

Tier 2 Planning Introduction Rachel Freeman Institute on Community Integration

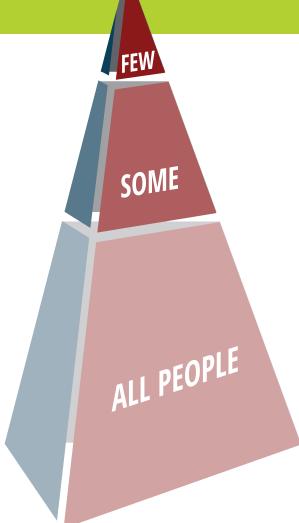


Outline

- Introduction
- Teams
- Systems
- Practices
- Data
- Summary



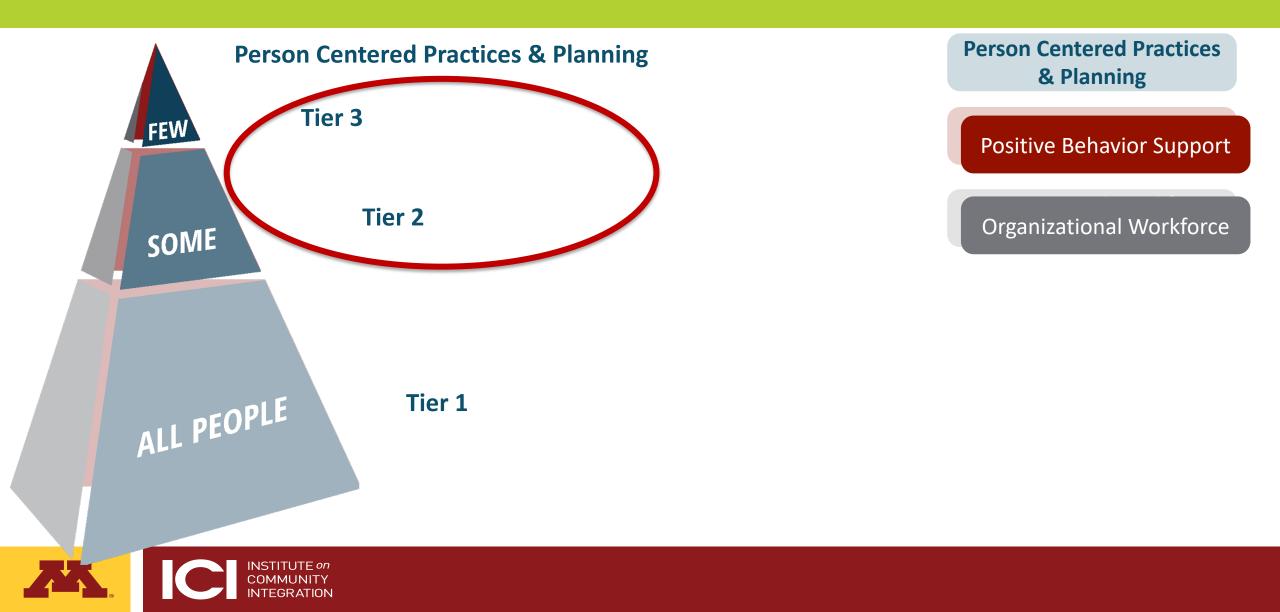
Key Elements Included in Training



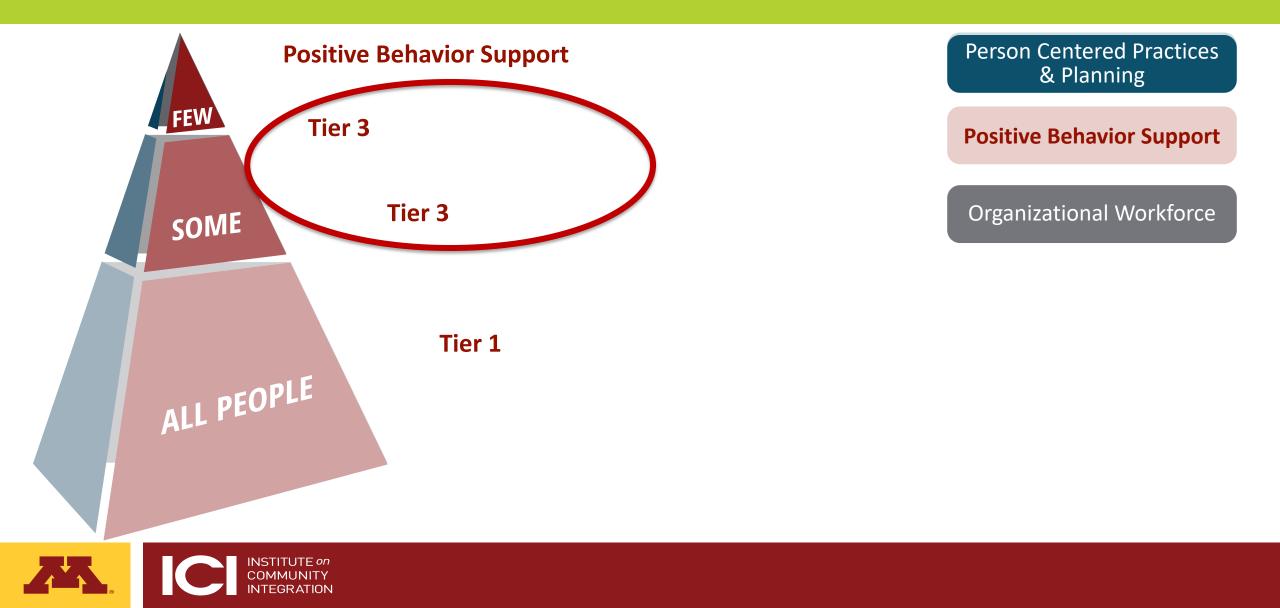
- Person-Centered Thinking and Planning
- Organizational Workforce Development
- Positive Behavior Support
- Cultural Competence



