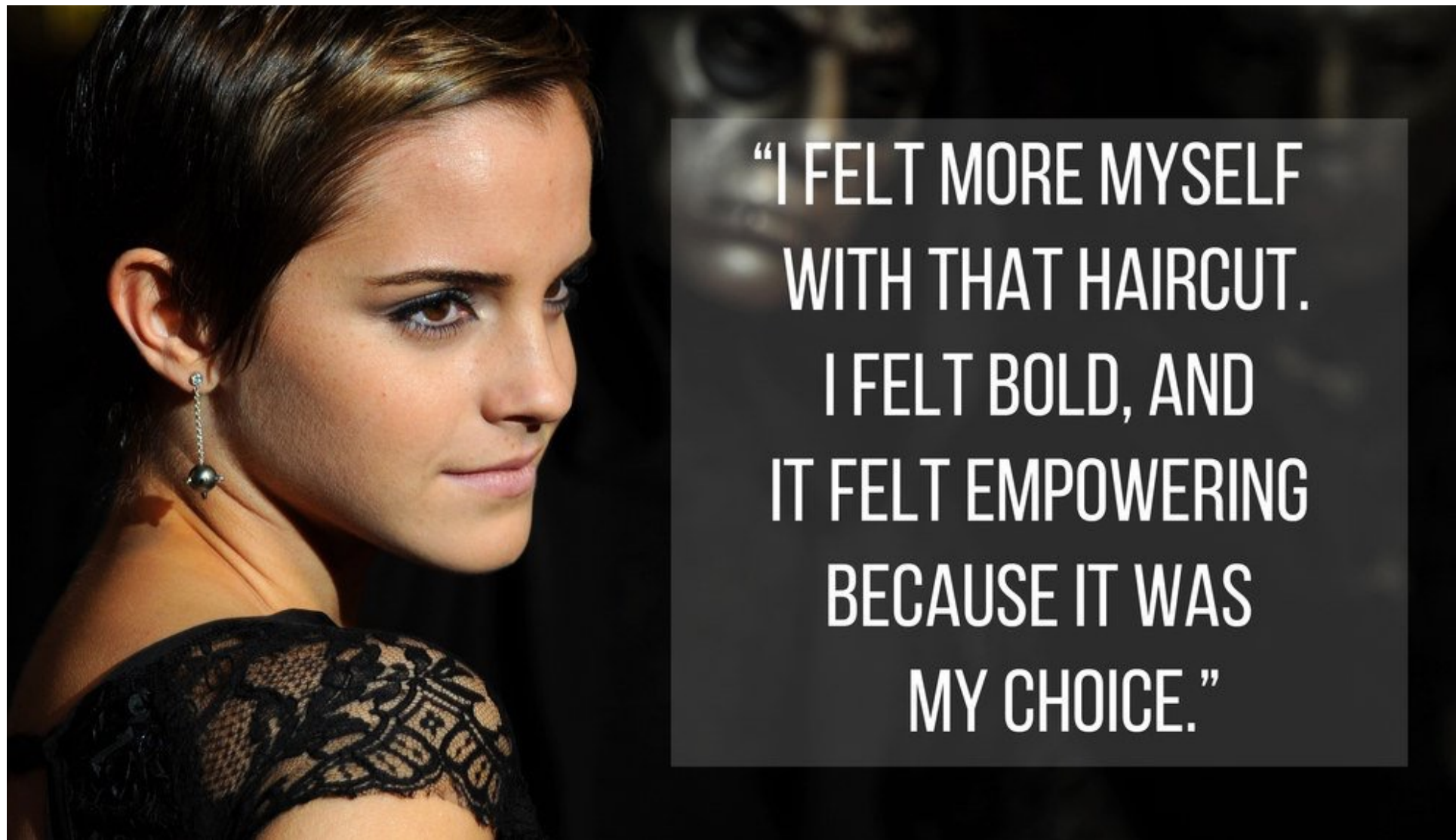- Practice cultural humility and responsiveness

Five Valued Experiences Important to People

- 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

"I FELT MORE MYSELF WITH THAT HAIRCUT. I FELT BOLD, AND IT FELT EMPOWERING BECAUSE IT WAS MY CHOICE."
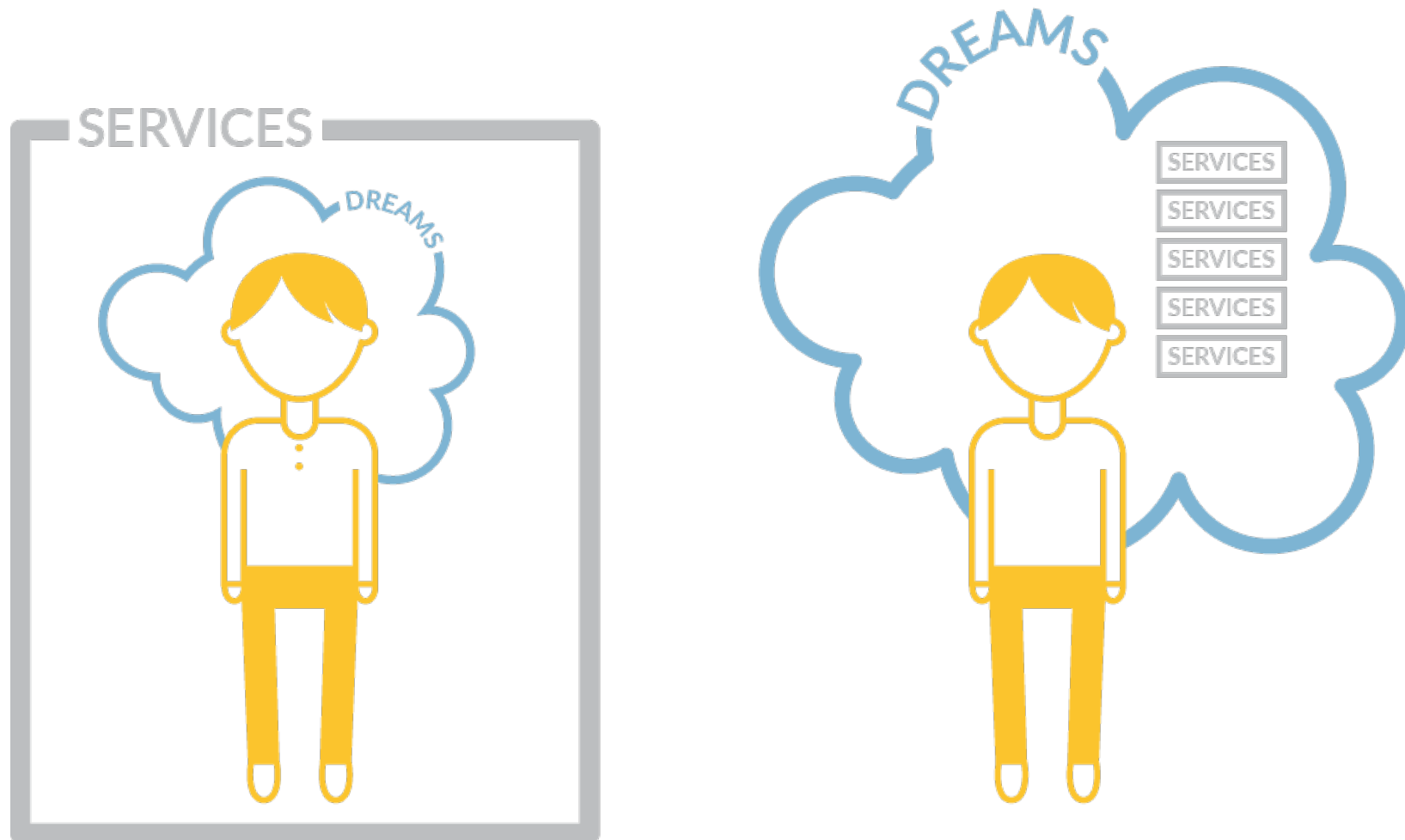
Let's imagine

