

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

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Institute on Community Integration
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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](#)



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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

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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

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](#)



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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

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Person-Centered Practices & Positive Supports



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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

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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



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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



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“I FELT MORE MYSELF
WITH THAT HAIRCUT.
I FELT BOLD, AND
IT FELT EMPOWERING
BECAUSE IT WAS
MY CHOICE.”

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Let's imagine

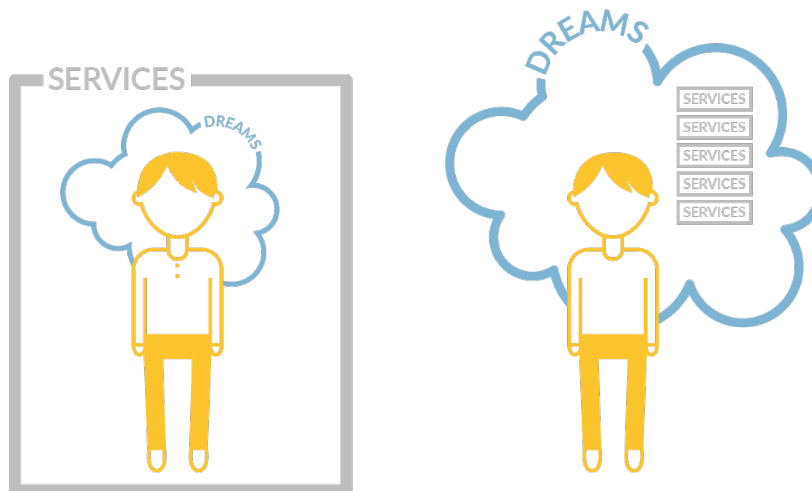
- What if we saw a person's gifts and talents first, rather than their deficits or needs?
- If we based our services and supports helping people be included and have valued social roles—what would your job look like.

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



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Don't Box in Dreams



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The Balance Between What is Important to and Important for A Person

IMPORTANT TO SOMEONE

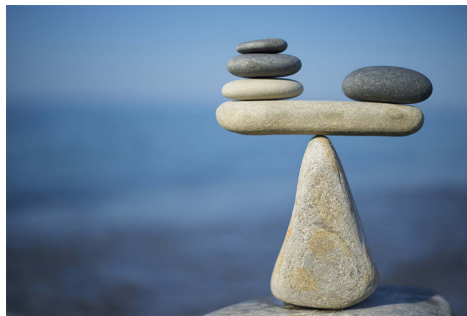
- MAKING CHOICES AND FEELING INDEPENDENT AND/OR INTERDEPENDENT
- FOLLOWING IMPORTANT RITUALS AND ROUTINES
- MAKING IMPORTANT SOCIAL CONTRIBUTIONS
- FEELING VALUED AND APPRECIATED BY OTHERS

IMPORTANT FOR SOMEONE

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

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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***

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Person-Centered Practices

[Smull, Bourne, Sanderson, 2009](#)

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

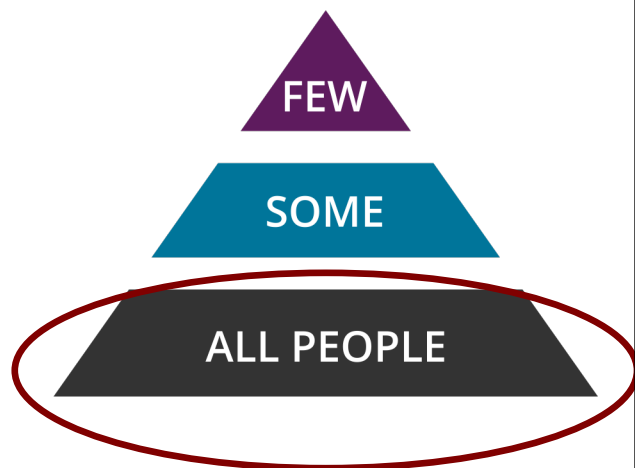
Person-Centered Organizational Practices

- Policies, procedures, documentation
- Training for everyone in organization/community

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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



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Adapting the Integrated Person-Centered Planning Process

Don Kincaid

Florida's Positive Behavior Interventions and Support
University of South Florida

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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

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Important Routines

- 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

Routine: Morning Waking Up

```

graph TD
    A[Make Coffee Use IPAD] --> B[Decide What to Wear & Take a Shower]
    B --> C[Get Dressed]
    C --> D[Feed the Bunnies]
    D --> E[Give Cat Insulin Shot & Check the Cat's Food]
    E --> F[Read Emails]
    F --> G[Drive to Work]
            
```