Implementing Multi-Tiered Systems of Support



Implementing Multi-Tiered Systems of Support



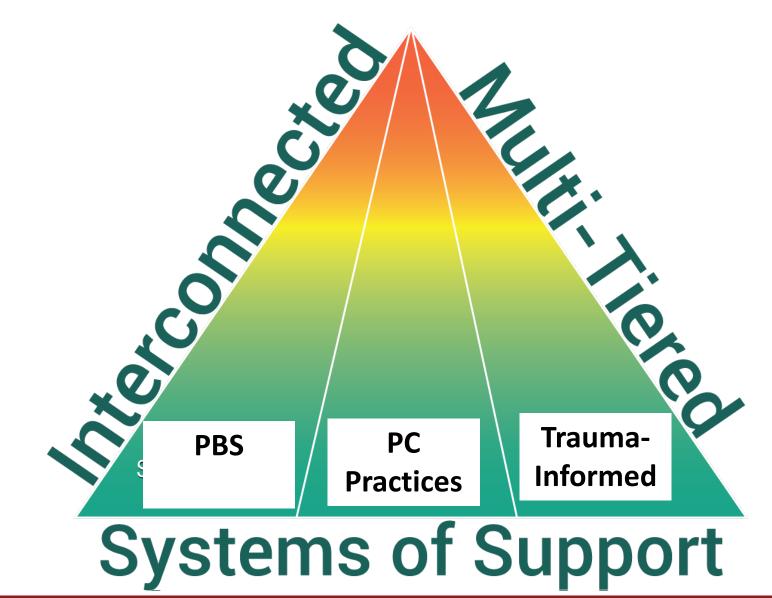
Implementing Multi-Tiered Systems of Support













Create Cultural Competence (Ensure Diversity at the Leadership Level, Increase Self-Awareness, Encourage Learning About Different Cultures, Celebrate Differences)

Systems Equity Practices O3K3 Outcomes

Supporting All People (Teach, Model, and Practice Cultural Humility, Actively Teach Cultural Responsive Practices

Support Decision Making (Use Data to Assess Equity, Create Interventions Based on Information Gathered)



Social & Emotional Skills and Quality of Life Outcomes

Effective Teams Assess the Impact of Culture on Tier 2

Visit the MNPSP.ORG Page on Empathy and Culture

- Make sure different experts have a chance to share key terms
 - Misunderstandings
 - –Acronyms
- Encourage individual teams to spend time sharing cultural backgrounds
 - Reflect on each person's views
 - Stop to consider how decisions may be driven by our values and biases