- What if we saw a person's gifts and talents first, rather than their deficits or needs?

- If we based our services and supports helping people be included and have valued social roles—what would your job look like.

…...It is in this space that person centered thinking can flourish.

Don't Box in Dreams

The Balance Between What is Important _to_ and Important _for_ A Person

IMPORTANT TO SOMEONE

- MAKING CHOICES AND FEELING INDEPENDENT AND/OR INTERDEPENDENT
- FOLLOWING IMPORTANT RITUALS AND ROUTINES
- MAKING IMPORTANT SOCIAL CONTRIBUTIONS
- FEELING VALUED AND APPRECIATED BY OTHERS

IMPORTANT FOR SOMEONE

- MAINTAINING GOOD HEALTH
- FEELING SAFE
- PREVENTING TOOTH DECAY
- MANAGING MEDICATIONS
- COMPLETING SCHOOL
- FOLLOW COMMUNITY RULES AND REGULATIONS

Important Person-Centered Themes

- Balance what is *Important To* and **For** a person

- Increase awareness of *Power With* versus *Power Over*

- Encourage *Openness & Interest in Cultural Differences*

- Understand *How Trauma Impacts Our Responses*

Person-Centered Practices

Universal Person-Centered Strategies
- **Tools to prompt exploration, discovery, and problem solving**
- **Everyone is involved**
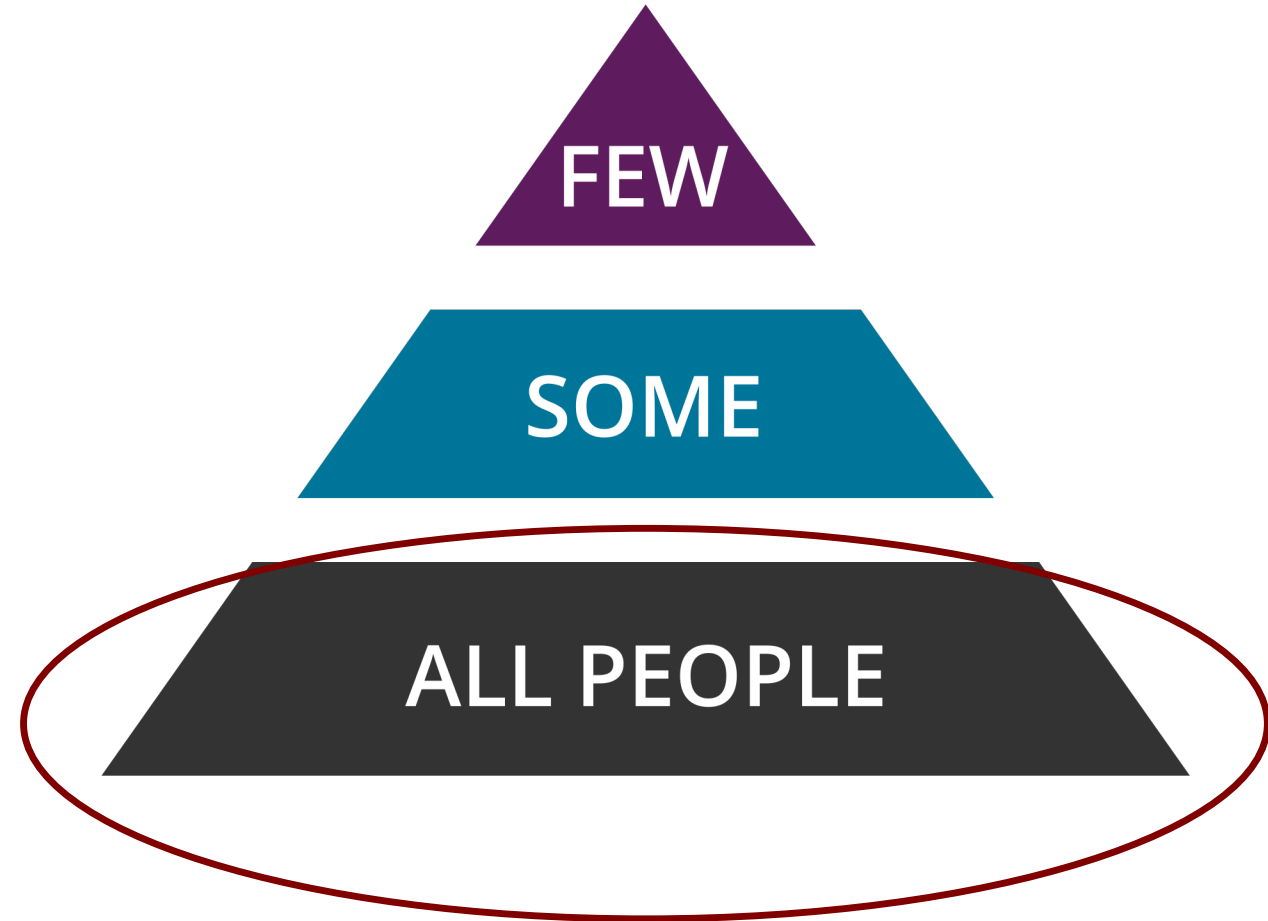
Person-Centered Planning