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

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History

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: January 28, 1967

```

graph TD
    A[Born in a Blizzard in Chicago] --> B[Moved 3 Times When Young in Illinois]
    B --> C[Parents Divorce While in High School]
    C --> D[Car Accident Head Injury]
    D --> E[Severe Allergic Response During Kidney X-rays]
    E --> F[Lived in United Kingdom, Doctoral Degree in Oregon]
    F --> G[Moved to Kansas For 16 Years]
    G --> H[Today]
            
```

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

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

<ul style="list-style-type: none"> •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. 	<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p style="text-align: center; background-color: #fff9c4; margin: 0;">Hopes</p> <p style="margin: 5px 0;">To Make a Significant Contribution in my Field Translating Research to Practice- Achieve Success</p> <p style="margin: 5px 0;">My Husband, Mother, and Sister Live Long and Healthy Lives</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center; background-color: #fff9c4; margin: 0;">Fears</p> <p style="margin: 5px 0;">That my Migraines and Headaches Will Become So Severe I Can No Longer Work</p> <p style="margin: 5px 0;">My Mother Who Has Alzheimer's Will Be Injured or Will Get Lost</p> </div>
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Include the Number of Slides Needed to Help You Understand What is Important to a Person

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

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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](#)

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.

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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

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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

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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.

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Examples of Assessment of Social Match Assessment

Considering Student and Adult Characteristics Across:

- Activity Levels
- Distractibility
- Intensity
- Regularity
- Sensitivity
- Approachability
- Persistence
- 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/CEC/MHC_IT3_Booklet_Toddler.pdf

- Infant Temperament Tool

https://www.ecmhc.org/documents/CEC/MHC_IT3_Booklet_Infant.pdf

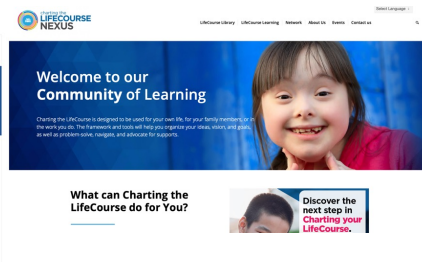
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Important Person-Centered Resources

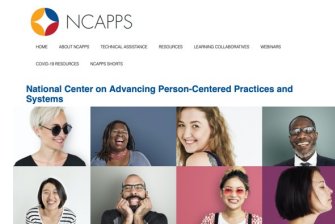
[The Learning Community](#)



[Charting the LifeCourse](#)



[National Center on Advancing Person-Centered Systems](#)



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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](#)

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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



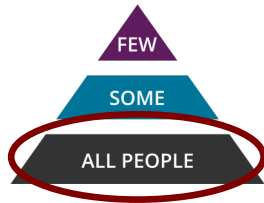
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Positive Support Examples

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

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Examples of *Person-Centered Universal Practices*

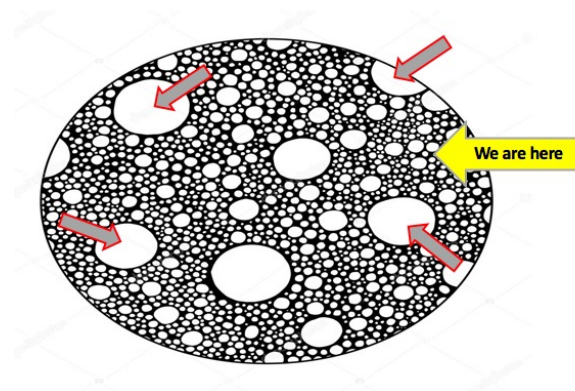
- Include Person-Centered Thinking or LifeCourse Tools in staff training
- Coach staff as they try new strategies
- Change documents so they are more person-friendly (remove "consumer," "client")
- Add content in regular meetings or other communication strategies
- Reach out to other organizations working on person-centered practices

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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



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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

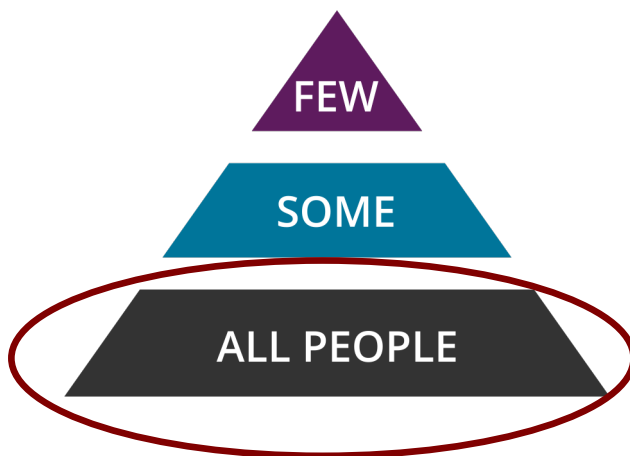


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Activity:

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

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



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

Steps for Moving Forward	Who is Involved	Targeted Completion Date

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ACTIVITY BREAK 10 MINUTES

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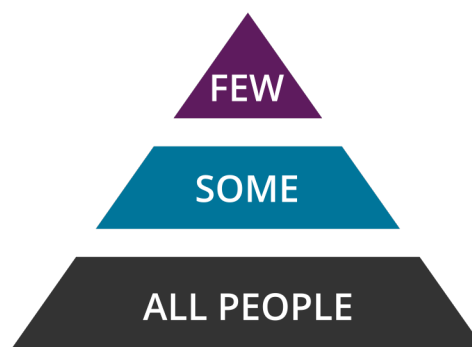
Using a Team Approach



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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



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Major Messages.... “It’s a Marathon Not a Sprint.”

“Change is a
process
not an
event.”

-Barbara Johnson



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Team Members

Core Team Members

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



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Expanding Input

Meeting 2-3 Times a Year

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



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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

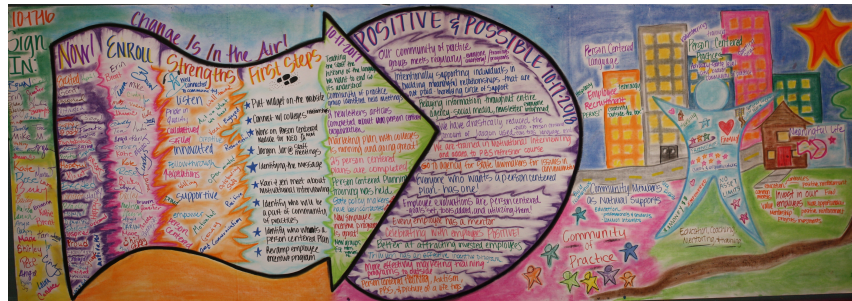
A family support an adult child might include....

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



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Use Internal Strengths to Expand Person-Centeredness



ORGANIZATIONAL CHANGE STAKEHOLDERS PATH
OCTOBER 17TH 2016

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Assess How You Already Communicate