Teams Are Sensitive to all Members About Jargon



Moving to Tier 2 Team Planning

People Identified Who Are Engaged or Beginning Tier 2/3 Roles

PBS Matrix is in Place

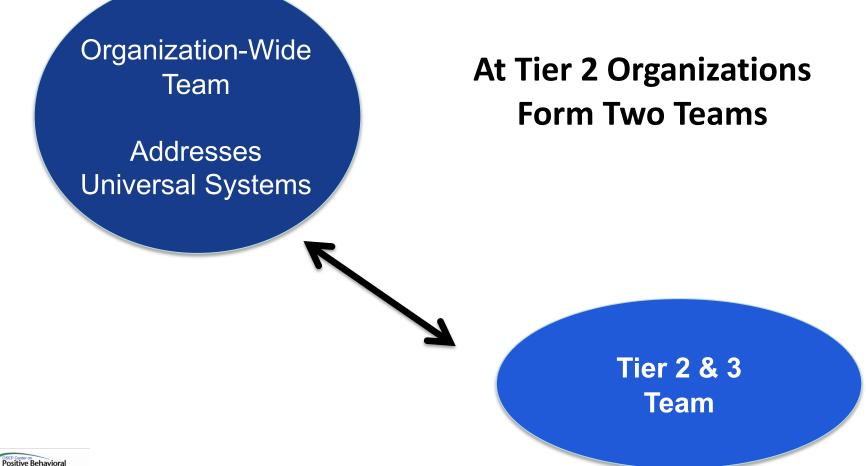
Your Universal Team Meets Regularly

Data Systems are in Place or in Progress

- Incident Report Data
- Quality of Life

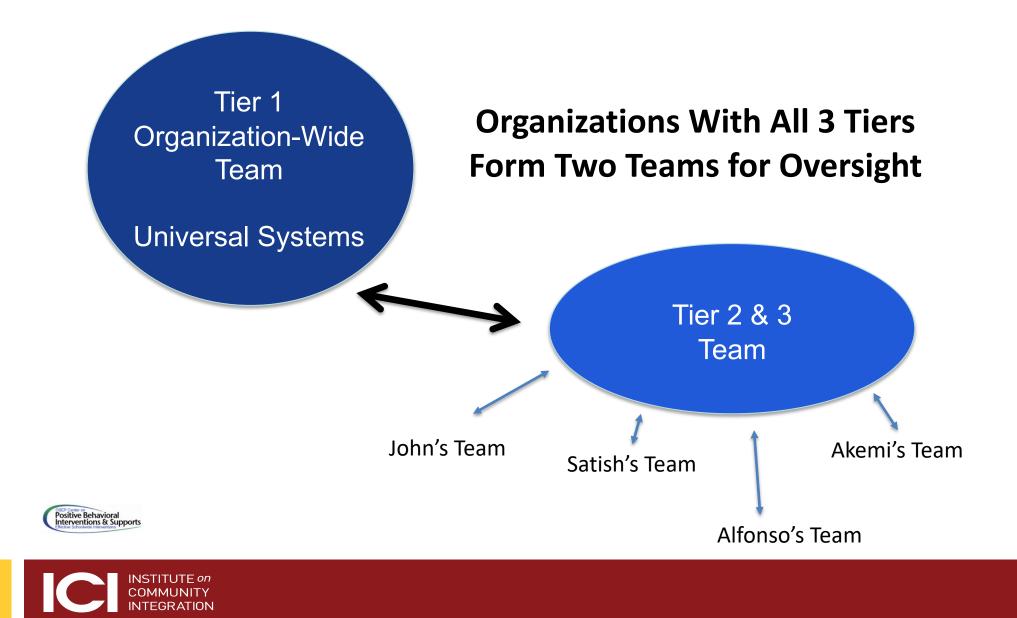
A Way to Review Quality of Life and Social Behavior











Two Separate Teams

Organization-Wide Team

- Administrators
- Managers
- Staff Members
- People Supported
- Family Members
- Community
- Representation From Secondary/Tertiary Team

Tier 2 & 3 Team

- Person-Centered Thinking Trainers
- Person-Centered Plan Facilitators
- Positive Behavior Support Facilitators
- Leaders of Organizational Workforce/Training Systems
- Other Specialists Within Organization
 - Trauma-Informed Therapy
 - Dialectical Behavior Therapy



Use Staff Who Are Already Working on Tier 2 and 3 Issues



Tier 2 & 3 Team

Monitor Plans and Intervene Early to Improve Outcomes for:

- PCT Action Plans
- Person-Centered Plans
- PBS Plans
- Organizational Issues Impacting QOL

Provide Support to Individuals to:

- Assist Person is Finding Job
- Foster and Encourage Relationships
- Problem Solve to Help Person Find Ideal Home
- Supported Decision Making
- Bring in Positive Support Expertise



Team Membership at the Secondary Level: Increase Members As Needed

- Universal Person-Centered Trainers (PCT)
- Person-Centered Plan Facilitators
- Someone skilled in function-based assessment, behavior support planning & implementation
- Staff Members Who Know the Person
- Family Members
- Mental Health
- Juvenile Justice
- Children and Family Services







Deciding How Your Tiered Systems Work

- Smaller organization may have one team for all three tiers
- Larger organizations may organize by including
 - –Tier 1 Universal, and
 - –Tier 2 & 3 Team
- Consider teams that already exist and assess whether there is an overlapping purpose



Universal Team

Organization-Wide interventions Monitor Organization-Wide Data Implement Universal Strategies

Positive Support Secondary Team Managers (1-2 people)

Monitor Personal Description Action Plans Monitor Incident Reports

2 people Decide What Level of Support Is Needed Is an Individual Team Meeting Needed Can We Implement Tier 2 Strategies

Positive Support Team (Tier 2 & 3)

Establish individualized Teams for More Intensive Plans Monitor Progress of Each Team at Secondary and Tertiary Levels Problem Solve When Quality of Life or Problem Behaviors Are Not Improving

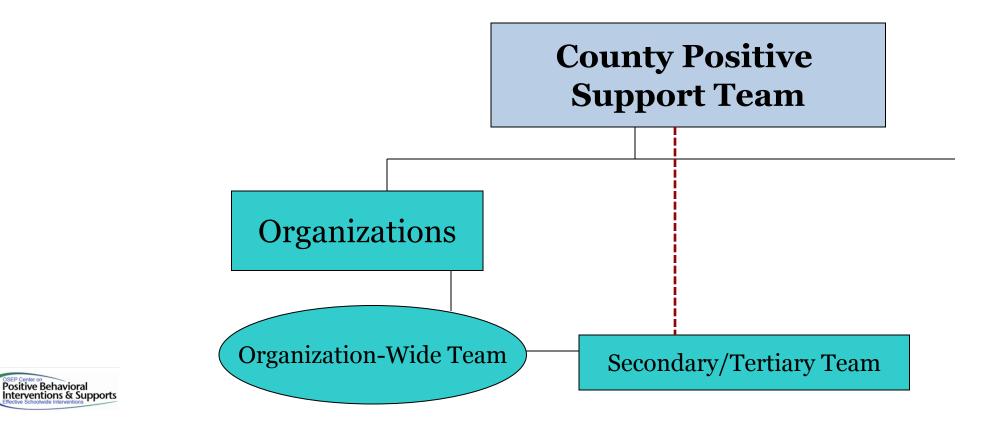
Regional Team – Possible Approach in Rural Areas

Interagency Team Meetings for Region Additional Training and Supports Assist With Referrals for Support



Organizing for Progress Monitoring and Problem Solving: Use Small Number of People with Experience to Monitor and Coordinate

Organizing for Individual Supports





County Considerations

- What Role Should the County Play in Tier 2 Level Supports?
 - -Case Management Supports
 - -One Area or Across IDD, Behavioral Health, etc.
- How Might Personal Descriptions be Used to Support People?
- What Fiscal and Other Considerations Should be Considered?
- Should the Team Create a Proposal to Share with County Leaders?