- Individualized teams work with one person

- Create plan for achieving a positive and meaningful life

- Helping person connect with their community

Person-Centered Organizational Practices

- Policies, procedures, documentation

- Training for everyone in organization/community

Five Elements of *Universal* Person-Centered Practices

1. Use tools to build positive relationships

2. Include activities for practicing empathy & learning about cultural differences

3. Increase self-awareness of how we interact with others (active listening, mindfulness, etc.)

4. Create strategies to reflect on use of language and our behavior

5. Use data to reflect on progress

FEW

SOME

ALL PEOPLE

Adapting the Integrated Person-Centered Planning Process

Don Kincaid

Florida's Positive Behavior Interventions and Support

University of South Florida
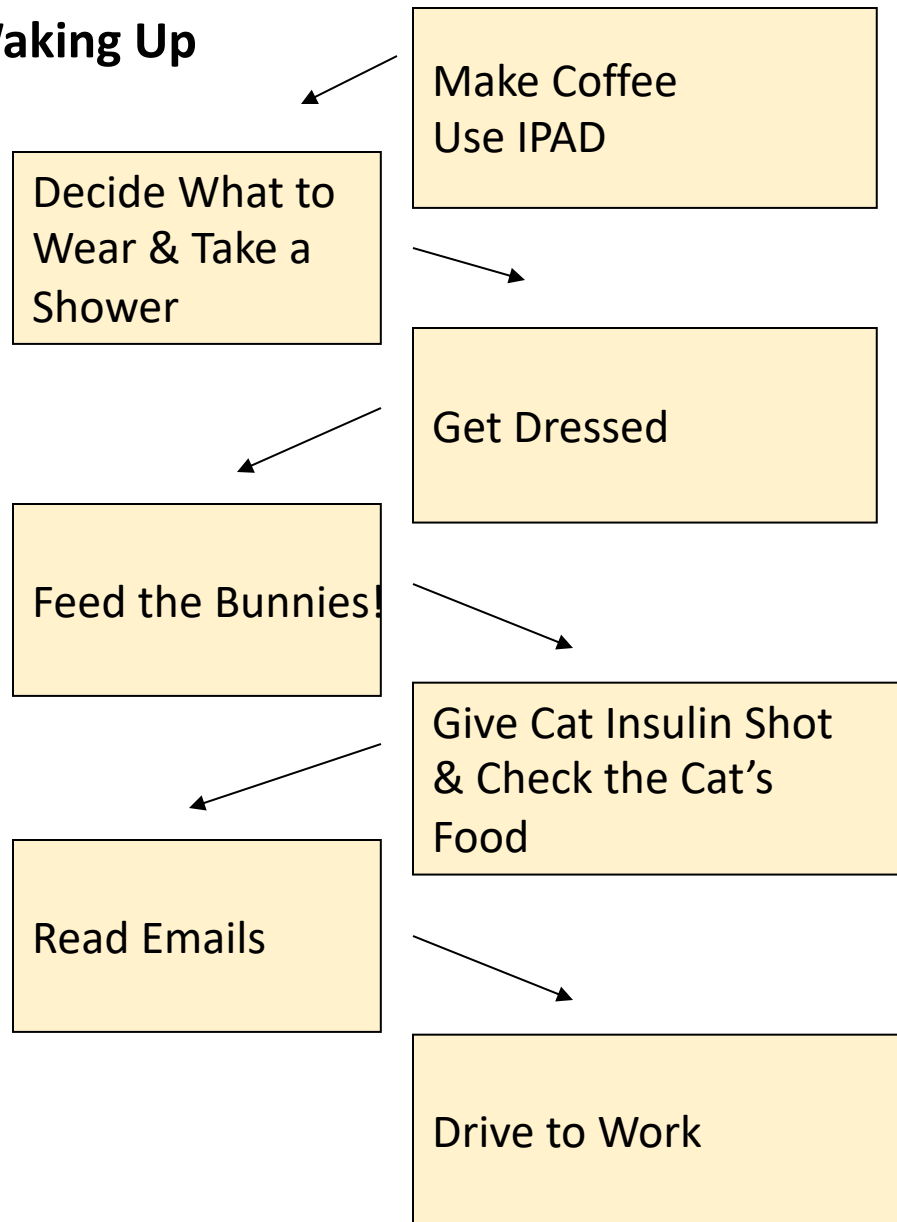
Strategies for Learning About Each Other