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

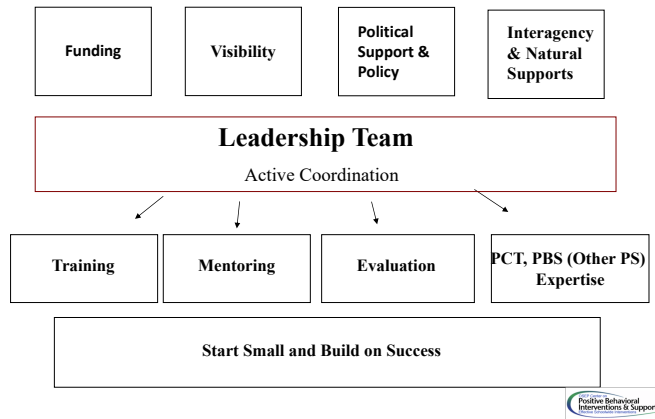


** Build Into Existing Communication Whenever Possible*

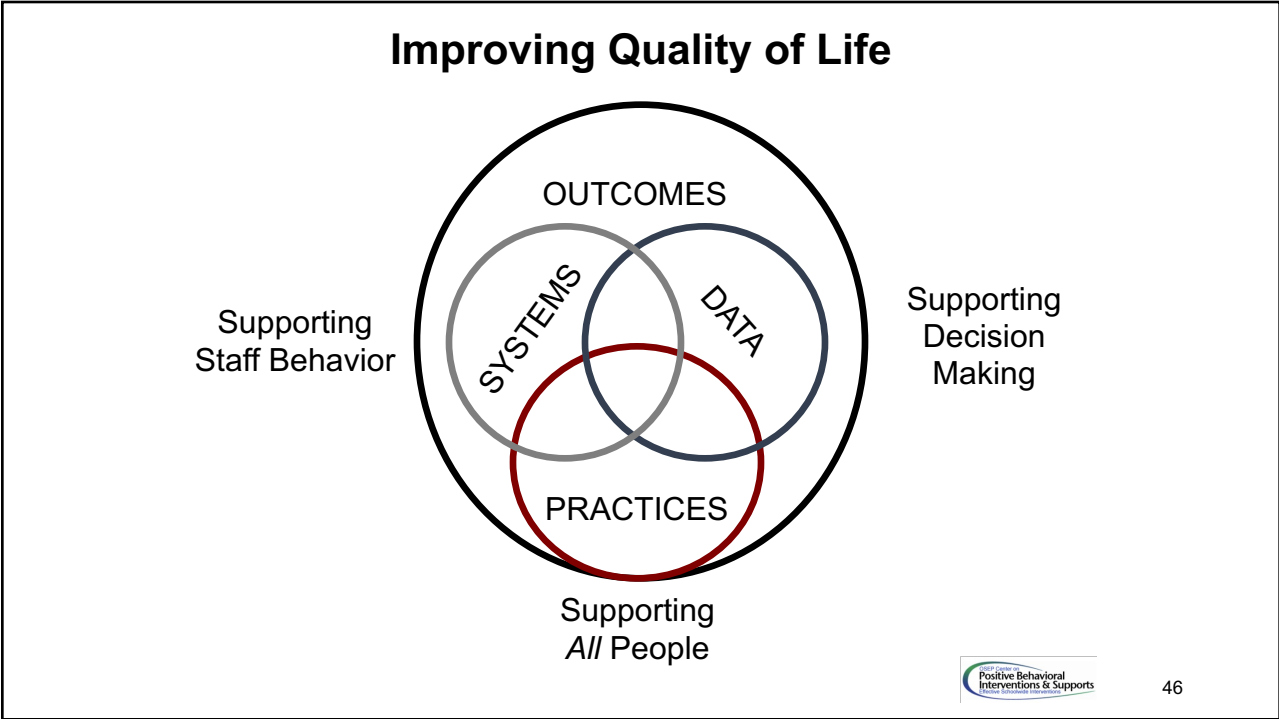
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Leading and Implementing Person-Centered Positive Supports

Organization and County Planning



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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



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Involve Everyone in Assessing Strengths and Creating and Action Plan



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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

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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



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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]

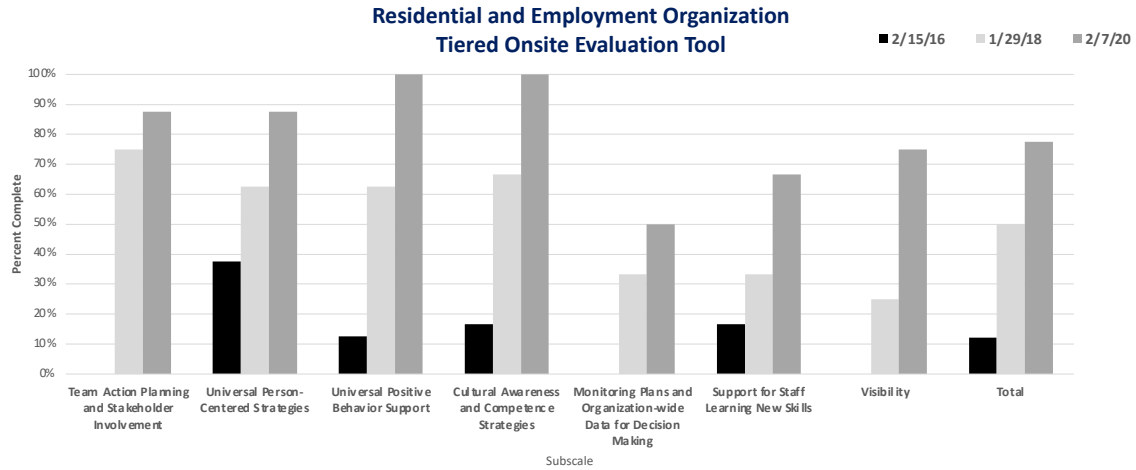
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Minnesota Team Checklist

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Use Strategies to Track Your Progress

(And Why This is Important)



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

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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?