Create a Section of Your Action Plan for Tier 2 Or Create a Dedicated Plan





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
4. Have all staff attend PCT training	Brandon		
Positive Behavior Supports	Who	By When	Status Update
1. Confirm pilot area for consensus building	Steve	October, 2016	Completed
2. Schedule meeting time for review of policies across organization	Jane/Team	Sept, 2016	Completed
3. Dedicate 15 minutes in staff meetings to share PBS updates.	Coaches/Leaders	August 15, 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	Not Yet Started
2. Team gathers information about different cultures represented for both people supported and staff members	Brandon, Kayla & Nicole	July 31, 2016	Not Yet Started
3. Information about different cultures are integrated within staff development	Steve	October, 2016	Completed



Tier 2 Team Characteristics

Referrals to the Team

- -Automatic From Team Monitoring
- -Person Requests Referral
- –Staff Members, Guardians, Family Members Etc. Make Referral
- 1-2 People Meet Regularly to Monitor 4-6 Times Per Month Larger Meeting



Referrals Monitored by 1-2 People

Automatic Referrals

- Action Plans from Personal Description Are Not Completed a
 Month After Completion Due Date
- 4-5 Incident Reports Signals Review
- Team Identifies the Key Features for Automatic Referrals

Self-Referrals

• Person Requests Referral

Referrals From Others

• Staff Members, Guardians/Family, Case Managers



Addressing Level 3 Team Decisions

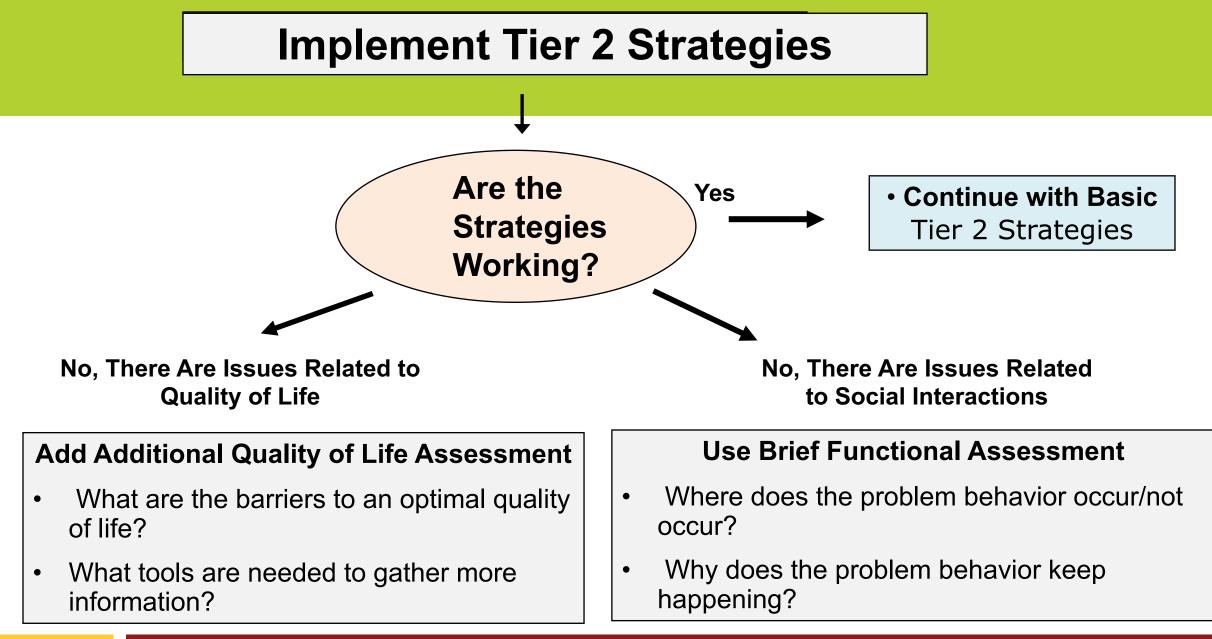
- Level 1: Tier 2 Strategies (Quick Hypothesis)
- Level 2: Modify Tier 2 Strategies & Use Simple PBS Plans
- Level 3: Full Functional Behavioral Assessment and PBS Plan



What Happens If We Try a Tier 2 Stage Strategy and It Doesn't Change a Person's Quality of Life?

Tier 2 Problem Solving







Use a Guide for Problem Solving Example Draft



Addressing Level 3 Team Decisions

- Level 1: Tier 2 Strategies (Quick Hypothesis)
- Level 2: Modify Tier 2 Strategies & Use Simple PBS Plans
- Level 3: Full Functional Behavioral Assessment and PBS Plan



Activity Smaller Team Meetings for Tier 2/3 DO YOU HAVE THE RIGHT TEAM?



Tier 2

WHAT ARE TIER 2 STRATEGIES?



Tier 2 Stage Strategies

- Minor Quality of Life Issues Needing Attention
 - –Add Quality of Life Assessment
 - -Expand Personal Description Action Plan
- Minor Social Interaction Problems
 - -Simple Function-Based Strategies
- Group Social Skills
 - -Anger Management
 - -Expressing Emotions



What is a Group Intervention?