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

History

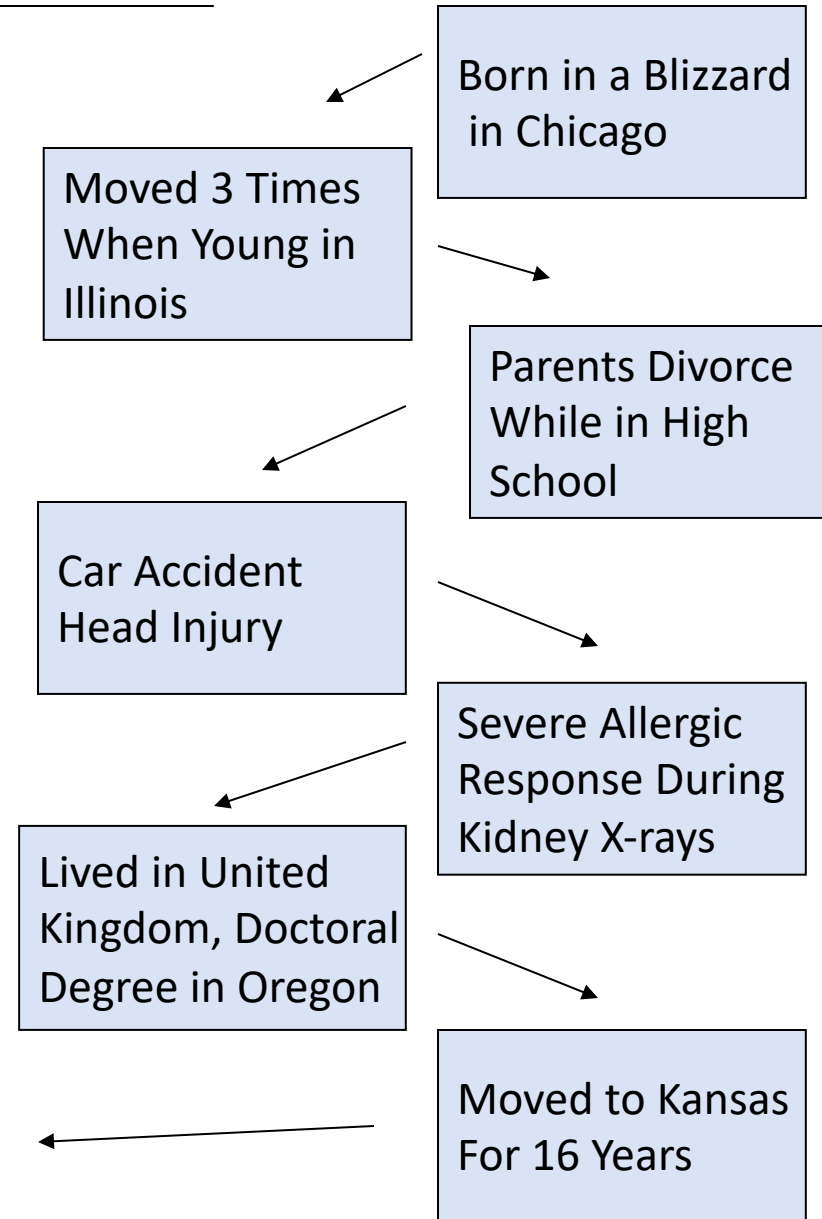Born: <u>January 28, 1967</u>

Write Down events That Are Important in the Person's Life

Put a "*" next to any positive events.

Put a "-" next to any negative events.

Use another page if needed.

Born in a Blizzard in Chicago

Moved 3 Times When Young in Illinois

Parents Divorce While in High School

Car Accident Head Injury

Severe Allergic Response During Kidney X-rays

Lived in United Kingdom, Doctoral Degree in Oregon

Moved to Kansas For 16 Years

Today

Kincaid, D. (2017). https://www.pbis.org/resource/346/person-centered-planning-presentation

At Tier 1: Teach Staff to Use a Smaller Number of Slides to Understand What is Important to and for a Person

- Identify the hopes and fears you have for this person.
- Under "Hopes" list what is possible if we do the best we can.
- Under "Fears" list what is possible if things do not improve or get worse.

Hopes

To Make a Significant Contribution in my Field Translating Research to Practice- Achieve Success

My Husband, Mother, and Sister Live Long and Healthy Lives

Fears

That my Migraines and Headaches Will Become So Severe I Can No Longer Work

My Mother Who Has Alzheimer's Will Be Injured or Will Get Lost

Kincaid, D. (2017). https://www.pbis.org/resource/346/person-centered-planning-presentation

Include the Number of Slides Needed to Help You Understand What is Important to a Person

Create Short Descriptions to Share With Others

Education

- Personal Profile – Helen Sanderson
- Blank Profile Forms

Hospital Stay

- Boston Children's Hospital

Supporting Adults

- Minnesota Personal Profile Example

Supporting Older Adults

- Personal Profile - Helen Sanderson
- Alzheimer's Society Example

❊ Shirley's Profile & Plan ❊

What is Important to Shirley:

- Spending time and talking on the phone with Shaina & Pamela.
- Creating art such as coloring and painting.
- Watching Wheel of Fortune.
- Going to work.
- Looking and feeling good about my appearance.
- Sticking to a routine.
- Doing activities in small groups where I can receive more attention.
- I enjoy shopping trips!
- Getting out and doing things outside of the home and being social.
- Being around positive people!
- I enjoy drinking diet coke.
- I love listening to music, dancing along to music, singing and occasionally playing the piano.
- Having choices between several activities.

What is Important for Shirley:

- Making sure my medications are monitored and managed well.
- I do well with a routine/schedule.
- My health improves when I am well hydrated.
- My range of motion exercises helps me to keep active.
- Keeping good posture while sitting improves my back pain.
- It's important to ask how I am feeling as I may not tell you on my own.
- It's important to know my pain tolerance is high.
- To respond quickly when I say I need to use the bathroom, etc.
- It's important for me to have choices and preference in what I would like to do.
- It's important for me to be social and get out into the community.

Encouraging and Building Relationships By Reflecting on What We are Doing

- Active Listening
- Paraphrasing What a Person Says
- Nonjudgmental Statements
- Encouraging People to Connect With Others
- Working With People in Collaboration
- Being Positive and Encouraging
- Showing Empathy & Understanding

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

Important Person-Centered Resources

The Learning Community

Charting the LifeCourse

National Center on Advancing Person-Centered Systems

Learn More About Person-Centered Practices

Visit MNPSP.ORG for More Information…

- Person-Centered Practice Main Page

- Learn More About Person-Centered Planning

- Short Summary of Organization-Wide Person-Centered Practices

Positive Supports Defined

Refers To All Practices That Include The Following Characteristics Are:

1) Person-centered & culturally responsive

2) Evidence-based And promising Practices

3) Based on ongoing assessment and monitoring

4) Integrated with more than one practice

Positive Support Examples

Person-Centered Practices Provide the Foundation…and Help us in Integrating…

- Culture of Safety

- Positive Behavior Support

- Applied Behavior Analysis

- Cognitive Behavior Therapy

- Dialectical Behavior Therapy

- Motivational Interviewing

- Trauma-Focused Cognitive Behavior Therapy
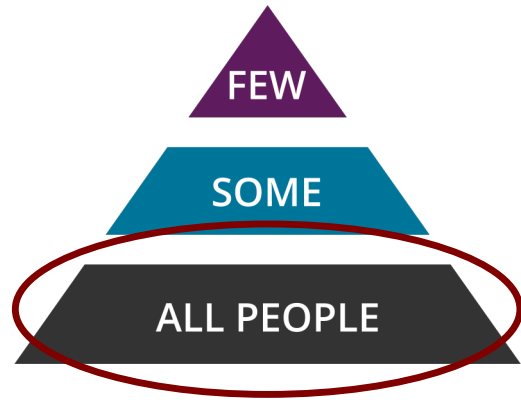
Examples of *Person-Centered* Universal *Practices*