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BREAK 15 MINUTES

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Home and Community-Based Modules



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Use the Modules to Guide Your Progress

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

- Module #1: Overview of the Minnesota Home and Community-Based Services (HCBS) Modules for Person-Centered Organizations
- Module #2: Using a Team Approach to Build on Person-Centered Practices
- Module #3: Confirming Readiness
- Module #4: Assessing Your Organization's Strengths and Needs
- Module #5: Creating an Action Plan
- Module #6: Making Person-Centered Practices a Part of Everyday Work
- Module #7: Evaluating Person-Centered Practices Over Time
- Module #8: Problem-Solving When Person-Centered Related Challenges Occur

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



Edit Screenshot

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Overview ▾ What's New Site Map Events

Positive Supports MINNESOTA **VISIT MNPSP.ORG**

Home Topic Areas ▾ Positive Support Practices ▾ **Training Materials ▾**

Welcome to Minnesota Positive Supports Website

This website is for: All people want to be respected, have choices, and feel safe.

Mental health providers
 Disability services providers

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

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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









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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 Go to Module 1	 Using a Team Approach Go to Module 2	 Confirming Readiness Go to Module 3	 Assessing Your Organization Go to Module 4
 Creating an Action Plan Go To Module 5	 Making Person-Centered Practices a Part of Everyday Work Go To Module 6	 Evaluating Person-Centered Practices Over Time Go To Module 7	 Problem-Solving When Person-Centered Related Challenges Occur Go To Module 8

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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.

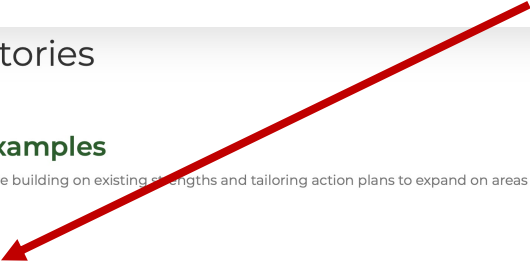
- Team Story 1 – Public Health
- Team Story 2 – Residential Provider
- Team Story 3 – Employment Services
- Team Story 4 – Mental health Provider
- Team Story 5- County Example
- Team Story 6 – Evaluation Story

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



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HCBS Modules - Direct Link



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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

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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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Sign up through [registration link](#)

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Special Focus: Smaller Organizations or Families Managing Staff at Home

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

Questions? Email [Seugnhee Lee](mailto:Seugnhee.Lee)



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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)	

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Opportunity for Smaller Organizations

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- 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
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Registration

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

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

Steps for Moving Forward	Who is Involved	Targeted Completion Date

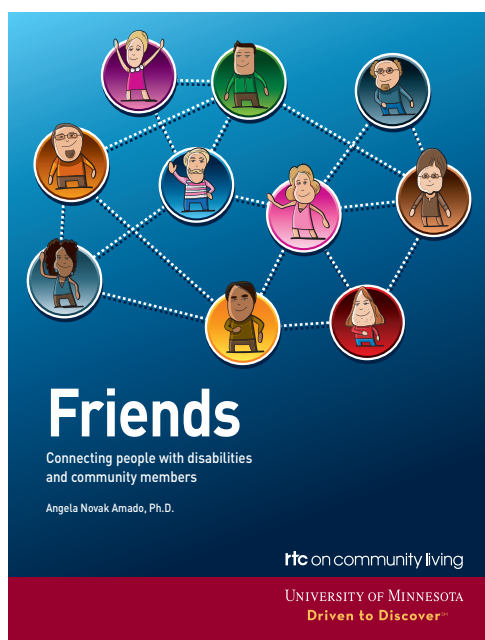
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Training Resources

- [Home and Community Based Modules](#)
- [MNPSP.ORG Positive Social Strategies](#)
- [MNPSP.ORG Universal Social Skills](#)
- [Implementation Resources](#)
- [Learn More About Person-Centered Strategies](#)

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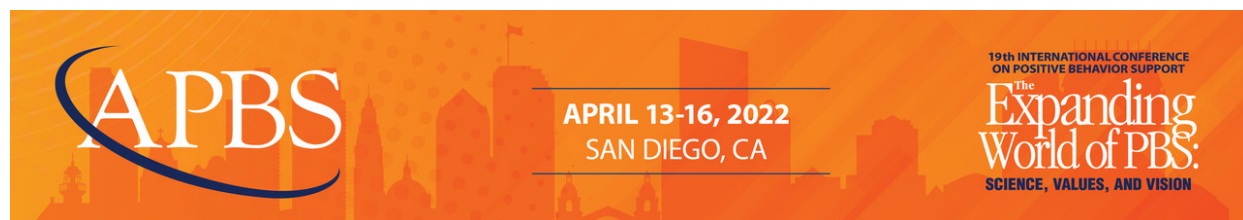
Making Community Connections

MNPSP.ORG

- Training Materials
- Universal Social Skills

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

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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>

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Thank You for you Time!

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