- Strategies for Teaching Social Skills to a Group of People
- Providing Mental Health Opportunities
- Groups of People are Involved

Examples of Tier 2 Strategies

- Handling Strong Emotions for Groups
- Developing Specific Social Skills
- Expressing Emotions
- Mindfulness, Yoga, Relaxation in the Community
- Counseling or Mental Health
- Simple Function-Based Interventions



Practices



Examples of Tier 2 Strategies

- Additional Social and Communication Skills Training
- Strategies for Recognizing Emotions
- Problem-Solving Employment Issues
- Increase Friendship Skills
- Relaxation and Mindfulness Activities
- Other Health and Wellness Strategies
- Self-Management Strategies



Possible Targeted Strategies *in the Community*

- 1. Person-Centered & Quality of Life Strategies Related to the Community
- 2. Social and Behavioral Supports
- 3. Emotional Wellness
- 4. Health and Wellness



Examples of Secondary Strategies

- Additional Social and Communication Skills Training
- Strategies for Recognizing Emotions
- Problem-Solving Employment Issues
- Increase Friendship Skills
- Relaxation and Mindfulness Activities
- Other Health and Wellness Strategies
- Self-Management Strategies



Do Your Secondary Strategies Address Different Functions

	Self-Manage	Social Skills Group	Communication Skills	Community
Seeking Staff Attention	Х	Х	Х	
Seeking Attention from Friends		Х	Х	Х
Relationship Building	Х	Х		
Choice of Activities		Х		
Teaching of Social Skills for Work	Х	Х	Х	Х
Precorrect/Feedback Prior to Events	Х	Х	Х	



Activity: What Secondary Strategies are Available?

Name of Strategy	Who Monitors Strategy	What is the Type of Secondary Strategy?	DATA COLLECTED / MONITORED
Anger Management Class	Jamain	Social Skills	Anger Outbursts Incident Reports
Mindfulness Sessions	Stacey	Mental Health	Quality of Life Survey
Health and Wellness Class	lucy	Health and Wellness	Quality of Life Survey



Activity: What Secondary Strategies are Available?

Name of Strategy	Who Monitors Strategy	What is the Type of Secondary Strategy?	DATA COLLECTED / MONITORED



Activity

- Write Down What Types of Secondary Data You Can Have or Need:
 - -Personal Descriptions
 - -Satisfaction Surveys
 - –Quality of Life
- What Information is Missing That You Need?
- What Steps Need to be Shared With the Universal Team?



Two Types of Data for Monitoring

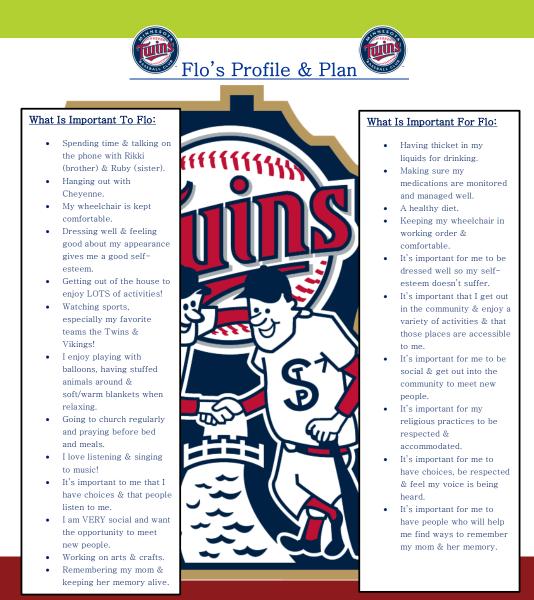
1. Actively Monitoring Quality of Life

 Review Incident Reports and/or Social Behavior Regularly



Monitoring Universal Person-Centered Practices

- Personal Descriptions/Profiles with Action Plans in Place for All People Supported
- Monitor Action Plans for Progress Over Time
- List Individual Data That Can Be Used to Monitor Quality of Life





Add Simple Secondary Action Plan to Description

What needs to be done?		Who is responsible ?	By when?
Jesse will make sure staff are organized and transportation is available on Sundays so Flo can attend church	Available Every Sunday	Jesse	By August16, 2017
Lucy will work with Flo to create a lunch club and help Flo send out invitations	Weekly Starting on August	Flo and Lucy	First invites by August 1, 2017
Jesse will help Flo create a simple invitation to lunch that Flo can share with people in the community	July 24, 2017	Flo and Jesse	By August 16, 2017
Jamain will sit down with Flo on Sunday each week and identify a plan for spending time in the community, and share this with Jesse who will make sure transportation and staffing are available	August 13, 2017	Flo and Jamain	July 18, 2017
Rikki and Ruby will work with Flo to create a family collage book during their visits	August to September 6, 2017	Flo, Rikki, and Ruby	October, 2017
Flo will begin looking for a pet by visiting the sanctuary and assessing what kind of animal would be the best fit. Flo and the team will review findings together and take the next step	August to September	Flo and Jamain	Review October, 2017



Review of Desired Outcome – How Will the Team Monitor Progress

Log for

- 1. Tracking Activities in the Community
- 2. Number of Friends Attending Lunch Club

Community Activities

Monitor Outcomes of Simple Plans

(See Larger Handout)

Date	Activity
7/20/17	Sunday Services and Brunch
7/24/17	Pet Sanctuary
7/27/17	Dinner Out With Rikki and Ruby
7/31/17	Lunch Club Launch