- 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

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

We are here
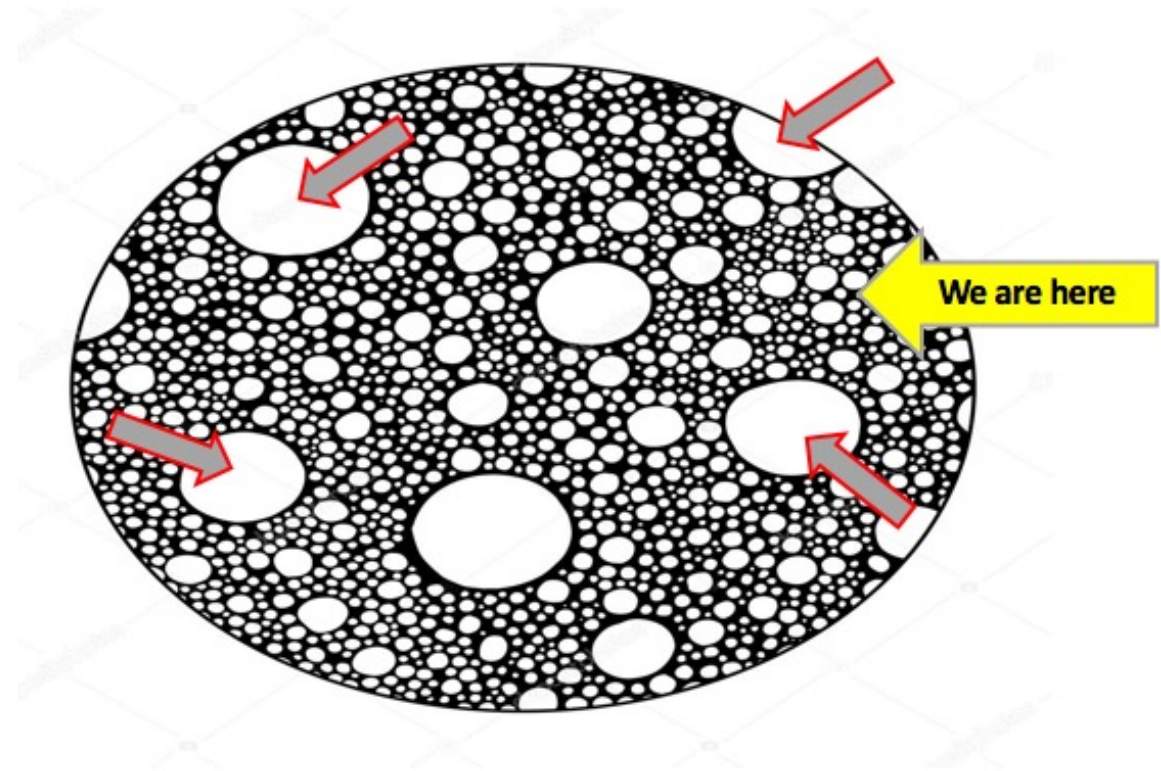
Challenge For All Organizations

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

Activity:
Write Down Universal Strategies you are already implementing....

Write down what you are doing in the chat take notes....
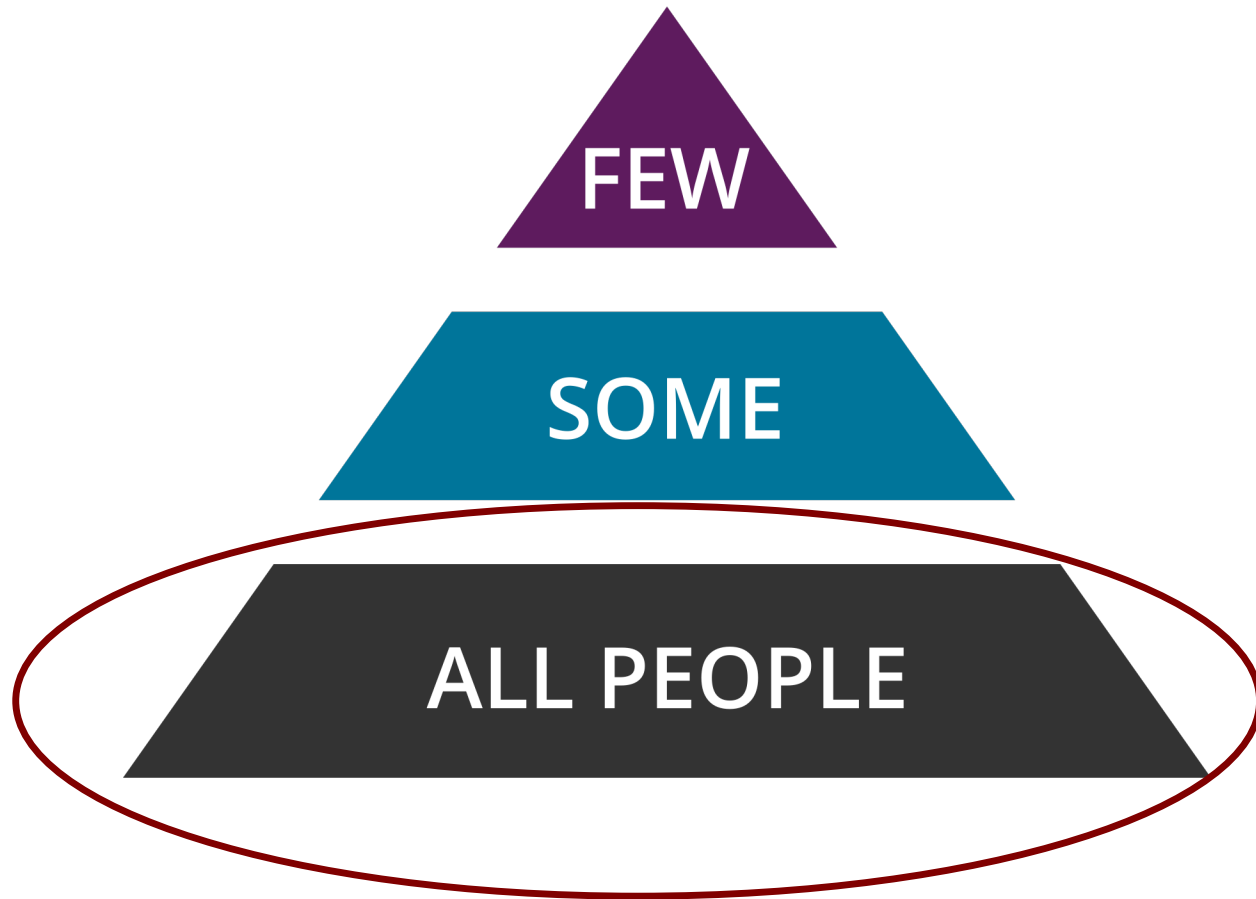
FEW

SOME

ALL PEOPLE

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

Steps for Moving Forward	Who is Involved	Targeted Completion Date

ACTIVITY BREAK 10 MINUTES

Using a Team Approach

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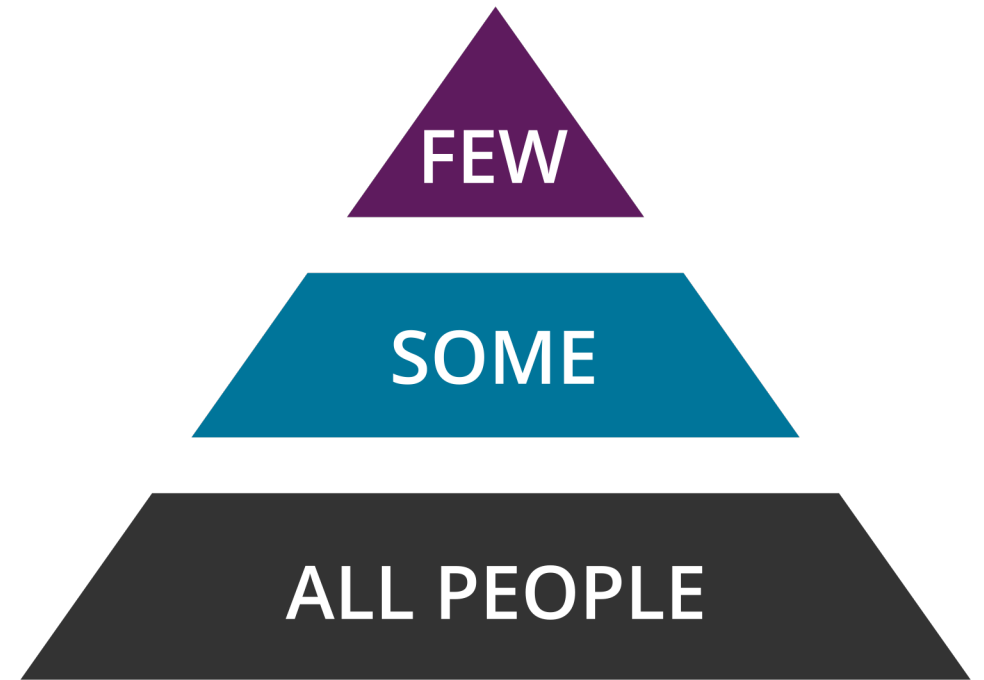
Major Messages....
"It's a Marathon Not a Sprint."

"Change is a process not an event."

-Barbara Johnson

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

Use Internal Strengths to Expand Person-Centeredness
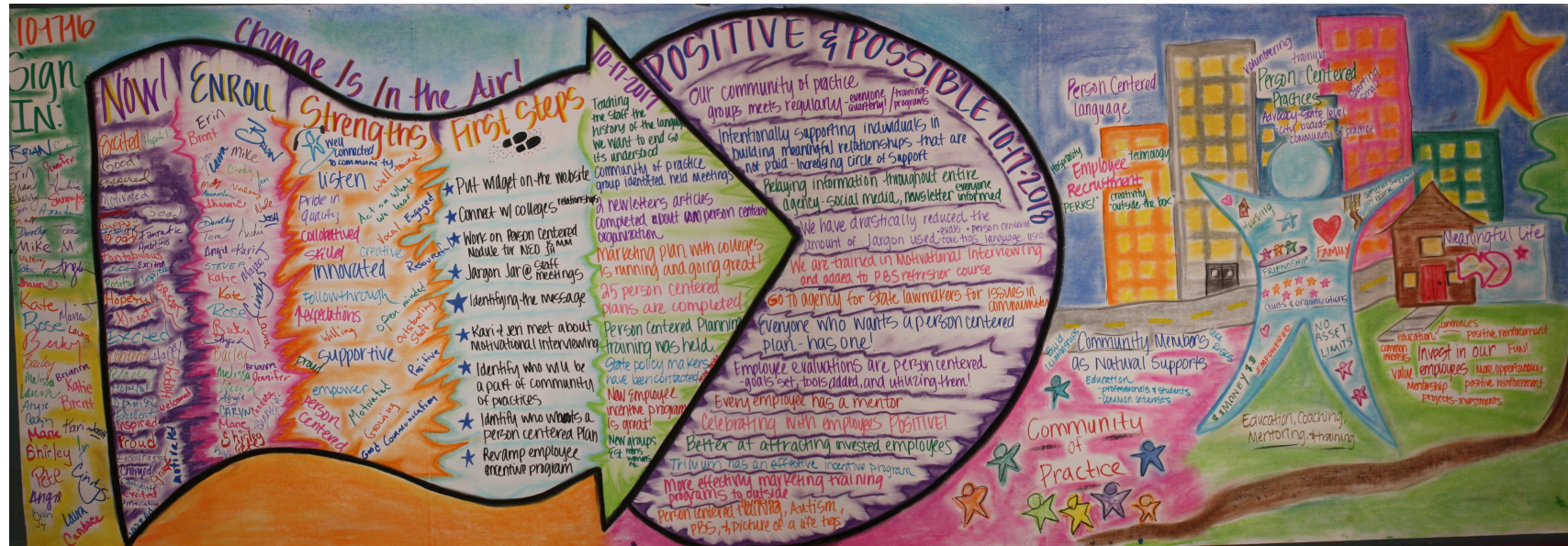
ORGANIZATIONAL CHANGE STAKEHOLDERS PATH
OCTOBER 17TH 2016