July Community Activity Summary: 4

Date 8/2/17 8/5/17 8/9/17 8/10/17 8/13/17 8/20/17 8/22/17 8/22/17 8/14/17 8/16/17 8/25/17 8/23/17 8/23/17 8/28/17 8/29/17	Activity Lunch Club Visit 2 Pet Stores Lunch Club Dinner Out With Rikki and Ruby Sanctuary Animal Visit Sunday Services and Brunch Dinner Out With Rikki and Ruby Dinner with Girlfriend Lunch Club Movie Night with Girlfriend Lunch Club Sunday Services and Brunch Sanctuary Animal Visit Dinner Out With Bikki and Ruby
8/29/17	Dinner Out With Rikki and Ruby
8/30/17	Lunch Club

August Community Activity: 15

Number of Friends Who Meet With Flo at Least Monthly (Count Begins After Two Social Meetings Occur)



Quality of Life Domains (QOL)

- 1. Emotional Wellbeing -(Feeling Empowered and Experiencing Positive Emotions)
- 2. Interpersonal Relations (Opportunities for Friendship and Intimacy, Quality of Interactions With Others)
- **3.** Material Well-being -(Ownership of Possessions, Meaningful Employment)
- **4. Personal Development** –(Opportunities for Education and Habilitation)
- **5. Self-determination** -(Setting Personal Goals, Making Decisions About Important Life Choices)
- 6. Physical Well-being -(Optimal Health Care and Nutrition, Mobility & General Wellness)
- **7. Social Inclusion -**(Natural Support Networks Inclusive and Integrated Environments)

EXAMPLES AND A CONTRACT OF CON

Activity: Using the Quality of Social and Physical Environment



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Quality of Life Assessment of the Social & Physical Environment Survey

Survey Instructions

Circle the number that best reflects how much you agree with the statements below as it applies to the area or setting in which you are working. A score of one on the tool indicates you strongly disagree with a statement, a score of two indicates you disagree, a score of three indicates agreement, and a score of 4 indicates strong agreement.

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
1	2	3	4	DK

Unless the item is clarified, statements address everyone in a particular setting as appropriate such as people living and/or working in a setting, direct support professionals, managers, family member/guardians, community members, etc. The interview questions (at the end of this survey) are used to ask people receiving support their opinion about key questions in each quality of life domain.

Persor	Personal Development		rongly		ngly	Don't	
		Disagree		Agr	ee	Know	
1.	People living and/or working in this setting regularly participate in activities						
	and tasks that are useful and meaningful to their daily lives	1	2	3	4	DK	
2.	People living and/or working in this setting participate in a variety of different						
	activities that promote learning and independence	1	2	3	4	DK	
3.	People living and/or working in this setting receives instruction on activities						
	and skills that are useful and meaningful to their daily lives	1	2	3	4	DK	
4.	Everyone in this setting in this setting has the opportunity to learn new social and						
	interpersonal skills	1	2	3	4	DK	



More Quality of Life Tools

- <u>Self-Determination Scale</u>
- <u>Self-Determination Scale Procedural Manual</u>
- Person-Centered Dementia Care Tool
- Family Quality of Life Survey
- <u>Quality of Life Tools for Caregivers</u>
- My Best Life: A Tool to Tell Others How You Feel
- The Helping Relationship Questionnaire
- <u>Quality of the Social and Physical Environment</u>
- World Health Organization Quality of Life Survey
- It's My Choice

Important Note: these resources are not all considered psychometrically validated tools and should be used with caution as a way to gather information



Everyone Does Not Need to be an Expert in Person-Centered Planning

	Universal Team & Staff	Tier 2/3 Team	Plan Facilitator	Trainer
Universal Tools & Personal Descriptions	X			
Additional Quality of Life Assessment	X	X		
Person-Centered Plan Facilitation	X	X	X	
Trainer in Person- Centered Practices	X	X	X	X

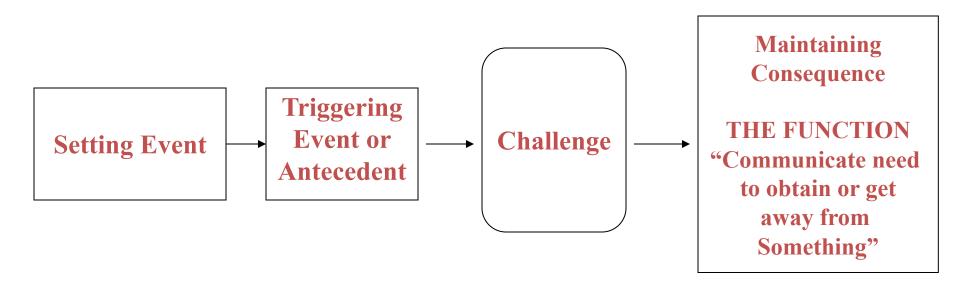
INSTITUTE on COMMUNITY INTEGRATION

Two Types of Data for Monitoring

- 1. Actively Monitoring Quality of Life
- Review Incident Reports and/or Social Behavior Regularly



Functional Assessment Pathway



What are people trying to communicate (staff and people we support)

Encourage/teach alternative response

Change the context!



Function-based Thinking

Identify Why We Engage in Behaviors

- Escape or Avoid
 - People,
 - Situations,
 - Things
 - Internal Physiological Response
- Obtain Access to
 - People,
 - Situations,
 - Things
 - Internal Physiological Response

Replace Problem Behavior With a Positive Alternative



Function-Based Thinking at All Levels

	Universal Team & Staff	Tier 2/3 Team	PBS Facilitator	PBS Facilitator Trainer
Informal Function-Based Thinking	X			
Simple Function- Based Thinking	X	X		
Complex Functional Assessment	X	X	X	
High Level of Expertise	X	X	X	X



Function-Based Decision Making Activity for Staff

- Build Function-Based Thinking Activities Into Onboarding
- Introduce Function-Based Thinking in Staff Meetings

Remember Makayla's Story!?!