Assess How You Already Communicate

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

* Build Into Existing Communication Whenever Possible

Leading and Implementing Person-Centered Positive Supports

Organization and County Planning

Funding	Visibility	Political Support & Policy	Interagency & Natural Supports

Leadership Team

Active Coordination

Training	Mentoring	Evaluation	PCT, PBS (Other PS) Expertise

Start Small and Build on Success

OSEP Center on
Positive Behavioral
Interventions & Supports
Effective Schoolwide Interventions
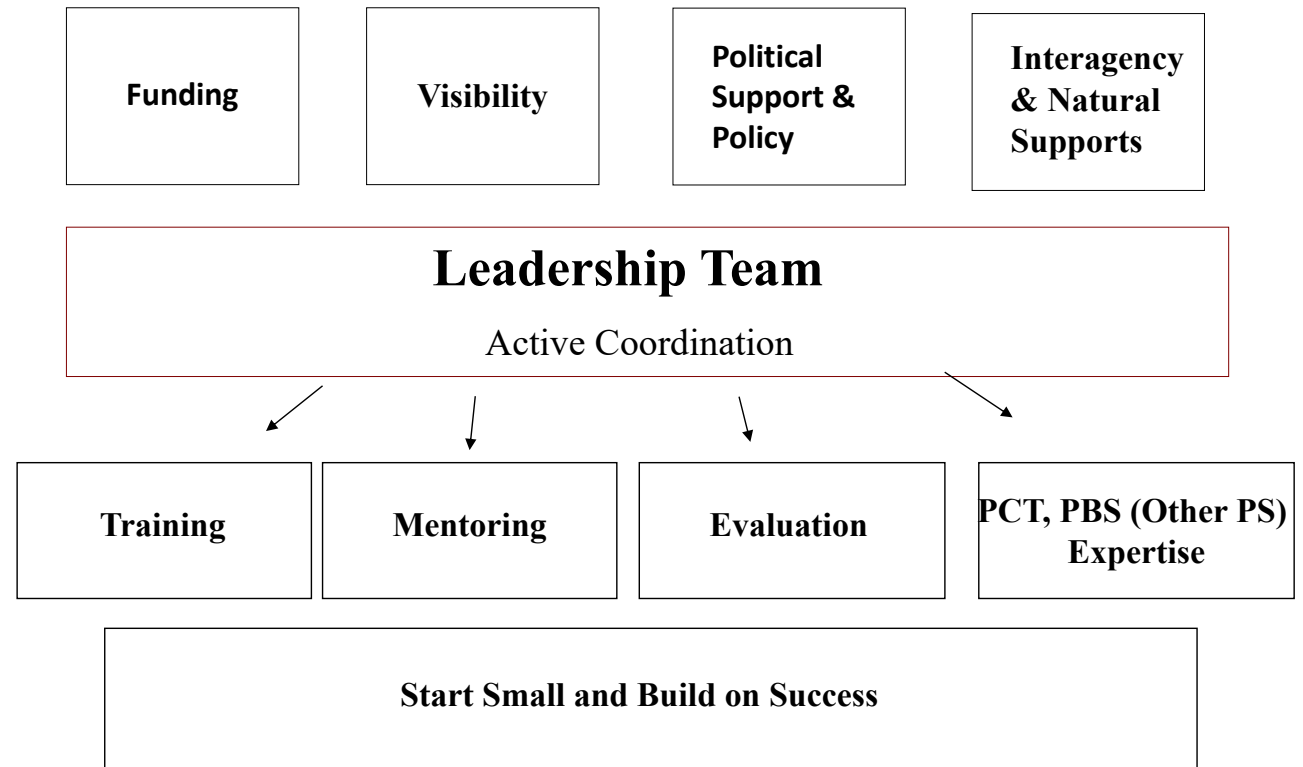
Improving Quality of Life

OUTCOMES

SYSTEMS

DATA

PRACTICES

Supporting
Staff Behavior

Supporting
Decision
Making

Supporting
All People
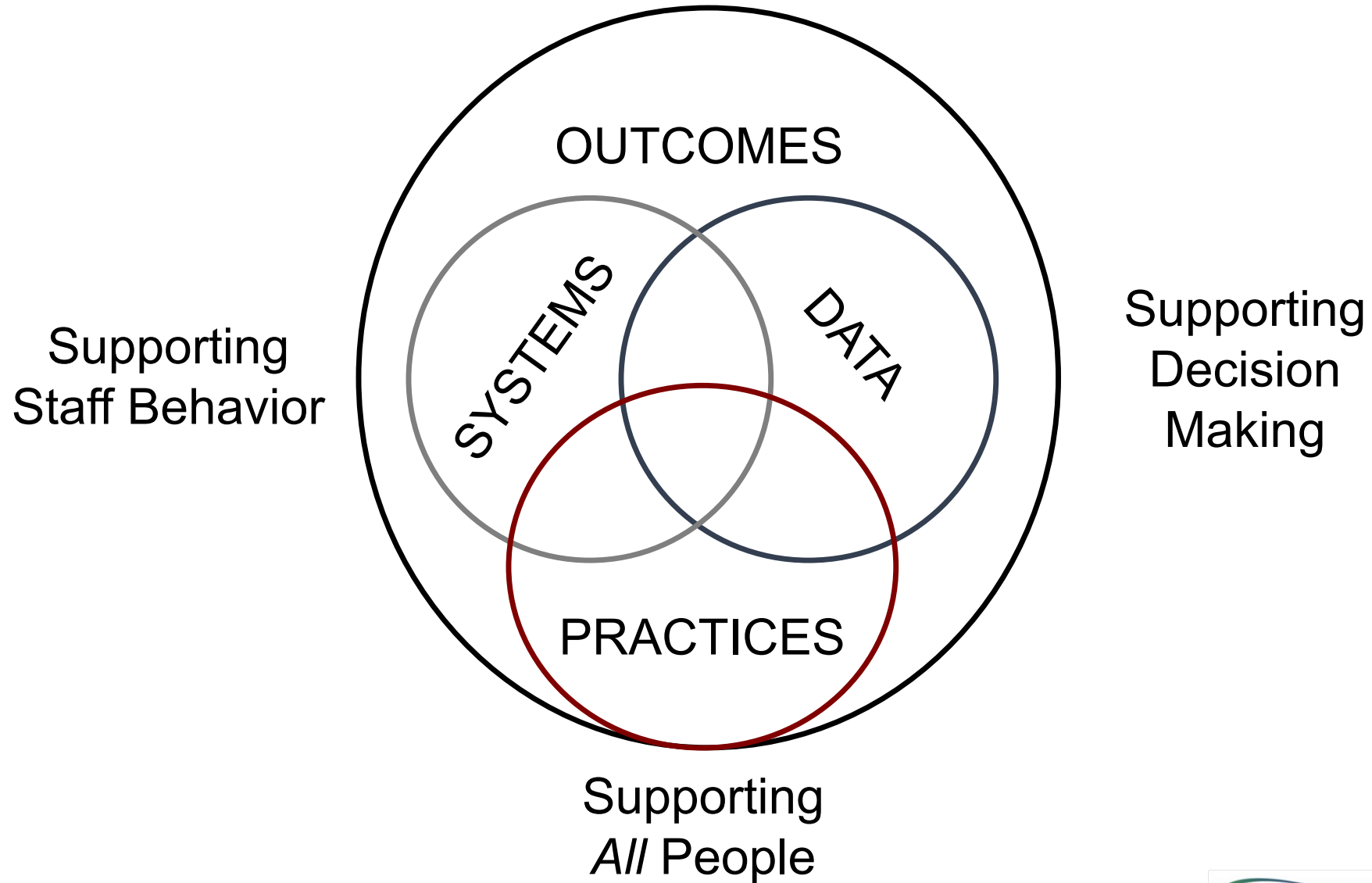
Review Data Your Organization Collects