Activity: Practice Hypothesis Statements (From Earlier Trainings)

Small Group Activity Read the following hypothesis statements and identify the four major elements

When 18-year-old Akemi is at work on her own, she will look around the room, and will start singing a popular pop song really loudly until someone notices her and says something. Akemi's job is at the library and loud noises are not encouraged. Akemi sings loudly in order to begin a conversation with others and she is more likely to sing at work at the beginning of the week.

What is the <u>Quality of Life</u> Area That Could be Addressed?

What Person Centered Strategies Would be Helpful for Discovery?

What is the Behavior Communicating (Function)?

Setting Event	Antecedent	Challenging Behavior(s)	Maintaining Consequence
Beginning of week	Independent work	Singing songs loudly at work	Attention



Tier 2 Training Resources

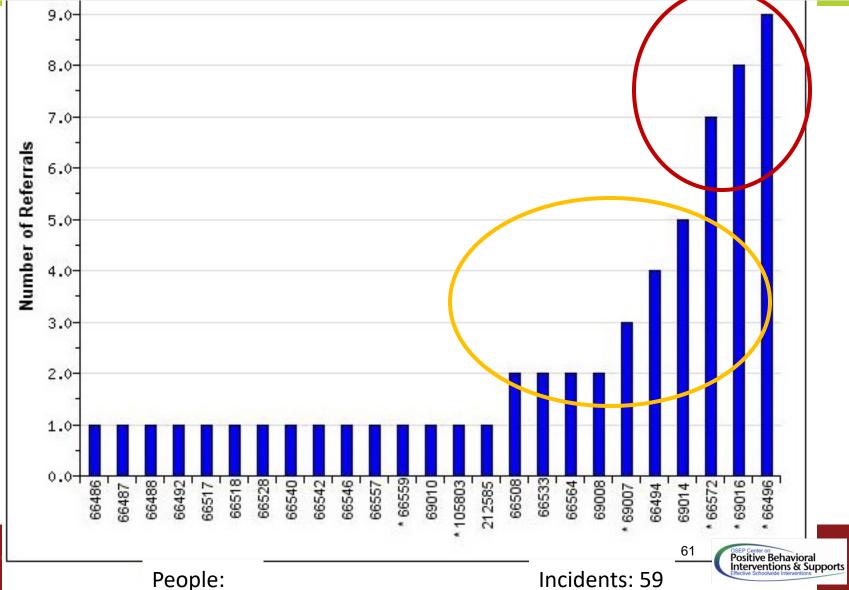
- <u>Tier 2 Activity</u>
- <u>Makayla's Story</u> *
- <u>Makayla's Brainstorming Example</u>v*
- <u>Hypothesis Statement (Blank)</u> *
- <u>Hypothesis Statement (Answer Key)</u>*
- <u>Tier 2 & 3 TOET (Draft)</u>
- Tier 2 & 3 Request Form
- Problem Solving Tool
- * Resources for Slide 58 & 59



Data



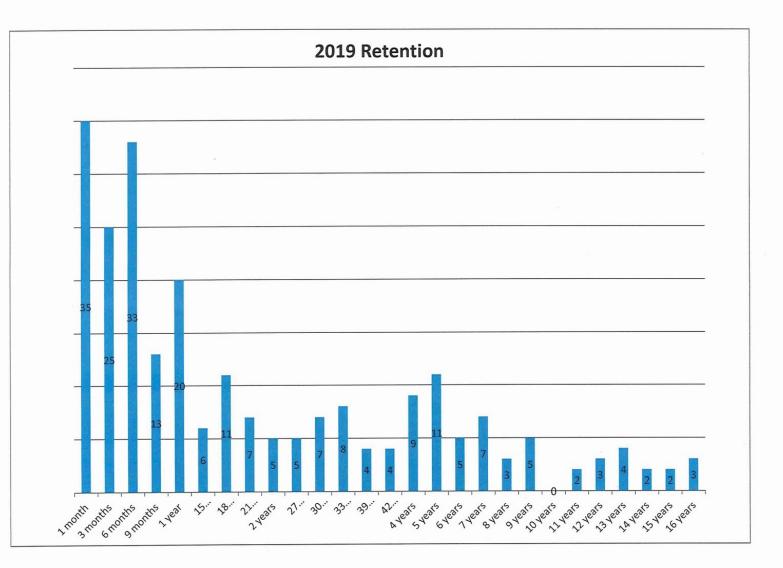
Incident Reports & Data-based Decision Making



How Can You Use Retention Data for Early Intervention?