- 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

Involve Everyone in Assessing Strengths and Creating and Action Plan

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

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

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**
>
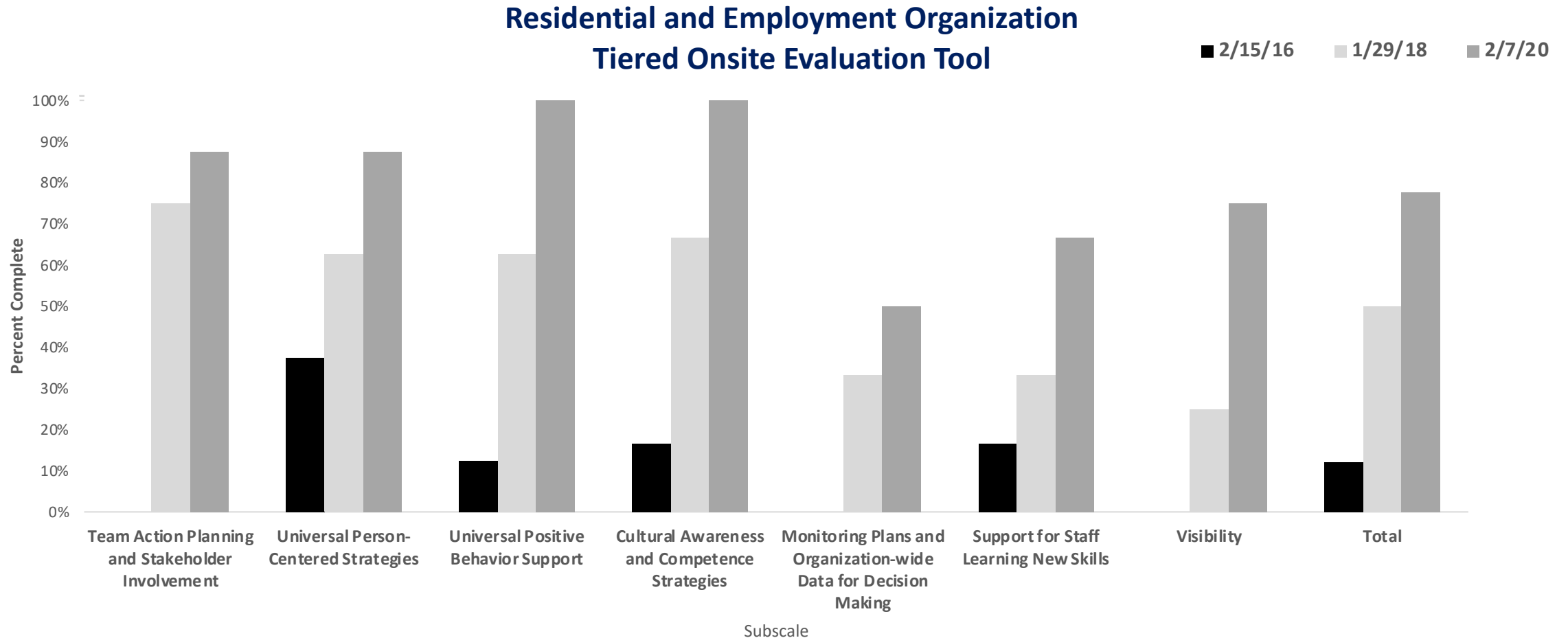> **1 – In Progress**
>
> **2 – Fully in Place**

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

Percent Complete (y-axis)

Legend: ■ 2/15/16 ▨ 1/29/18 ▨ 2/7/20

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

Subscale

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

If You Wanted to Get Started….Who Might Be Involved With You….

Who Are Possible Team Members?	How Could You Use Existing Meetings or Communication?	What Strengths Would You Build On In Your Work?

BREAK 15 MINUTES

Home and Community-Based Modules

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

Each Box is a Module

Also, Scroll Down This Page For Implementation Stories

HCBS Modules

These Home and Community-Based Services (HCBS) modules provide an introduction to individuals who are interested in improving person-centered practices and implementing positive supports

Person-Centered Organizations	Using a Team Approach	Confirming Readiness	Assessing Your Organization
Go to Module 1	Go to Module 2	Go to Module 3	Go to Module 4

Creating an Action Plan	Making Person-Centered Practices a Part of Everyday Work	Evaluating Person-Centered Practices Over Time	Problem-Solving When Person-Centered Related Challenges Occur
Go To Module 5	Go To Module 6	Go To Module 7	Go To Module 8

Screenshot

Team Stories From Minnesota

Implementation Stories

Team Implementation Examples

These stories describe how teams in Minnesota are building on existing strengths and tailoring action plans to expand on areas important to each organization.

- Team Story 1 – Public Health
- Team Story 2 – Residential Provider
- Team Story 3 – Employment Services
- Team Story 4 – Mental health Provider
- Team Story 5- County Example
- Team Story 6 – Evaluation Story

State and National Examples

This website link shows both Minnesota-based and national team examples as well as projects and resources related to person-centered and positive support practices.

- Implementation Examples from the Training Materials Page

Screenshot

HCBS Modules - Direct Link

More Than One Way to Use the HCBS Modules

Learn more about becoming more person-centered by...

- Read straight through modules 1-8

- Send new staff who are joining the team process to the HCBS modules

- Use sections to the right when meeting to brush up on ideas based on where your team is in the process

- Download the tools and access links for new ideas for your own work

Eight Major Sections

1. Overview
2. Forming a team
3. Assessing readiness
4. Self-Assessment
5. Action Plan
6. Ideas for Working Smarter Not Harder
7. Evaluating Progress
8. Problem Solving

Free Training Opportunity!

Introduction to Organization-Wide Person-Centered Practices

December 7, 2021

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

February 23, 2022

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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

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Questions? Email Seugnhee Lee

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

Steps for Moving Forward	Who is Involved	Targeted Completion Date
Complete Module 1	Add yourself (and others?)....	February 23, 2022
Complete Module 2	And yourself (and others?)...	February 23, 2022
Complete Module 3	And yourself (and others?)...	February 23, 2022
Apply for additional tailored support!	Your Name (delegation works too)	

Opportunity for Smaller Organizations

- Tailored and individual support for your organization

- 5 organizations can receive up to 16 hours tele or onsite consultation Dates; December 7, February 3, May 17, 2022

- DHS will review select 5 organizations

- Application Due Date: January 10, 2022

Registration link: https://umn.qualtrics.com/jfe/preview/SV_6Kx35Y2d9PaIMQu?Q_CHL=preview&Q_SurveyVersionID=current

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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**

Friends

Connecting people with disabilities and community members

Angela Novak Amado, Ph.D.

rtc on community living

UNIVERSITY OF MINNESOTA
Driven to Discover℠

Making Community Connections

MNPSP.ORG
- Training Materials
- Universal Social Skills

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

19th INTERNATIONAL CONFERENCE ON POSITIVE BEHAVIOR SUPPORT

APBS

APRIL 13-16, 2022
SAN DIEGO, CA

The Expanding World of PBS:
SCIENCE, VALUES, AND VISION

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.

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!