Looking for Patterns:

- Number of Incidents Reported
- Sick Day Increases
- Injuries
- Late to Work
- Simple Quality of Life Screen





Monitoring Data at Tier 2





PBS Facilitator Role

- Teach Universal PBS
 - –Assist with Matrix
 - -Help Monitor Data
- Help Team Access Resources
- Facilitate PBS Plans
- Mentor New Staff Members to Become PBS Facilitators (Trainer Level)

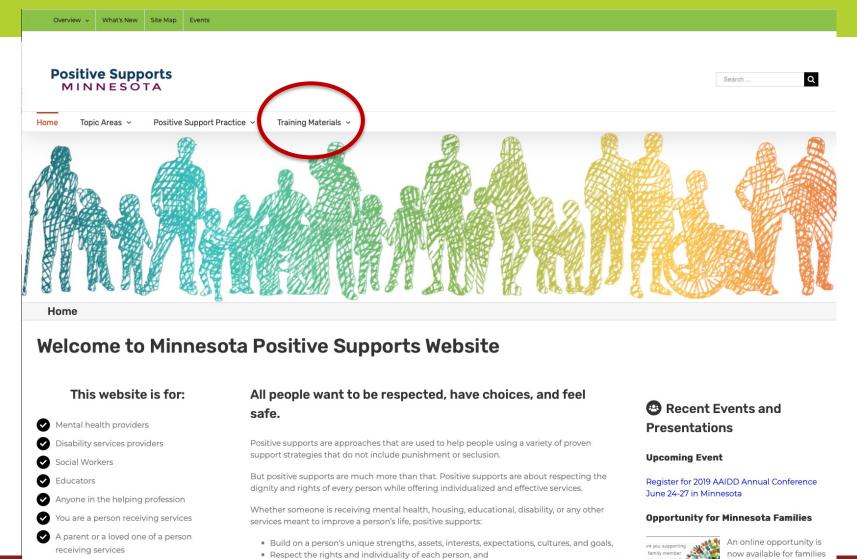


Goals for the Year: Examples of Possible Actions for Tier 2 in the First Year

- Confirm Team members for
 - -PBS Team Managers (1-2 People Monitoring)
 - Positive Support Team
- Pick One Tier 2 Intervention to Improve or Create
- Add Action Planning to Personal Descriptions
- Pilot Secondary Monitoring in Smaller Part of Organization
- Review Incident Report Forms for Compatibility
- Talk to the Universal Team About Piloting Training Activities to Improve Incident Report Documentation
- Create Simple Introduction to Tier 2 for everyone



MNPSP.ORG Website – Evidence-Based & Values-Based Practices



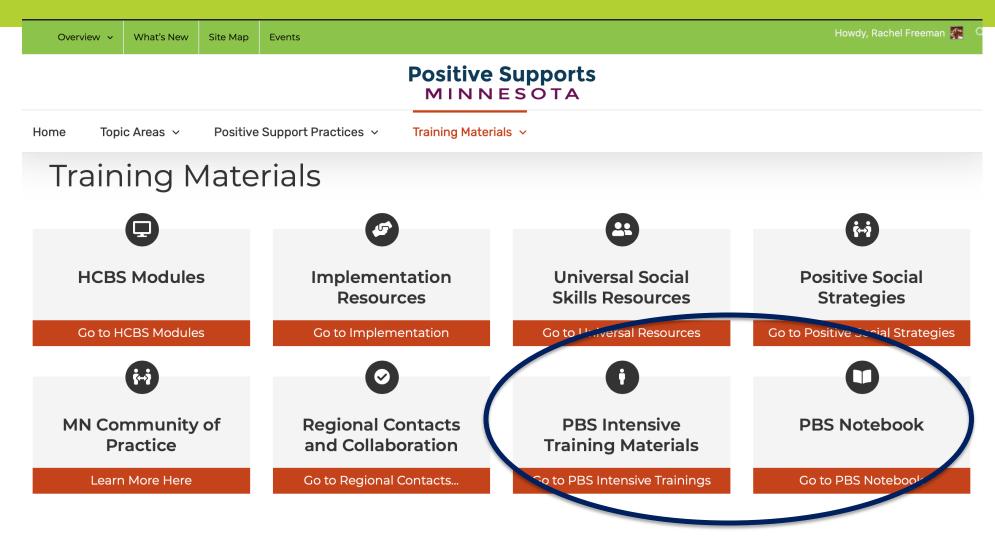
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MNPSP.ORG Resources

- PBS Notebook
- <u>Social Skills Across the Lifespan</u>
- <u>Positive Social Skills</u>
- HCBS Modules



Go To MNPSP.ORG Find the PBS Notebook







Friends

Connecting people with disabilities and community members

Angela Novak Amado, Ph.D.

Ite 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_me mbers.pdf



Mindfulness Studies in the Disability Field

Free Articles Online

Singh N. N., Lancioni G. E., Karazsia B. T., Myers R. E. (2016b). Caregiver training in Mindfulness-Based Positive Behavior Supports (MBPBS): Effects on caregivers and adults with intellectual and developmental disabilities. *Frontiers in Psychology*, 7:98 10.3389/fpsyg.2016.00098

https://www.frontiersin.org/articles/10.3389/fpsyg.2016.01549/full

Singh N.N., Lancioni GE, Karazsia BT, Chan J, Winton ASW. Effectiveness of caregiver training in mindfulness-based positive behavior supports (MBPBS) vs. training-as-usual (TAU): A randomized controlled trial. *Frontiers in Psychology*, 2016;7:1549

https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5053082/

Singh, N. N., Lancioni, G. E., Karazsia, B. T., Myers, R. E., Winton, A. S. W., Latham, L. L., et al. (2015). Effects of training staff in MBPBS on the use of physical restraints, staff stress and turnover, staff and peer injuries, and cost effectiveness in developmental disabilities. *Mindfulness* 6, 926–937. doi: 10.1007/s12671-014-0369-0

https://link.springer.com/article/10.1007/s12671-014-0369-0



Thank You for Your Time!





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